WE'RE MAKING SOME CHANGES TO YOUR ROGERS BANK CREDIT CARD ACCOUNT (ROGERS RED WORLD ELITE® MASTERCARD)

Thank you for being a valued Rogers Bank customer. We are writing to let you know about upcoming changes to your Account and legal documents to: (i) replace the 1.5x cash back rewards redemption value for Eligible Rogers Purchases with the ability to earn 5% in cash back rewards for Eligible Rogers Purchases; (ii) replace the 5 Roam Like Home days benefit with an annual "roaming credit" that can be used for eligible Rogers roaming mobile services; and (iii) update the insurance benefits included with your Card. All changes (other than the Roam Like Home days change) described in this notice will take effect on **November 18, 2026**. The Roam Like Home days change will take effect on **January 12, 2027**. Please review the details below carefully.

Please note that you may be receiving this notice even if you have closed your Account. You will not experience the changes unless your Account is reinstated. If your Account is reinstated, these changes will apply to your Account as of the dates below.

1. <u>Cash Back Rewards Increase for Eligible Rogers Purchases</u>

Effective as of **November 18, 2026**, your cash back rewards will increase to 5% on all Eligible Rogers Purchases. This means that for every one dollar ($1.00) of an Eligible Rogers Purchase made with your Account, you will earn $0.05 in cash back rewards. The 5% earn rate for Eligible Rogers Purchases is subject to the annual limits applicable to your Card.

Examples of Eligible Rogers Purchases include a Rogers, Fido or Shaw bill for a monthly post-paid mobile plan, or products purchased from the Rogers website or Fido website. For clarity, the following are not Eligible Rogers Purchases: (a) any in-store purchase of Rogers, Fido, Shaw or Comwave products; (b) Toronto Blue Jays tickets; and (c) any discounted mobile or wireless plans offered through the Rogers Preferred Program. We may change what qualifies as an Eligible Rogers Purchase at any time without notice.

2. <u>Removal of 1.5x Rewards Redemption Value for Eligible Rogers Purchases</u>

Effective as of **November 18, 2026**, all cash back rewards will be valued at a regular redemption rate of 1 point per $0.01 when you redeem for any Eligible Purchase (even if the purchase qualifies as an Eligible Rogers Purchase). The regular redemption rate will apply even if the transaction you redeem against is posted to your Account before **November 18, 2026**.

3. <u>Replacing Roam Like Home Days with a Roaming Credit</u>

Effective as of **January 12, 2027**, you will no longer receive the annual benefit of 5 Roam Like Home days. Instead, you will receive an annual credit in the amount of $75.00 that can be redeemed against the purchase of any eligible Rogers roaming service (such as Travel Passes or Roam Like Home daily roaming). Any unused Roam Like Home days on your Account will be removed from your Account on **January 12, 2027**.

You will be entitled to the Roaming Credit beginning on **January 12, 2027**. Thereafter, your annual Roaming Credit will reset on either: (i) the anniversary date of your Account's opening (if you have never switched between Cards); or (ii) the anniversary date of your product switch (if you have switched between Cards).

4. <u>Changes to Insurance Benefits</u>

Effective **November 18, 2026**, we will be making some important changes to the insurance benefits included with your Rogers Bank credit card, as well as improving the format and language of your Certificate of Insurance.

Please refer to your Certificate of Insurance and note the following key changes to your coverage. Terms in bold italics below are defined in your Certificate of Insurance.

Out-of-Province/Out-of-Country Emergency Medical Insurance

- The maximum days permitted for each ***trip*** (including ***your departure date***) is changing as follows:
    - **Ages 64 and under**: increasing from 10 days to 15 days
    - **Ages 65 – 74**: no change
- The period of time, immediately before the ***departure date*** of ***your trip***, during which a pre-existing ***medical condition*** or related condition must be stable is changing as follows:
    - **Ages 64 and under**: decreasing from six months to 90 days
    - **Ages 65 – 74**: decreasing from one year to 150 days
- The exclusion for costs incurred due to, contributed to by, or resulting from an ***epidemic***, ***pandemic*** or organ harvesting surgery is removed

Trip Cancellation, Trip Interruption and Trip Delay Coverage

- Trip Cancellation, Trip Interruption and Trip Delay Coverage is no longer included with ***your*** Rogers Bank credit card.
- If ***you*** book and charge travel arrangements to ***your credit card*** before November 18, 2026, and are travelling after this date, any eligible claims resulting from ***your trip*** will be reviewed based on your current coverage.

Rental Car Collision/Damage Insurance

- Some new exclusions have been added, including, but not limited to, exclusions related to any ***rental car*** rented or driven in Jamaica, ***natural disasters***, pollution (thermal, biological, chemical) and events known at the time ***you*** enter into a ***rental car agreement***.

In addition to the above, other changes will also apply including the addition of newly defined terms as well as updates to some existing terms. To review the full terms and conditions, including limitations and exclusions of your insurance, please visit rogersbank.com/legal to obtain a copy of the new Certificate of Insurance for your credit card. **Please download and/or print a copy of the new Certificate of Insurance for your records and be sure to read it carefully before you travel. Note, no other action is required on your part and there is no need to contact Rogers Bank.**

If you have any questions regarding the insurance changes, please contact Allianz Global Assistance toll-free at 1-866-856-7323 or visit www.allianz-assistance.ca.

Insurance benefits are subject to specific terms and conditions, including limitations, exclusions and other important information contained in the Certificate of Insurance that is sent to cardholders. Insurance coverages are underwritten by CUMIS General Insurance Company, and administered by Allianz Global Assistance, which is a registered business name of AZGA Service Canada Inc., and/or its subsidiaries doing business as Allianz Global Assistance.

To align with the changes in this notice, the terms of the following documents will be amended: your Rewards Terms and Conditions; (2) your Rogers Services Benefits Terms and Conditions, and (3) your Certificate of Insurance. Attached is a detailed comparison of the changes to these documents (except for your Certificate of Insurance). **These changes will take effect on the dates noted below.**

We want to ensure you have the right Card to meet your needs. By continuing to use your Account after the changes take effect, you are accepting these changes. If you would like to switch to a different Card, you can contact us at 1-855-775-2265. For residents of Quebec, if you do not agree with these changes, you may terminate your credit card account with us by **December 18, 2026** without cost or penalty after any remaining balance is paid in full.

Capitalized terms used but not defined in this notice have the meanings set out in the Rogers Bank Cardholder Agreement, the Rogers Red World Elite Mastercard Rewards Program Terms and Conditions, or the Rogers Services Benefits Terms and Conditions for Rogers Red World Elite Mastercard, as applicable.

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1. Changes to Rogers Red World Elite Mastercard Rewards Program Terms and Conditions

Section	Current Terms	Revised Terms (effective November 18, 2026)
4. Earning Rewards	Rewards are earned or deducted on a per-transaction basis based on the Posting Date of the transaction. Your earn rate will depend on whether you are an Eligible 2% Customer and whether your Annual Spend is less than your Annual Cap. Your Annual Spend will reset to zero (0) at the beginning of each Annual Spend Period. ***If Annual Spend is less than Annual Cap as of the Posting Date*** If your Annual Spend is less than your Annual Cap <u>and</u> you are an Eligible 2% Customer, you will receive: • 2 points added to your Rewards Account for every one dollar ($1.00) of an Eligible Purchase made with your Account (which is equal to a Rewards value of 2%) and 2 points deducted from your Rewards Account for every one dollar ($1.00) of a Credit on your Account. • 3 points added to your Rewards Account for every one dollar ($1.00) of an Eligible Purchase made with your Account in United States dollars (which is equal to a Rewards value of 3%) and 3 points deducted from your Rewards Account for every one dollar ($1.00) of a Credit on your Account in United States Dollars. If your Annual Spend is less than your Annual Cap <u>and</u> you are not an Eligible 2% Customer, you will receive: • 1.5 points added to your Rewards Account for every one dollar ($1.00) of any other Eligible Purchase made with your Account (which is equal to a Rewards value of 1.5%) and 1.5 points deducted from your Rewards Account for every one dollar ($1.00) of any other Credit on your Account. • 3 points added to your Rewards Account for every one dollar ($1.00) of an Eligible Purchase made with your Account in United States dollars (which is equal to a Rewards value of 3%) and 3 points deducted from your	Rewards are earned or deducted on a per-transaction basis based on the Posting Date of the transaction. Your earn rate will depend on whether your transaction qualifies as an Eligible Rogers Purchase, whether you are an Eligible 2% Customer and whether your Annual Spend is less than your Annual Cap. Your Annual Spend will reset to zero (0) at the beginning of each Annual Spend Period. ***If Annual Spend is less than Annual Cap as of the Posting Date*** If your Annual Spend is less than your Annual Cap <u>and</u> you are an Eligible 2% Customer, you will earn: • 5% in Rewards (5 points per dollar) on each Eligible Rogers Purchase made with your Account. • 3% in Rewards (3 points per dollar) on each Eligible Purchase made with your Account in United States Dollars. • 2% in Rewards (2 points per dollar) on any other Eligible Purchase made with your Account. If your Annual Spend is less than your Annual Cap <u>and</u> you are not an Eligible 2% Customer, you will receive: • 5% in Rewards (5 points per dollar) on each Eligible Rogers Purchase made with your Account. • 3% in Rewards (3 points per dollar) on each Eligible Purchase made with your Account in United States Dollars. • 1.5% in Rewards (1.5 points per dollar) on any other Eligible Purchase made with your Account. ***If Annual Spend is equal to or greater than Annual Cap as of the Posting Date*** If your Annual Spend is equal to or greater than your Annual Cap, you will earn 1.5% in Rewards (1.5

Rewards Account for every one dollar ($1.00) of a Credit on your Account in United States Dollars.

If Annual Spend is equal to or greater than Annual Cap as of the Posting Date

If your Annual Spend is equal to or greater than your Annual Cap, you will receive:

- 1.5 points added to your Rewards Account for every one dollar ($1.00) of any other Eligible Purchase made with your Account (which is equal to a Rewards value of 1%) and 1.5 points deducted from your Rewards Account for every one dollar ($1.00) of any other Credit on your Account.

This applies regardless of your status as an Eligible 2% Customer.

Annual Cap	**$61,000**
Eligible 2% Customer - Below Annual Cap	
Eligible Purchase in United States dollars	3%
Any other Eligible Purchase	2%
Not Eligible 2% Customer - Below Annual Cap	
Eligible Purchase in United States dollars	3%
Any other Eligible Purchase	1.5%
All Customers - After Annual Cap	
All Eligible Purchases	1.5%

**Chart for illustrative purposes only. See details above.*

More Information

As we assess your status from time to time, you may receive 2 points added to your Rewards Account for every one dollar ($1.00) of an Eligible Purchase made with your Account even though your Annual Spend exceeds your Annual Cap or you are not an Eligible 2% Customer.

Rewards credits and debits are reflected in your Rewards Account. Rewards are added to your Rewards Account as long as your Account is open and you are not in default under your Cardholder Agreement as of the Posting Date. All Rewards earned on or deducted from your Rewards Account (including by any Authorized User) will be credited to or deducted from the Primary Cardholder's Rewards Account. Transactions in foreign

points per dollar) on all Eligible Purchases made with your Account. This applies regardless of your status as an Eligible 2% Customer.

Annual Cap	**$61,000**
Eligible 2% Customer - Below Annual Cap	
All Eligible Rogers Purchases	5%
Eligible Purchase in United States dollars	3%
Any other Eligible Purchase	2%
Not Eligible 2% Customer - Below Annual Cap	
All Eligible Rogers Purchases	5%
Eligible Purchase in United States dollars	3%
Any other Eligible Purchase	1.5%
All Customers - After Annual Cap	
All Eligible Purchases	1.5%

**Chart for illustrative purposes only. See details above.*

More Information

As we assess your status from time to time, excess Rewards may be added to your Rewards Account for each Eligible Purchase made with your Account even though your Annual Spend exceeds your Annual Cap or you are not an Eligible 2% Customer.

Rewards credits and debits are reflected in your Rewards Account. It may take several months for your Rewards to appear in your Rewards Account. Rewards are added to your Rewards Account as long as your Account is open and you are not in default under your Cardholder Agreement as of the Posting Date. All Rewards earned on or deducted from your Rewards Account (including by any Authorized User) will be credited to or deducted from the Primary Cardholder's Rewards Account. Transactions in foreign currencies are converted to Canadian dollars for the purposes of calculating Rewards added or deducted.

Credits (for returns or otherwise) will be deducted from your Rewards Account and may be deducted at a different rate from the rate at which the Rewards were earned. We have the right to make any other adjustments to your Rewards Account in accordance with your Cardholder Agreement and these Terms and Conditions. In some cases, your Rewards Account balance could become negative.

	currencies are converted to Canadian dollars for the purposes of calculating Rewards added or deducted. Credits (for returns or otherwise) may be deducted from your Rewards Account at a different rate from the rate at which the Rewards were earned. We have the right to make any other adjustments to your Rewards Account in accordance with your Cardholder Agreement and these Terms and Conditions. In some cases, your Rewards Account balance could become negative. You can view your Rewards Account online by logging into www.rogersbank.com or the Rogers Bank app.	You can view your Rewards Account online by logging into www.rogersbank.com or the Rogers Bank app.
6. Redeeming Rewards	You may redeem your Rewards towards Eligible Purchases at a regular redemption rate of 1 point per $0.01. You may also redeem Rewards for Eligible Rogers Purchases, in which case your Rewards will have a redemption rate of 1.5 times (or 150%) their redemption value compared to redeeming for a regular Eligible Purchase. As an example, 10,000 points can be redeemed for an Eligible Purchase of $100 or an Eligible Rogers Purchase of $150. Rewards will be redeemed up to the lesser of: the full amount of your Eligible Purchase or Eligible Rogers Purchase, as applicable, or the cash value of your Rewards Account. The minimum redemption amount is $10. You can only redeem towards a transaction that was posted up to 90 days before the redemption and that was posted after you achieved the minimum redemption amount. Fractions of a point cannot be redeemed. To redeem your Rewards, you must log into your Rewards Account through www.rogersbank.com or the Rogers Bank app. Only the Rogers Bank app allows you to choose which Eligible Purchase or Eligible Rogers Purchase to redeem your Rewards against. To ensure you can redeem your Rewards for Eligible Rogers Purchases, you must redeem your Rewards through the Rogers Bank app. The Rogers Bank app may not be available on all devices and is subject to additional terms and conditions. You must not allow anyone else to log into your Rewards Account and redeem your Rewards. Rewards redemptions are reflected in your Rewards Account and as credits to your Account once such credits post.	You may redeem your Rewards towards Eligible Purchases at a regular redemption rate of 1 point per $0.01. As an example, $100 in Rewards (10,000 points) can be redeemed for an Eligible Purchase of $100. Rewards will be redeemed up to the lesser of: the full amount of your Eligible Purchase or the cash value of your Rewards Account. You can only redeem towards a transaction that was posted up to 90 days before the redemption and that was posted after you achieved the minimum redemption amount. The minimum redemption amount is $10. Fractions of a point cannot be redeemed. To redeem your Rewards, you must log into your Rewards Account through www.rogersbank.com or the Rogers Bank app. The Rogers Bank app may not be available on all devices and is subject to additional terms and conditions. You must not allow anyone else to log into your Rewards Account and redeem your Rewards. Rewards redemptions are reflected in your Rewards Account and as credits to your Account once such credits post. You may redeem your Rewards in the form of an annual Account statement credit to your Account by calling us at 1 855 775-2265. You must make your request by December 1st of that year and the statement credit will be applied to your Account in January of the following year. The amount credited will be the total value of the balance of your Rewards Account as of the date the credit is posted to your Account.

	You may redeem your Rewards in the form of an annual Account statement credit to your Account by calling us at 1 855 775-2265. You must make your request by December 1st of that year and the statement credit will be applied to your Account in January of the following year. The amount credited will be the total value of the balance of your Rewards Account as of the date the credit is posted to your Account at a redemption value of $0.01 per point. If you reside in Quebec, you may also redeem your Rewards in the form of a payment by calling us at 1 855 775-2265. You must make your request by December 1st of that year and the payment will be provided in January of the following year. The amount paid to you will be the total value of the balance of your Rewards Account as of the date the payment is issued to you at a redemption value of $0.01 per point. **Rewards redemptions do not count towards or relieve you of your obligation to pay your monthly minimum payment or Required Payment, as set out in your monthly Statement. You must continue to pay these amounts on your Account.**	If you reside in Quebec, you may also redeem your Rewards in the form of a payment by calling us at 1 855 775-2265. You must make your request by December 1st of that year and the payment will be provided in January of the following year. The amount paid to you will be the total value of the balance of your Rewards Account as of the date the payment is issued to you. **Rewards redemptions do not count towards or relieve you of your obligation to pay your monthly minimum payment or Required Payment, as set out in your monthly Statement. You must continue to pay these amounts on your Account.**
13. Definitions (only new or amended definitions are listed)	**Eligible Rogers Purchase** means any Eligible Purchase that we: (i) communicate as an Eligible Rogers Purchase from time to time; and (ii) identify as an Eligible Rogers Purchase when you sign into the Rewards section of the Rogers Bank app. We may change what qualifies as an Eligible Rogers Purchase at any time without notice.	**Eligible Rogers Purchase** means any Eligible Purchase that: (i) is a bill payment to Rogers, Fido, Shaw or Comwave (excluding payments made in-store); (ii) is an online purchase from Rogers or Fido; (iii) is a purchase from TSC; (iv) is a direct subscription to Sportsnet+, CityTV+ or Discovery+; (v) is a purchase from a Jays Shop location at Rogers Centre; or (vi) we communicate as an Eligible Rogers Purchase from time to time. For clarity, it excludes: (a) any in-store purchase of Rogers, Fido, Shaw or Comwave products; (b) Toronto Blue Jays tickets; and (c) any discounted mobile or wireless plans offered through the Rogers Preferred Program. We will identify your Eligible Rogers Purchases when you sign into the Rewards section (under "Earned Rewards History") of online banking on www.rogersbank.com or the Rogers Bank app. We may change what qualifies as an Eligible Rogers Purchase at any time without notice.

2. Changes to Rogers Services Benefits Terms and Conditions for Rogers Red World Elite Mastercard

Section	Terms
Preamble	***Current Terms*** **Rogers Red World Elite Mastercard** primary cardholders (also referred to as "**you**" and "**your**") are eligible to receive benefits including credits and/or discounts towards certain Rogers Communications Canada Inc. ("**Rogers**") services ("**Rogers Services Benefits**"). Rogers Services Benefits are provided by Rogers. Details are set out below. ***Revised Terms (effective November 18, 2026)*** Primary cardholders (also referred to as "**you**" and "**your**") of a **Rogers Red World Elite Mastercard** (your "**Card**") are eligible to receive benefits including credits and/or discounts towards certain Rogers Communications Canada Inc. ("**Rogers**") services ("**Rogers Services Benefits**"). Rogers Services Benefits are provided by Rogers. Details are set out below.
Enrolment and Linking	***Current Terms*** To receive the Rogers Services Benefits and other benefits, your eligible Rogers account must be linked to your Rogers Red World Elite Mastercard. If your account isn't linked automatically when your Rogers Red World Elite Mastercard account is opened, you must perform the linking through the Rogers Bank app or by calling Rogers Bank at 1 855 775-2265. An eligible Rogers account is any Rogers consumer account where you are either the primary account holder or have permission to make changes (i.e. Level 1 Authorized User). Only one (1) Rogers account can be linked to one (1) Rogers Bank credit card account. You may not link a Rogers account that has a 12-digit account number until other eligible services are added to your Rogers account and the account number is updated. If you want to change the Rogers account you link, you must first unlink through the Rogers Bank app then link your new Rogers account after 35 days have passed. ***Revised Terms (effective November 18, 2026)*** To be eligible for certain rewards and benefits, your eligible Rogers account must be linked to your Card. If your account isn't linked automatically when your Card account is opened, you must ensure that you link your eligible Rogers account to your Card yourself. An eligible Rogers account is any Rogers consumer account where you are either the primary account holder or have permission to make changes (i.e. Level 1 Authorized User). Only one (1) Rogers account can be linked to one (1) Rogers Bank credit card account. You may not link a Rogers account that has a 12-digit account number until other eligible services are added to your Rogers account and the account number is updated. If you want to change the Rogers account you link, you must first unlink and then link your new Rogers account.

Rogers Services Benefits

Current Terms

ROGERS SERVICES	BENEFIT	CONDITIONS	ELIGIBILITY REQUIREMENT
Mobile	5 days (US or International) of Roam Like Home per year	Roam Like Home benefits reset every year on the anniversary of the date that your Rogers Red World Elite Mastercard account was opened (for new Rogers Bank customers) or the anniversary of the date that your original Rogers Bank credit card was opened (if you switched to a Rogers Red World Elite Mastercard). Unused Roam Like Home benefits cannot be carried over beyond the anniversary date. Any mobile telephone number associated with an eligible Rogers account can use the Roam Like Home benefits on a first come first serve basis.	Mobile account must be actively subscribed to an eligible postpaid plan that allows enrollment in Roam Like Home. Your Rogers account must be in good standing.

Revised Terms (effective November 18, 2026)

ROGERS SERVICES	BENEFIT	CONDITIONS	ELIGIBILITY REQUIREMENT
You will receive the Roam Like Home benefit described below until January 11, 2027:			
Mobile	5 days (US or International) of Roam Like Home per year	Roam Like Home benefits reset every year on the anniversary of the date that your Rogers Red World Elite Mastercard account was opened (for new Rogers Bank customers) or the anniversary of the date that your original Rogers Bank credit card was opened (if you switched to a Rogers Red World Elite Mastercard). Unused Roam Like Home benefits cannot be carried over beyond the anniversary date. Any mobile telephone number associated with an eligible Rogers account can use the Roam Like Home benefits on a first come first serve basis.	Mobile account must be actively subscribed to an eligible postpaid plan that allows enrollment in Roam Like Home. Your Rogers account must be in good standing.
Effective as of January 12, 2027, all unused Roam Like Home benefits (as described above) will be removed from your account. Instead, you will receive the Roaming Credit described below:			
Mobile	$75.00 credit per year (the "**Roaming Credit**") which can be applied against Eligible Roaming Services (as defined below).	Eligible Roaming Services must either be (i) billed to an eligible postpaid Rogers mobile account that is paid for using your Card, or (ii) purchased directly from Rogers and paid for using your Card. Roaming Credit resets every year on (i) the anniversary of the date that your Card account was opened (for new Rogers Bank customers) or (ii) the anniversary of the date that you switched to your Card from your existing Rogers Bank credit card (the "**Roaming Credit Anniversary Date**"). Unused balance of the Roaming Credit cannot be carried over beyond the Roaming Credit Anniversary Date.	Mobile account must be actively subscribed to an eligible plan that supports the Eligible Roaming Service you have purchased. Your Rogers account must be in good standing.

Billing	***<u>Current Terms</u>*** Once your Rogers Red World Elite Mastercard and eligible Rogers accounts are linked, the Rogers Services Benefits will automatically be applied to the Rogers account. Charges associated with your Rogers Services Benefits will automatically be credited on your Rogers bill once the Rogers Services Benefits have been used. You can view the usage associated with your Rogers Services Benefits by logging into the Rogers Bank app or into Rogers.com. ***<u>Revised Terms (effective November 18, 2026)</u>*** ***Roam Like Home Benefit (available to you until January 11, 2027)*** Once your Rogers Red World Elite Mastercard and eligible Rogers accounts are linked, the Rogers Services Benefits will automatically be applied to the Rogers account. Charges associated with your Rogers Services Benefits will automatically be credited on your Rogers bill once the Rogers Services Benefits have been used. You can view the usage associated with your Rogers Services Benefits by logging into the Rogers Bank app or into Rogers.com. ***Roaming Credit (effective as of January 12, 2027)*** You must submit a reimbursement request within 90 days of using your Card to either (i) pay a Rogers bill which includes an Eligible Roaming Service charge, or (ii) directly purchase an Eligible Roaming Service. You may submit multiple reimbursement requests. Reimbursement requests must be submitted through online banking, the Rogers Bank mobile app, or any other channel we designate from time to time. If your reimbursement request is approved, we will apply a credit to your Card statement. It may take several statement cycles for your credit to appear.
Eligible Services (New Section)	***<u>Revised Terms (effective November 18, 2026)</u>*** The Roaming Credit can be applied against the following eligible services: (i) any Rogers Roam Like Home service (including Travel Pass and daily roaming); and (ii) any roaming mobile service we may designate in our sole discretion from time to time ("**Eligible Roaming Services**"). For clarity, a monthly mobile plan that includes roaming services is not an Eligible Roaming Service.

For full copies of your account documents, please visit rogersbank.com/legal.