



## Important changes to your RBC Royal Bank® Credit Card Agreement effective August 1, 2021 Please read and keep for your records

We're writing to let you know we're making changes to your RBC Royal Bank Credit Card Agreement ("Agreement") effective August 1, 2021. Changes include the following relating to interest rates and other fees:

- Effective the first day of your statement period after August 1, 2021, if any of you who is responsible for the amounts owing on your Credit Card Account reside in Quebec and hold a Credit Card other than the RBC® Visa® Classic Low Rate Option, the annual interest rate on Cash Advances is changing from **22.99%** to **21.99%**.
- Effective August 1, 2021, the Cash Advance Fee is changing from **\$3.50** to **\$5.00**.
- Effective your statement period ending after August 1, 2021, any increase in your annual interest rates as a result of not making your Minimum Payment by the date on which we prepare your next monthly statement two (or more) times in any 12-month period will take effect beginning on the first day of the **next** statement period after the missed payment that caused the increase in your annual interest rates.

The changes to your Agreement are detailed below, with (where applicable) the existing wording of the Agreement on the left and the new wording of the Agreement on the right. Where applicable, corresponding changes will also be made to your RBC Royal Bank Credit Card Disclosure Statement.

### "What This Cardholder Agreement Covers" Section

The following will be added as a new paragraph 6 under this section:

"From time to time we may temporarily waive, delay the exercise of, or choose not to enforce, any of our rights under this Agreement. Any such action will not affect our right to require that you fulfill your obligations at another time, nor will it preclude any other or further exercise of any other right under this Agreement."

### "Personal Identification Number, Other Security Features; Unauthorized Use of Credit Card" Section

In addition to what is set out in this Agreement, we may tell you other steps you must take to safeguard your PIN or security codes.

### "Security Features and Unauthorized Use of Credit Card" Section

In addition to what is set out in this Agreement, we may tell you other steps you must take to safeguard your PIN or security codes.

**You must tell us immediately:**

- if your Credit Card is lost or stolen;
- if you suspect that someone else is using your Credit Card or Account number; or
- if you suspect that your Credit Card is missing.

You can contact us by calling our 24-hour toll-free number: 1-800 ROYAL® 1-2 (1-800-769-2512). If you are outside North America, you can call us collect at 1-514-392-9167. You may need operator assistance.

Once you have told us that your Credit Card has been lost, stolen or misused, we will be able to prevent use of the Credit Card and the Account number. We can also block use of your Credit Card and prevent use of your Account number without telling you if we suspect unauthorized or fraudulent use of the Credit Card or the Account number.

### "Lost or Stolen Credit Cards" Section

**Deleted**

| “Minimum Payment” Section  | “Minimum Payment” Section   |
|--|---|
| <p>If you do not make your Minimum Payment by the Payment Due Date and you have not paid it by the date on which we prepare your next monthly statement (your New Statement Date), you will lose the benefit of any Introductory Interest Rate or Promotional Interest Rate offer in which you are participating and your standard interest rates will apply (subject to any further increase as described in the next paragraph).</p> <p><b>If you do not make your Minimum Payment by the Payment Due Date and you have not paid it by your New Statement Date two (or more) times in any 12-month period, we will increase your annual interest rates to 5% (or 8% if you are a Visa Classic Low Rate Option cardholder) above your standard purchase and Cash Advance interest rates. You will continue to pay the higher interest rates until such time as you have paid the Minimum Payment by your New Statement Date for 6 consecutive months thereafter.</b></p> <p>A loss of any Introductory Interest Rate or Promotional Interest Rate or increase to your annual interest rate(s) resulting from one or more missed payments, as described above, will take effect in the third statement period after the missed payment that caused the loss of your Introductory Interest Rate or Promotional Interest Rate or the increase to your annual interest rate(s). This means that your standard interest rates or the increased annual interest rate(s), as the case may be, will apply to new transactions posted to your Account, and to all remaining balances, beginning on the first day of that third statement period.</p> | <p>If you do not make your Minimum Payment by the Payment Due Date and you have not paid it by the date on which we prepare your next monthly statement (your New Statement Date), you will lose the benefit of any Introductory Interest Rate or Promotional Interest Rate offer in which you are participating and your standard interest rate(s) will apply to new transactions posted to your Account and to all remaining balances (except interest charges), subject to any further increase if you do not make your Minimum Payment two (or more) times in any 12-month period as described below.</p> <p><b>A loss of any Introductory Interest Rate or Promotional Interest Rate, as described above, will take effect beginning on the first day of the third statement period after the missed payment that caused the loss of that rate.</b></p> <p>If you do not make your Minimum Payment by the Payment Due Date and you have not paid it by your New Statement Date two (or more) times in any 12-month period, we will increase your annual interest rates to 5% (or 8% if you are a Visa Classic Low Rate Option cardholder) above your standard purchase and Cash Advance interest rates. Increased rates will apply to new transactions posted to your Account and to all remaining balances (except interest charges). You will continue to pay the higher interest rates until such time as you have paid the Minimum Payment by your New Statement Date for 6 consecutive months thereafter.</p> <p>An increase to your annual interest rates, as described above, will take effect beginning on the first day of the next statement period after the missed payment that caused the increase to your annual interest rates.</p> |
| “Your Credit Limit” Section  | “Your Credit Limit” Section   |
| <p>Your monthly statement shows your current credit limit as well as your available credit. If you consistently make late payments — or make no payments at all — we may reduce your credit limit. From time to time, we may ask you if you want your credit limit increased. We will not increase your credit limit without your express consent to do so. You may also ask us at any time to review your eligibility for a credit limit increase.</p>  | <p>Your monthly statement shows your current credit limit as well as your available credit. If you consistently make late payments — or make no payments at all — we may reduce your credit limit. From time to time, as part of the administration of your account, we may ask if you want to change your credit limit. We will not increase your credit limit without your express consent to do so. You may also ask us at any time to review your eligibility for a credit limit increase.</p>  |
| “Standard Annual Fees, Grace Periods and Annual Interest Rates” Section  |   |
| <p>The following language has been added to the end of this section: “*If any of you reside in Quebec and hold a Credit Card other than the RBC Visa Classic Low Rate Option, the annual interest rate on Cash Advances is 21.99%.”</p>  |   |
| “Other Fees” Section   | “Other Fees” Section  |
| <p>Cash Advance Fee: When you obtain the following types of Cash Advances at your standard interest rate or at an Introductory Interest Rate, a \$3.50 fee for each transaction will be charged to your Account, unless otherwise stated:</p> <ul style="list-style-type: none"> <li>(i) cash withdrawals from your Account at one of our branches or ATMs, or at any other financial institution’s ATM, in Canada;</li> <li>(ii) bill payments from your Account that are not pre-authorized charges that you set up with a merchant or when you transfer funds from your Account to another RBC Royal Bank bank account at one of our branches or ATMs, or through our online banking or telephone banking service;</li> <li>(iii) when you make Cash-Like transactions in Canada.</li> </ul> <p>For all Accounts except the U.S. Dollar Visa Gold Account, if the cash withdrawal or Cash-Like transaction occurs outside Canada, a \$5.00 fee will be charged each time. For the U.S. Dollar Visa Gold Account only, if the cash withdrawal or Cash-Like transaction occurs outside Canada, a \$3.50 fee will be charged each time.</p>  | <p>Cash Advance Fee: When you obtain the following types of Cash Advances at your standard interest rate or at an Introductory Interest Rate, a \$5.00 fee for each transaction will be charged to your Account, unless otherwise stated:</p> <ul style="list-style-type: none"> <li>(i) cash withdrawals from your Account at one of our branches or ATMs, or at any other financial institution’s ATM, in or outside Canada;</li> <li>(ii) bill payments from your Account that are not pre-authorized charges that you set up with a merchant or when you transfer funds from your Account to another RBC Royal Bank bank account at one of our branches or ATMs, or through our digital banking or telephone banking service;</li> <li>(iii) when you make Cash-Like transactions in or outside Canada.</li> </ul>  |

| “RBC Rewards Program” Section  | “RBC Rewards Program” Section  |                                   |  |
|--|--|-----------------------------------|--|
| <p>Many of our Credit Cards allow you to earn RBC Rewards points, which can be redeemed for merchandise, travel and other rewards. If you have this type of Credit Card, the RBC Rewards Terms and Conditions set out the terms of your participation in the RBC Rewards program. They are available for your review at <a href="http://www.rbc rewards.com">www.rbc rewards.com</a> and are subject to change without notice to you. If you would like a paper copy, please let us know.</p>  | <p>Many of our Credit Cards allow you to earn RBC Rewards points, which can be redeemed for merchandise, travel and other rewards. If you have this type of Credit Card, the RBC Rewards Terms and Conditions set out the terms of your participation in the RBC Rewards program. They are available for your review at <a href="http://www.rbc rewards.com">www.rbc rewards.com</a>. If you would like a paper copy, please let us know.</p>  |                                   |  |
| “RBC Cash Back Program” Section  | “RBC Cash Back Program” Section  |                                   |  |
| <p>Some of our Credit Cards allow you to earn back a certain percentage of the total amount of eligible net purchases charged to your Account annually, as a credit to your Account. If you have this type of Credit Card, the RBC Cash Back Terms and Conditions set out the terms of your participation in the RBC Cash Back program, including the manner in which the cash back credit is calculated and credited. They are available for your review at <a href="http://rbc.com/cashbackterms">rbc.com/cashbackterms</a> and are subject to change without notice to you. If you would like a paper copy, please let us know.</p>   | <p>Some of our Credit Cards allow you to earn back a certain percentage of the total amount of eligible net purchases charged to your Account annually, as a credit to your Account. If you have this type of Credit Card, the RBC Cash Back Terms and Conditions set out the terms of your participation in the RBC Cash Back program, including the manner in which the cash back credit is calculated and credited. They are available for your review at <a href="http://rbc.com/cashbackterms">rbc.com/cashbackterms</a>. If you would like a paper copy, please let us know.</p>   |                                   |  |
| “Special Offers” Section   | “Special Offers (Introductory and Promotional Interest Rates)” Section   |                                   |  |
| <p>We may make special offers to you from time to time, including:</p> <p>(i) Introductory and Promotional Interest Rates Offers: Introductory Interest Rate and other Promotional Interest Rate offers temporarily lower the interest rate applicable to portions of your balance, such as when you make certain types of Cash Advances. We sometimes make Introductory Interest Rate offers which apply to new Accounts only. For example, we could offer a low Introductory Interest Rate applicable to certain transactions for a limited period of time, such as a 3.9% Introductory Interest Rate on all Cash Advances for the first 9 months. A Promotional Interest Rate offer is an offer we may periodically make to you that applies to your Credit Card after your Account has been opened. For example, we could offer you a low Promotional Interest Rate applicable to certain transactions for a limited period of time, such as a 1.99% Promotional Interest Rate on Balance Transfers for 12 months.</p> <p>(ii) Installment Plans Offers: Installment Plan offers allow you to pay for eligible purchases in monthly installment payments, on agreed terms. The applicable interest rate, any fees and the repayment period will be presented to you at the time of offer. Purchases converted to Installment Plans continue to be counted towards your available credit limit.</p> <p>We may cancel your Installment Plan(s) if your circumstances change, as detailed in your Installment Plan terms, including if you change your Credit Card to an ineligible card type or your Account is closed for any reason. You may choose to cancel your Installment Plan at any time. If your Installment Plan is cancelled, interest on your Installments Not Yet Due will be determined as set out in the “Determination of Interest” section above.</p> <p>If we make you a special offer, we will explain its scope and duration and any additional terms that apply to it. If you accept the special offer by taking advantage of it, you will be bound by this Agreement and any additional terms we set out in the offer. When a special offer that you are participating in expires or comes to an end, its terms will end and the terms and conditions of this Agreement will continue to apply, including those related to interest and payments. Your monthly statement will set out any Introductory Interest Rate(s), or Promotional Interest Rate(s) that applies to your New Balance, any remaining balances associated with those rates, and when those rates expire, as well as the details of any Installment Plan offers you are participating in. If any expiry date falls on a date for which we do not process statements (for example, weekends and certain holidays), we will continue to provide you with the benefit of that special offer until our next statement processing day.</p> | <p>We may make special offers to you from time to time including Introductory Interest Rate and other Promotional Interest Rate offers that temporarily lower the interest rate applicable to portions of your balance, such as when you make certain types of Cash Advances. We sometimes make Introductory Interest Rate offers which apply to new Accounts only. For example, we could offer a low Introductory Interest Rate applicable to certain transactions for a limited period of time, such as a 3.9% Introductory Interest Rate on all Cash Advances for the first 9 months. A Promotional Interest Rate offer is an offer we may periodically make to you that applies to your Credit Card after your Account has been opened. For example, we could offer you a low Promotional Interest Rate applicable to certain transactions for a limited period of time, such as a 1.99% Promotional Interest Rate on Balance Transfers for 12 months.</p> <p>If we make you a special offer, we will explain its scope and duration and any additional terms that apply to it. If you accept the special offer by taking advantage of it, you will be bound by this Agreement and any additional terms we set out in the offer. When a special offer that you are participating in expires, its terms will end and the terms and conditions of this Agreement will continue to apply, including those related to interest and payments. Your monthly statement will set out any Introductory Interest Rate(s) or Promotional Interest Rate(s) that applies to your New Balance, any remaining balances associated with those rates, and when those rates expire. If any expiry date falls on a date for which we do not process statements (for example, weekends and certain holidays), we will continue to provide you with the benefit of that special offer until our next statement processing day.</p> <th data-bbox="801 1477 1525 1512">“Installment Plan Offers” Section</th> <td data-bbox="801 1512 1525 1995"> <p>Installment Plan offers allow you to pay for eligible purchases in monthly installment payments, on agreed terms. The applicable interest rate, any fees and the repayment period will be presented to you at the time of offer. Purchases converted to Installment Plans continue to be counted towards your available credit limit.</p> <p>We may cancel your Installment Plan(s) if your circumstances change, as detailed in your Installment Plan terms, including if you change your Credit Card to an ineligible card type or your Account is closed for any reason. You may choose to cancel your Installment Plan at any time. If your Installment Plan is cancelled, interest on your Installments Not Yet Due will be determined as set out in the “Determination of Interest” section above.</p> <p>If we make you an Installment Plan offer, we will explain its scope and duration and any additional terms that apply to it. If you set up an Installment Plan, you will be bound by this Agreement and the additional terms. Your monthly statement will set out the details of any Installment Plan(s) you are participating in.</p> </td> | “Installment Plan Offers” Section | <p>Installment Plan offers allow you to pay for eligible purchases in monthly installment payments, on agreed terms. The applicable interest rate, any fees and the repayment period will be presented to you at the time of offer. Purchases converted to Installment Plans continue to be counted towards your available credit limit.</p> <p>We may cancel your Installment Plan(s) if your circumstances change, as detailed in your Installment Plan terms, including if you change your Credit Card to an ineligible card type or your Account is closed for any reason. You may choose to cancel your Installment Plan at any time. If your Installment Plan is cancelled, interest on your Installments Not Yet Due will be determined as set out in the “Determination of Interest” section above.</p> <p>If we make you an Installment Plan offer, we will explain its scope and duration and any additional terms that apply to it. If you set up an Installment Plan, you will be bound by this Agreement and the additional terms. Your monthly statement will set out the details of any Installment Plan(s) you are participating in.</p> |

| “Tell Us If You Move” Section   | “Tell Us If You Move” Section   |
|---|---|
| Certain terms of this Agreement apply to you and to your Account based on the province or territory in which you reside, which we determine by the address information you provide to us. We depend on you to tell us immediately if you change your address so that we can administer your Account and communicate with you accurately.  | Certain terms of this Agreement apply to you and to your Account based on the province or territory in which you reside, which we determine by the information you provide to us. We depend on you to tell us immediately if you change your address so that we can administer your Account and communicate with you accurately.  |
| “Cancelling This Agreement” Section   | “Cancelling This Agreement or Any Credit Card” Section  |
| <p>We may decide to cancel this Agreement at any time without telling you in advance.</p> <p>If we do, you must pay all amounts owing on your Account, stop using your Credit Card and return your Credit Card to us. We may deduct amounts owing on your Account from any other account you have with us and use them to pay the amount owing on your Account, without notice to you.</p> <p>You may also cancel this Agreement by telling us. We may require that any cancellation be done in writing. Until you pay us the total amount you owe on your Account, this Agreement will remain in effect.</p> | <p>We have the right to cancel this Agreement and/or any Credit Card issued on your Account at any time without telling you in advance.</p> <p>If we do, you must pay all amounts owing on your Account, stop using your Credit Card and return your Credit Card to us. We may deduct amounts owing on your Account from any other account you have with us and use them to pay the amount owing on your Account, without notice to you.</p> <p>You may also cancel this Agreement by telling us. We may require that any cancellation be done in writing. Until you pay us the total amount you owe on your Account, this Agreement will remain in effect.</p> <p>We own all Credit Cards issued on your Account. You must return all Credit Cards issued on the account to us if we ask you to do so.</p> |
| “Ownership of the Credit Card” Section  | Deleted   |
| “Your Choice of Language” Section   | “Language” Section  |
| When you applied for your Credit Card, you indicated whether you wanted us to communicate with you in English or French. We will respect your choice in all our correspondence with you. If you would like a copy of this Agreement in the other language or would otherwise prefer to deal with us in the other language, please let us know.  | <p><b>Your choice of language</b> – When you applied for your Credit Card, you indicated whether you wanted us to communicate with you in English or French. We will respect your choice in all our correspondence with you, except as otherwise agreed. If you would like a copy of this Agreement in the other language or would otherwise prefer to deal with us in the other language, please let us know.</p>  |
| “In Quebec” Section   |   |
| Both of us, you and we, have requested that this Agreement and any related documents be written in English. <i>Les parties à la présente convention, soit vous et nous, ont demandé que cette convention et tout document connexe soient rédigés en anglais.</i>  | <p><b>In Quebec</b> – Both of us, you and we, have requested that this Agreement and any related documents be written in English. <i>Les parties à la présente convention, soit vous et nous, ont demandé que cette convention et tout document connexe soient rédigés en anglais.</i></p>  |
| The following references throughout the Agreement have been changed   |   |
| “If you reside in Quebec”   | “If any of you reside in Quebec”  |
| “Unless you reside in Quebec”   | “Unless any of you reside in Quebec”  |
| “online banking”  | “digital banking”   |

Should these changes no longer meet your needs, you have the option to close your Account and cancel your Agreement without cost, penalty or cancellation indemnity by notifying us no later than September 1, 2021 and by paying the total amount you owe on your Account.

If you have any questions, we'd be happy to discuss them. You can call us at 1-800 ROYAL® 1-2 (1-800-769-2512) or visit us at any RBC Royal Bank branch.