1. Definitions

"You" or "your" means either, depending on the context: (i) the Personal Applicant and/or the Co-Applicant on a Personal Credit Card Account; (ii) the Business Applicant and/or any Business Owner on a CLSB Account; (iii) the Business Avion Applicant, any Business Owner and/or a Participating Cardholder on a Business Avion Credit Card Account; (iv) the Commercial Applicant, a Points Owner and/or a Participating Cardholder on a Commercial Avion Credit Card Account; (v) a Banking Rewards Account Client, or (vi) a Personal Deposit Account Client; and: "Royal Bank", "we", "us" or "our" means Royal Bank of Canada.

"Account" means either a Credit Card Account, an Eligible Banking Rewards Account or an Eligible Personal Deposit Account.

"Air Travel Reward" means air travel that Points can be redeemed for in accordance with the Redemption Schedule, and which is only available to Avion Participants.

"Alternate Contact" means a single individual appointed by you in our prescribed manner, or by a Designate on a Commercial Avion Credit Card Account, who is authorized to redeem Points on your behalf, exclusively for Travel Rewards, as per these Terms. An Alternate Contact is not authorized to do any other transactions with the Points, nor redeem Points for any other type of reward. An Alternate Contact does not have to be a Cardholder on the Credit Card Account, or employed by the Business Avion Applicant or the Commercial Applicant.

"Authorized User" means an individual, other than the Personal Applicant and the Co-Applicant, to whom we issue a Card on a Personal Credit Card Account at the request of the Personal Applicant or the Co-Applicant.

"Authorized Person" means a representative of a Business Applicant or a Commercial Applicant, including an individual Business Owner or authorized signing officer.

"Avion Account" means a Personal Avion, a Business Avion or a Commercial Avion Credit Card Account.

"Avion Participant" means any person entitled to redeem Points for Air Travel Rewards from the Redemption Schedule, namely: (i) the Personal Applicant and the Co-Applicant on a Personal Avion Credit Card Account; (ii) a Participating Cardholder on a Business Avion Credit Card Account; (iii) a Participating Cardholder, a Points Owner or a Designate on a Commercial Avion Credit Card Account; (vi) a Banking Rewards Account Client who also has a Personal Avion Credit Card Account, and (vii) a Personal Deposit Account Client.

"Banking Rewards Account Client" means the Primary Account Owner of an Eligible Banking Rewards Account who earns Points for having and using an Eligible Banking Rewards Account, as per Royal Bank’s offer(s) available from time to time, and who is complying with the corresponding offer’s terms and conditions in force from time to time.

"Business Applicant" means the legal entity that applies for a Business Credit Card Account.

"Business Avion" means an RBC Avion Visa Business or RBC Avion Visa Infinite Business Credit Card Account/Card.

"Business Avion Applicant" means the legal entity that applies for a Business Avion Credit Card Account.

"Business Credit Card Account" means a CLSB Credit Card Account or Business Avion Credit Card Account.

"Business Owner" means a sole proprietor or any individual who has invested in a business as a partner, shareholder, member, limited partner or beneficial owner, and who is authorized to act and make financial decisions on behalf of the Business Applicant.

"Card" means any credit card we issue on a Credit Card Account.

"Cardholder" means an individual to whom we issue a Card.

"Charity Reward" means a redemption of Points to make a charitable donation to any registered charitable organizations as we may designate from time to time.

"CLSB" means an RBC Visa Credit Line for Small Business Account/Card.

"Co-Applicant" means an individual who applies for a Personal Credit Card Account as the co-applicant, and to whom we issue a Card.

"Commercial Applicant" means the legal entity that applies for a Commercial Avion Credit Card Account.
"Commercial Avion" means an RBC Commercial Avion Visa Credit Card Account/Card.

"Credit Card Account" means any personal, business or commercial credit card account that allows Cardholders to earn Points.

"Credit Card Account Statement" means the monthly paper or electronic statement of the Credit Card Account that we prepare approximately every four (4) weeks.

"CWT Personal Travel Advisor" means the Carlson Wagonlit Travel personal travel advisor at "Visa Infinite Travel Services" dedicated to RBC Avion Visa Infinite Privilege for Private Banking Cardholders only.

"Designate" means, for Commercial Avion Credit Card Accounts in a Points Roll-Up scenario where Points are for the benefit of the Commercial Applicant only, a single individual employed and appointed in our prescribed manner by the Commercial Applicant, who is authorized to redeem Points from the Recipient Account on behalf of the Commercial Applicant, in accordance with these Terms. For greater certainty, a Designate is not the owner of the Points in the Recipient Account and is only acting on the Commercial Applicant’s behalf for Points redemption purposes.

"Eligible Banking Rewards Account" means the RBC Advantage Banking Account, and any other account as we may designate from time to time.

"Eligible Personal Deposit Account" means any personal banking or savings account such as the RBC VIP Banking, RBC Signature No Limit Banking, RBC No Limit Banking account, RBC Day to Day Banking, and any other account as we may designate from time to time.

"Good Standing" has the meaning given in the "Accounts and Cards in Good Standing" section of these Terms.

"Individual Earn" means an option that a Business Avion Applicant or a Commercial Applicant can select for all or certain Cardholders on a Business Avion Credit Card Account or a Commercial Avion Credit Card Account and that, if selected, allows for those Cardholders to be Participating Cardholders.

"Net Purchase" means the full amount charged to a Credit Card Account for a purchase of goods and/or services made by a Cardholder, including taxes, less any credits.

"Originating Account" means, in a Points-Roll-Up scenario only, an RBC Rewards Account from which Points "roll-up" to a Recipient Account.

"Participating Cardholder" means any Cardholder on a Credit Card Account who is entitled to redeem the Points in the RBC Rewards Account tied to their Card, but who doesn’t necessarily have ownership rights over these Points.

"Personal Applicant" means the individual who has applied for, and who is the primary Cardholder on, a Personal Credit Card Account. For greater certainty, a Personal Applicant does not include a Co-Applicant or an Authorized User.

"Personal Avion" means either the RBC Avion Visa Infinite Privilege, RBC Avion Visa Infinite Privilege for Private Banking, RBC Avion Visa Infinite, or RBC Avion Visa Platinum Credit Card/Card.

"Personal Credit Card Account" means any personal credit card account that allows Cardholders to earn Points.

"Personal Deposit Account Client" means a client of Royal Bank who earns Points for having and using an Eligible Personal Deposit Account, as per Royal Bank’s offer(s) available from time to time, and who is complying with the corresponding offer’s terms and conditions in force from time to time.

"Point" means an RBC Rewards point.

"Points Owner" means, for Commercial Avion Credit Card Accounts in a Points Roll-Up scenario where Points are for the benefit of one (1) individual only, a natural person designated and employed by the Commercial Applicant, who is an Authorized Person or not, to whom the Commercial Applicant gives access to, and ownership of, the Points contained in the Recipient Account and who is allowed to redeem the Points for their own benefit. For greater certainty, a Points Owner does not have to be a Cardholder.

"Points Roll-Up" means an option that a Business Avion Applicant or a Commercial Applicant can select for all or certain
Cardholders on a Business Avion Credit Card Account or a Commercial Avion Credit Card Account and that, if selected, allows for Points earned by these Cardholders to: (i) "roll-up" to one or more Recipient Account(s) designated by the Business Avion Applicant, or (ii) roll-up" to one Recipient Account designated by the Commercial Applicant. For greater certainty, this means that Cardholders with an Originating Account would not have access to, nor be able to redeem, the Points earned with their Card.

"Primary Account Owner" means the person we consider to be the main account owner on an Eligible Banking Rewards Account or an Eligible Personal Deposit Account. When the Account is jointly owned, it is the first person listed as an owner, per our records.

"Program" means the RBC Rewards program.

"RBC Financial Rewards" means the redemption of Points for a voucher that may be used to make a contribution towards any of the registered plans listed under the RBC Registered Rewards category, or applied towards any of the following financial products: RBC Mortgage, RBC Homeline Plan®, Royal Credit Line® and RBC Personal Loan in accordance with these Terms.

"RBC Mortgage" means a 1st ranking residential mortgage (in Quebec, a "hypothec") on an owner-occupied residential property of four (4) units or less, or an RBC Homeline Plan, granted by you as borrower or co-borrower to Royal Bank of Canada, Royal Trust Corporation of Canada or The Royal Trust Company.

"RBC Personal Loan" means a loan granted to you for personal use including variable rate, fixed rate and conditional sales contracts through our retail dealer services that are assigned to Royal Bank of Canada. This excludes any loan that is not in good standing both at the time your Points are redeemed and the time the RBC Financial Rewards voucher is applied towards your loan.

"RBC Registered Rewards" means a category of RBC Financial Rewards comprised of any of the following registered plans: Registered Retirement Savings Plan ("RRSP"), Registered Education Savings Plan ("RESP"), Registered Disability Savings Plan ("RDSP") and/or Tax-Free Savings Account ("TFSA") held with Royal Bank of Canada, RBC Dominion Securities Inc., RBC Direct Investing Inc. or RBC Phillips, Hager & North Investment Counsel Inc.

"RBC Rewards Account" means the nominal account tied to (i) a Credit Card Account or a Card, (ii) an Eligible Banking Rewards Account, or (iii) an Eligible Personal Deposit Account, that Royal Bank opens and maintains for the crediting and debiting of Points in connection with the Program. In a Points Roll-Up scenario, the RBC Rewards Account can also be referred to as the Originating Account or the Recipient Account.

"RBC Travel Rewards" means all travel rewards offered through the Program, other than an Air Travel Reward.

"Recipient Account" means, in a Points-Roll-Up scenario only, an RBC Rewards Account to which Points “roll-up” to, from one or more an Originating Accounts.

"Redemption Schedule" means the current "Air Travel Redemption Schedule" which is only available to Avion Participants and that allows them to book an Air Travel Reward for a fixed number of Points, depending on the travel destination and the price of the airline ticket. The current Redemption Schedule may be found on our web site at www.rbcrewards.com.

"Reward(s)" means any reward for which Points may be redeemed under the Program.

"Statement Date" means the date on which the Credit Card Account Statement is prepared, which corresponds to the last day of the Credit Card Account Statement period.

"Terms" means these RBC Rewards Terms and Conditions; and

"Travel Rewards" means RBC Travel Rewards and Air Travel Rewards, collectively.

You agree with us as follows:

2. General Terms

These Terms apply to the Program. The agreements applicable to your Account(s) are issued separately.

While you are responsible for any charges and fees applicable to your Account(s), the Program is offered to you at no additional costs or charges.
The Program is based on Points. Points awarded under the Program have no cash value and cannot be exchanged for cash. However, in certain situations or for certain types of redemption options including Pay Credit Card with Points, Pay Bills with Points, or when your Credit Card Account is not in Good Standing and we decide to use your Points to pay a debt on your Credit Card Account, we attribute a monetary value to Points.

Points may only be redeemed, transferred, converted, or moved to another RBC Rewards Account or another loyalty program with partners that Royal Bank designates from time to time, in accordance with these Terms.

A current version of the Terms is available at www.rbcrewards.com. These Terms replace all prior terms and conditions with respect to the Program.

3. How to Participate in the Program

Applicable to Credit Card Accounts:
To participate in the Program and start earning Points, you need to activate, sign or use your Card or Card number. As soon as any Cardholder on your Credit Card Account uses their Card, it means that you have read these Terms and that you understand and agree with us to everything written here.

Applicable to Eligible Banking Rewards Accounts:
To participate in the Program and start earning Points, you need to have an Eligible Banking Rewards Account and meet all the other eligibility criteria stated in the “Client Value Program Terms and Conditions” provided to you when you opened your Eligible Banking Rewards Account, or available at: https://www.rbcroyalbank.com/onlinebanking/servicech/pdf/brr-value-program.pdf.

Applicable to Eligible Personal Deposit Accounts:
To participate in the Program and start earning Points, you need to have an Eligible Personal Deposit Account and meet all the other eligibility criteria stated in the “RBC Rewards in RBC Group Advantage Offer Terms and Conditions” provided to you when you opened your Eligible Personal Deposit Account, or available at: https://www.rbcroyalbank.com/onlinebanking/servicech/pdf/brr-value-program.pdf.

4. How to Earn Points

Applicable to Credit Card Account clients:
Points are earned for any Net Purchase made by any Cardholder on a Credit Card Account everywhere the Card is accepted, worldwide, beginning as soon as a Credit Card Account is open. Different types of Credit Card Accounts earn Points at a different rate. For more information, please visit Rewards Credit Cards or: https://www.rbcroyalbank.com/credit-cards/rewards.html.

We reserve the right to unilaterally amend the earn rate applicable to your Credit Card Account. If we do so, we will notify you in writing at least sixty (60) days in advance.

Applicable to Eligible Banking Rewards Accounts:
Points are earned for various account activities and transactions the Primary Account Owner or any other joint account owner on the Eligible Banking Rewards Account makes on a monthly basis, beginning as soon as the Eligible Banking Rewards Account is open. For more details, refer to the “Client Value Program Terms and Conditions” provided to you when you opened your Eligible Banking Rewards Account or visit: https://www.rbcroyalbank.com/onlinebanking/servicech/pdf/brr-value-program.pdf.

Applicable to Eligible Personal Deposit Accounts:
Points are earned for various activities and transactions the Primary Account Owner or any other joint account owner on the Eligible Personal Deposit Account makes during the promotional period, beginning as soon as the Eligible Personal Deposit Account is open. For more details, refer to the “RBC Rewards in RBC Group Advantage Offer Terms and Conditions” provided to you when you opened your Eligible Personal Deposit Account or visit:
5. Credit Card Accounts/Cards and Eligible Personal Deposit Accounts in Good Standing

**Applicable to Credit Card Accounts:**
The Program is available to you if you have an Account and/or a Card in Good Standing. To earn Points on Net Purchases, a Cardholder's Card must be in Good Standing, which means that it must not be more than two (2) consecutive Credit Card Account Statement periods past due, closed, charged off or in credit revoked status at the time the Net Purchase is posted to the Credit Card Account, all according to our credit risk policies, which may change from time to time.

For redemption of Points to be allowed, the Credit Card Account needs to be in Good Standing, which means that:

a. For a Personal Credit Card Account, all Cards issued on the Personal Credit Card Account need to be in Good Standing. If the Personal Credit Card Account is more than ninety (90) days past due, no Cardholder can earn nor redeem Points.

b. For a Business Credit Card Account, either in an Individual Earn or Points Roll-scenario, the Participating Cardholder's Card needs to be in Good Standing for the Participating Cardholder to be able to redeem Points. If the Business Credit Card Account is more than ninety (90) days past due, no Cardholder can earn nor redeem Points.

c. For a Commercial Credit Card Account: (i) in an Individual Earn scenario, the Participating Cardholder's Card needs to be in Good Standing for the Participating Cardholder to be able to redeem Points; (ii) in a Points Roll-Up scenario where Points are for the benefit of a Points Owner, the Points Owner's Card (if any), tied to a Recipient Account, needs to be in Good Standing for the Points Owner to be able to redeem Points; and (iii) in a Points Roll-Up scenario where Points are for the benefit of a Designate, the Commercial Credit Card Account must not be more than ninety (90) days past due. If the Commercial Credit Card Account is more than ninety (90) days past due, no Cardholder, Points Owner or Designate can earn nor redeem Points.

**Applicable to Eligible Personal Deposit Accounts:**
The Program is available to you if you have an Eligible Personal Deposit Account in Good Standing. Good Standing has the meaning given in the “RBC Rewards in RBC Group Advantage Offer Terms and Conditions” available at: https://www.rbcroyalbank.com/business/campaign/winter2019/groupadvantage/pba/_assets-custom/includes/terms-and-conditions.html or in the "RBC Rewards in Banking Terms and Conditions" provided to you when you opened your Eligible Personal Deposit Account.

6. Points Ownership

**Applicable to Credit Card Accounts:**
While all Cards are automatically included in the Program for the purpose of earning Points, only Primary Applicants, Business Applicants, Commercial Applicants and Points Owners have rights against Royal Bank under these Terms, notwithstanding Co-Applicants' (for Personal Accounts), Business Owners' and Participating Cardholders' (for Business Credit Card Accounts), as well as Participating Cardholders’, and Designates’ (for Commercial Avion Credit Card Accounts) ability to redeem Points as set out in the "Redemption and Transfer of Points" section of these Terms.

a. **Personal Credit Card Accounts:**

   There is only one RBC Rewards Account per Personal Credit Card Account.

   The RBC Rewards Account is tied to the Card of the Personal Applicant and unless they have already been redeemed or transferred to another RBC Rewards Account in accordance with these Terms, Points in the RBC Rewards Account ultimately belong to the Personal Applicant, subject to the ability of the Co-Applicant to redeem or transfer Points as set out in the "Redemption and Transfer of Points" section of these Terms.

b. **CLSB Credit Card Accounts:**

   There is only one RBC Rewards Account per CLSB Credit Card Account.
The RBC Rewards Account is tied to the Business Applicant and unless they have already been redeemed or transferred to another RBC Rewards Account in accordance with these Terms, Points in the RBC Rewards Account ultimately belong to the Business Applicant, subject to the ability of any Business Owner to redeem or transfer Points as set out in the "Redemption and Transfer of Points" section of these Terms.

c. Business Avion Credit Card Accounts:
There is one RBC Rewards Account tied to each Card under a Business Avion Credit Card Account.

Unless they have already been redeemed or transferred to another RBC Rewards Account in accordance with these Terms, Points in all RBC Rewards Accounts tied to each Card under a Business Avion Credit Card Account ultimately belong to the Business Avion Applicant.

This means that even if a Participating Cardholder is entitled to redeem (i) the Points in the RBC Rewards Account tied to their Card, provided the Business Avion Applicant has opted for Individual Earn, or (ii) the Points in the Recipient Account, provided the Business Avion Applicant has opted for Points Roll-Up, the Business Avion Applicant will always have superseding rights to redeem or transfer these Points, as set out in the "Redemption and Transfer of Points" section of these Terms.

However, Points in the Recipient Account tied to the Commercial Applicant that are for the benefit of a Points Owner ultimately belong to that Points Owner, not to the Commercial Applicant.

Applicable to Eligible Banking Rewards Accounts:
There is only one RBC Rewards Account per Eligible Banking Rewards Account and Points are solely for the benefit of the Primary Account Owner.

Applicable to Eligible Personal Deposit Accounts:
There is only one RBC Rewards Account per Eligible Personal Deposit Account and Points are solely for the benefit of the Primary Account Owner.

7. Earning Additional or Bonus Points
We may, but are not obligated to, make arrangements with selected merchants, retailers or service providers from time to time that allow Cardholders to earn additional or bonus Points for transactions made with the Credit Card Account, the Eligible Banking Rewards Account, the Eligible Personal Deposit Account or for any other activity.

You will refer to www.rbcrewards.com for full details on these programs and other additional/bonus Points earning opportunities that we may make available to you from time to time.

8. Posting of Points
Applicable to Credit Card Accounts:
Except as otherwise stated in these Terms, Points are earned and available for redemption once the Net Purchase for which the Points are earned is posted to the Credit Card Account Statement. If a Net Purchase is made prior to the Statement Date but is not processed by the merchant, the network (Visa or
MasterCard) or Royal Bank by the Statement Date, it will not appear on that Credit Card Account Statement. As a result, the posting of some Net Purchases and the accumulation of Points for those Net Purchases may be delayed to the next Credit Card Account Statement.

Credits for returns or adjustments reflected on a Credit Card Account Statement during the operation of the Program will reduce or cancel the Points earned by the Net Purchases originally charged.

**Applicable to Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:**
Points are earned and available for redemption once they appear in www.rbcrewards.com or in the RBC Rewards app, within five (5) business days from your Account cycle date.

9. Points Verification

**Applicable to Credit Card Accounts:**
For all Credit Card Accounts except Commercial Avion Credit Card Accounts, a section on each Credit Card Account Statement shows Points transactions and balance ("Points Statement").

For Commercial Credit Card Accounts in an Individual Earn scenario, the number of Points earned during the current Credit Card Account Statement period ("Points Statement") only appears on the billing or memo Credit Card Account Statement of Participating Cardholders, depending on the billing type the Commercial Applicant has selected.

For Commercial Credit Card Accounts in a Points Roll-Up scenario, the number of Points earned during the current Credit Card Account Statement period ("Points Statement") only appears on the billing or memo Credit Card Account Statement of the Commercial Applicant, depending on the billing type the Commercial Applicant has selected.

**Applicable to Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:**
For Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts, the number of Points earned during a monthly statement period ("Points Statement") will appear in www.rbcrewards.com or in the RBC Rewards app.

**Applicable to All Accounts:**
Each month, you will examine promptly the Points Statement, and each entry and balance recorded in it, if applicable to your Account. If you do not notify us in writing of any error, omission or objection to a Points Statement, or an entry or balance recorded in it, if applicable to your Account, within ninety (90) days from (a) the Statement Date for Credit Card Accounts, or (b) the last day of your monthly cycle for Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts, we are entitled to treat the Points Statement as complete, correct and binding on you and we will be released from all claims that may be asserted by you in respect of such Points Statement.

You will not obtain any credit for erroneous or omitted Points transactions if you do not notify us of the error or omission within one (1) year of the date of the erroneous or omitted Points transaction.

However, Royal Bank reserves the right to make any adjustments and correct any errors pertaining to your Points, at any time and for any reason, including if Points have been erroneously earned or credited to your RBC Rewards Account, or earned at an incorrect, higher earn rate.

To find out exactly how many Points there is in your RBC Rewards Account, please visit: www.rbcrewards.com.

10. Records of Points and Rewards

Our records of your Points and/or Rewards will be final, conclusive and binding on you. We may use a microfilm, an electronic or other reproduction method of any Points Statement or other document to establish your Points transactions and balance and/or your Rewards.

11. Redemption and Transfer of Points

a. General:

Points can generally be redeemed for any type of Reward available under the Program, unless otherwise expressly stated in these Terms.

As an example, you may need to have a specific Account type to redeem Points for certain Rewards. Also, you need to be
an Avion Participant to redeem Points for an Air Travel Reward.

On the date Points are redeemed for a Reward, the RBC Rewards Account is debited the number of Points required for that Reward.

A transfer of Points from an RBC Rewards Account to another eligible RBC Rewards Account as set out in this section, constitutes a redemption of Points for all purposes of these Terms.

If you appoint an Alternate Contact to redeem Points on your behalf, such Alternate Contact may only redeem Points for Travel Rewards, and cannot transfer Points to any other RBC Rewards Account nor redeem Points for any other type of Reward. Also, we deem them to be doing so as your agent, with full authority to redeem the Points on your behalf, even if the Points are redeemed for the benefit of any other person.

b. Applicable to Business Applicants and Commercial Applicants

If you are a Business Applicant or a Commercial Applicant with access to RBC Online Banking for Business ("OLBB"), you understand that if you share your unique OLBB log-in credentials with any other persons, whether they are an Authorized Person or not, these persons may be able to have access to, and redeem or transfer the Points from, any RBC Rewards Account under the Business Applicant or Commercial Applicant and make Points transactions that may not otherwise be permitted under these Terms, but that our systems or self-serve redemption tools may not be able to identify as such and prevent. Should this happen, you understand that Royal Bank will not be able to retrieve these Points nor cancel the Points transactions and you release us from all claims in respect of any loss or damage suffered in connection with such Points transactions.

c. Applicable to Personal Credit Card Accounts:

Subject to the “Points Ownership” section of these Terms, the Personal Applicant and the Co-Applicant may redeem the Points in the RBC Rewards Account tied to their Personal Credit Card Account, or transfer the Points to another RBC Rewards Account tied to (i) any other Credit Card Account either one of them also owns as a Personal Applicant, Co-Applicant, Business Owner, Participating Cardholder or Points Owner, or (ii) an Eligible Banking Rewards Account, at any time.

If the Co-Applicant redeems the Points in the RBC Rewards Account, or if the Co-Applicant transfers the Points to another RBC Rewards Account as set out above, we deem them to be doing so as the Personal Applicant’s agent, with full authority to redeem/transfer the Points on their behalf, even if the Points are redeemed/transferred for the benefit of the Co-Applicant, an Authorized User or any other person.

d. Applicable to CLSB Credit Card Accounts:

Subject to the “Points Ownership” section of these Terms, any Business Owner may redeem the Points in the RBC Rewards Account tied to the CLSB Credit Card Account, or transfer the Points to another RBC Rewards Account tied to (i) any other Credit Card Account the Business Owner also owns as a Personal Applicant, Co-Applicant or Business Owner, or (ii) an Eligible Banking Rewards Account, at any time.

If a Business Owner redeems the Points in the RBC Rewards Account, or if a Business Owner transfers the Points to another eligible RBC Rewards Account as set out above, we deem them to be doing so as the Business Applicant’s agent, with full authority to redeem/transfer the Points on its behalf, even if the Points are redeemed for the benefit of any other person.

e. Applicable to Business Avion Credit Card Accounts:

Subject to the “Points Ownership” section of these Terms, each Participating Cardholder, whether in an Individual Earn scenario or a Points Roll-Up scenario, may redeem the Points in the RBC Rewards Account tied to their Card, or transfer the Points to another RBC Rewards Account tied to (i) any other Credit Card Account the Participating Cardholder also owns as a Personal Applicant, Co-Applicant, or Business Owner, or (ii) an Eligible Banking Rewards Account, at any time.
f. Applicable to Commercial Avion Credit Card Accounts:
Subject to the “Points Ownership” section of these Terms, if the Commercial Applicant has opted for Individual Earn, each Participating Cardholder may redeem the Points in the RBC Rewards Account tied to their Card, or transfer the Points to another RBC Rewards Account tied to (i) any other Credit Card Account the Participating Cardholder also owns as a Personal Applicant, Co-Applicant, or Business Owner, or (ii) an Eligible Banking Rewards Account, at any time.

If the Commercial Applicant has opted for Points Roll-Up where the Points are solely for the benefit of a Points Owner, that Points Owner may redeem the Points in the Recipient Account or transfer the Points to the RBC Rewards Account tied to (i) any Credit Card Account the Points Owner also owns as a Personal Applicant, Co-Applicant, or Business Owner, or (ii) an Eligible Banking Rewards Account, at any time.

If the Commercial Applicant has opted for Points Roll-Up where the Points are solely for the benefit of the Commercial Applicant, only a Designate may redeem the Points in the Recipient Account or transfer them to any Participating Cardholder under the Commercial Applicant. We deem the Designate to be doing so as the Commercial Applicant’s agent, with full authority to redeem the Points on the Commercial Applicant’s behalf.

g. Applicable to Eligible Banking Rewards Accounts:
A Banking Rewards Account Client may redeem the Points in the RBC Rewards Account tied to their Eligible Banking Rewards Account, or transfer the Points to another RBC Rewards Account tied to any other Credit Card Account the Banking Rewards Account Client also owns as a Personal Applicant, Co-Applicant, or Business Owner at any time.

h. Personal Deposit Accounts:
A Personal Deposit Account Client may redeem the Points in the RBC Rewards Account tied to their Eligible Personal Deposit Account, or transfer the Points to another RBC Rewards Account tied to (i) any other Credit Card Account the Personal Deposit Account Client also owns as a Personal Applicant, Co-Applicant, or Business Owner, or (ii) an Eligible Banking Rewards Account, at any time.

Note: Points can never be transferred to the RBC Rewards Account tied to an Eligible Personal Deposit Account; Points can only be transferred from the RBC Rewards Account tied to such Eligible Personal Deposit Account, to the RBC Rewards Account tied to another Account type.

12. Conversion of Points

a. Eligibility:
Any person authorized to redeem and transfer Points as per the “Redemption and Transfer of Points” section of these Terms may also convert Points, with the exceptions of Alternate Contacts and, for Commercial Credit Card Accounts, the Designate. Therefore, in the present section, "you" excludes Alternate Contacts and Designates.

b. General rules:
We may permit you to convert Points to points of other RBC Royal Bank loyalty programs, or to/with points, miles or other "partner rewards" of loyalty programs with partners that we designate from time to time for this purpose, subject to the conditions and restrictions set out in this section.

Without limiting the foregoing, the rate of conversion of Points in each case will be determined by us. Royal Bank may also prohibit the conversion of Points, or limit the number of Points that may be converted, all in our absolute discretion.

In order to qualify for any conversion of Points under the Program, the Card and/or the Account must be in Good Standing in accordance with these Terms, you must be a member of the other loyalty program and you must be able to satisfy the minimum number of Points required for conversion that we set from time to time. Points may only be converted to the points, miles or "partner rewards" of another loyalty program account in the same name as the Card/Account.

Loyalty programs operated by our partners may place additional conditions and restrictions on conversion of Points, including the minimum and maximum number of Points to be converted, and restrictions on types of benefits
that may be obtained. Partners may also reserve the right to expire points, miles or other "partner rewards" for which you have converted your Points for. Once your Points leave the Program, they are no longer subject to these Terms; they are subject to the partner’s program terms and conditions.

You may be charged a service fee for any conversion of Points pursuant to this section. Should a fee apply, you will be notified prior to completing the transaction.

It may take up to four (4) weeks for the points, miles or "partner rewards" to appear in your account in the other loyalty program. Conversion of Points are final and may not be reversed. Please refer to: www.rbcrewards.com for full details.

A conversion of Points as set out in this section, constitutes a redemption of Points for all purposes of these Terms.

c. Applicable to all Credit Card Accounts and Eligible Banking Rewards Accounts, except Eligible Personal Deposit Accounts:

**Hudson’s Bay Rewards points:** If you are a member of the Hudson’s Bay Rewards program, you may convert Points to Hudson’s Bay Rewards points or auto-convert Hudson’s Bay Rewards points to Points. Once Points are converted to Hudson’s Bay Rewards points, they must remain in the Hudson’s Bay Rewards program and they may not be reversed/returned or converted back to Points. Once Hudson’s Bay Rewards points are converted to Points, they must remain in the Program and they may not be reversed/returned or converted back to Hudson’s Bay Rewards points. For one-time conversions (from Points to Hudson’s Bay Rewards points), a minimum of 500 Points must be converted each time, which may be increased by increments of 2 Points, up to a maximum of 99,900 Points at any one time. For every 500 Points which are converted, you will receive 1,000 Hudson’s Bay Rewards points. For auto-convert, your Hudson’s Bay Rewards points will automatically be converted to Points each time you have a minimum of 40 points in your Hudson’s Bay Rewards account, which may be increased in increments of 4 points, up to a maximum of 360,000 points at any one time. For every 40 Hudson’s Bay Rewards points which are converted, you will receive 10 Points. When auto-convert is turned on, you will not be able to convert Points to Hudson’s Bay Rewards points. The Hudson’s Bay Rewards account must be in the same name and address as the Card/Account. Once Points have been converted to Hudson’s Bay Rewards points, they are subject to the full Hudson’s Bay Rewards program terms and conditions, including those pertaining to Hudson’s Bay Rewards points’ expiry. You will refer to Hudson’s Bay Rewards Terms & Conditions for full program terms and conditions.

d. Applicable to all Credit Card Accounts, Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:

**WestJet dollars‡:** If you are a member of the WestJet Rewards program, you may convert Points to WestJet dollars. Once Points are converted to WestJet dollars, they must remain in the WestJet Rewards Program and they may not be reversed/returned or converted back to Points. A minimum of 1000 Points must be converted each time. For every 100 Points which are converted, you will receive 1 WestJet dollar. The WestJet dollar account must be in the same name as the Credit Card Account. Once the Points have been converted to WestJet dollars, they are subject to the full WestJet Rewards program terms and conditions, including those pertaining to WestJet dollars expiry, flight booking, seat availability and blackout periods. You will refer to www.westjet.com/rewards for full program terms and conditions.

e. Applicable to all Avion Participants:

**British Airways‡ Avios points:** If you are a member of the British Airways Executive Club‡ program, you may convert Points to Avios. Once Points are converted to Avios, they must remain in the British Airways Executive Club program and they may not be reversed/returned or converted back to Points. A minimum of 10,000 Points must be converted each time. For every 1 Point which are converted, you will receive 1 Avios. The British Airways Executive Club account must be in the same name as the Card/Account. Once the Points have been converted to Avios, they are subject to the full British Airways Executive Club program terms and conditions, including those pertaining to flight booking, seat
availability, British Airways Avios points expiry and blackout periods. You will refer to www.ba.com for full program terms and conditions.

**American Airlines AAdvantage Miles:** If you are a member of the AAdvantage program, you may convert Points to American Airlines AAdvantage miles. Once Points are converted to AAdvantage miles, they must remain in the AAdvantage program and they may not be reversed/returned or converted back to Points. A minimum of 5,000 Points must be converted each time and may be increased in increments of 10 Points. For every 10 Points which are converted, you will receive 7 AAdvantage miles. The AAdvantage account must be in the same name as the Card/Account. Once the Points have been converted to AAdvantage miles, they are subject to the full AAdvantage program terms and conditions, including those pertaining to flight booking, seat availability, American Airlines AAdvantage Miles expiry and blackout periods. You will refer to www.aa.com/AAdvantage for full program terms and conditions.

**Asia Miles**: If you are a member of the Asia Miles program, you may convert Points to Asia Miles. Once Points are converted to Asia Miles, they must remain in the Asia Miles program and they may not be reversed/returned or converted back to Points. A minimum of 10,000 Points must be converted each time. For every 1 Point which are converted, you will receive 1 Asia Mile. The Asia Miles account must be in the same name as the Card/Account. Once the Points have been converted to Asia Miles, they are subject to the full Asia Miles program terms and conditions, including those pertaining to flight booking, seat availability, Asia Miles expiry and blackout periods. You will refer to www.asiamiles.com for full program terms and conditions.

13. **Points Roll-Up Option**

a. **Eligibility:**

Points Roll-Up is available to clients with a Business Avion Credit Card Account or a Commercial Avion Credit Card Account only.

b. **General rules:**

A “roll-up” of Points is final and can’t be reversed. Once Points have been “rolled-up” from an Originating Account to a Recipient Account, they can’t be transferred back to the Originating Account.

The Points Roll-Up feature is subject to other restrictions we may impose from time to time, in our absolute discretion.

c. **Applicable to Business Avion Credit Card Accounts only:**

A Business Avion Applicant may opt for Points Roll-Up and choose to automatically “roll-up” into one (1) or more Recipient Accounts, tied to the Card of one (1) or more Participating Cardholder(s), all Points earned by certain or all Cardholders on that Business Avion Credit Card Account.

For greater certainty, this means that a Business Applicant may choose to:

i. “roll-up” all Points earned by all Cardholders on that Business Avion Credit Card Account into one (1) Recipient Account;

ii. “roll-up” all Points earned by all Cardholders on that Business Avion Credit Card Account into more than one (1) Recipient Accounts;

iii. “roll-up” all Points earned by certain Cardholders on that Business Avion Credit Card Account into one (1) Recipient Account and allow the remaining Cardholders to be in an Individual Earn scenario; or

iv. “roll-up” all Points earned by certain Cardholders on that Business Avion Credit Card Account into more than one (1) Recipient Accounts, and allow the remaining Cardholders to be in an Individual Earn scenario.

Points may take up to six (6) weeks from the Net Purchase to “roll-up” to the Recipient Account and appear on the Credit Card Account Statement of the benefitting Participating Cardholder. Once “rolled-up”, the Participating Cardholder can redeem, transfer or convert the Points contained in the Recipient Account tied to their Card in accordance with these Terms.

The Business Avion Applicant can decide at any time, for the future, to either start or stop benefitting from the Points...
Roll-Up feature. Such change would take effect at the beginning of the next Credit Card Account Statement period. In that case, it is the responsibility of the Business Avion Applicant to inform all Participating Cardholders on the Business Avion Credit Card Account of such change and the impact on the Points, most particularly the fact that if the Business Avion Applicant opts for Points Roll-Up, all Points previously earned by a Participating Cardholder in an Individual Earn scenario (and still in their RBC Rewards Account prior to the Points Roll-Up feature being selected), will all “roll-up” to the designated Recipient Account and the impacted Cardholder will no longer have access to these Points.

d. Applicable to Commercial Avion Credit Card Accounts only:
A Commercial Applicant may opt for Points Roll-Up and choose to automatically “roll-up” into a single Recipient Account tied to the Commercial Applicant, all Points earned by certain or all Cardholders on that Commercial Avion Credit Card Account during a Credit Card Account Statement period.

For greater certainty, this means that a Commercial Applicant may:

i. “roll-up” all Points earned by all Cardholders on that Commercial Avion Credit Card Account into the Recipient Account tied to the Commercial Applicant; or

ii. “roll-up” all Points earned by certain Cardholders on that Commercial Avion Credit Card Account into the Recipient Account tied to the Commercial Applicant, and allow the remaining Cardholders to be in an Individual Earn scenario.

Points will “roll-up” to the Recipient Account as soon as the Net Purchase for which the Points are earned is posted to the Credit Card Account Statement, in accordance with the "Posting of Points" section of these Terms.

At the Commercial Applicant's choice, Points in the Recipient Account tied to the Commercial Applicant can either be for the benefit of the Commercial Applicant (and used by the Designate), or for the benefit of a Points Owner. Once “rolled-up”, the Designate or the Points Owner, as the case may be, can then redeem, transfer, or convert the Points contained in the Recipient Account in accordance with these Terms.

The Commercial Applicant can decide at any time, for the future, to either start or stop benefitting from the Points Roll-Up feature. Such change would take effect immediately and apply to transactions posted thereafter. In that case, it is the responsibility of the Commercial Applicant to inform all Cardholders on the Commercial Avion Account of such change and the impact on the Points, most particularly the fact that if the Commercial Applicant opts for Points Roll-Up, all Points previously earned by a Participating Cardholder in an Individual Earn scenario (and still in their RBC Rewards Account prior to the Points Roll-Up feature being selected), will all “roll-up” to the designated Recipient Account and the impacted Cardholder will no longer have access to these Points.

14. Redeeming Points for Merchandise from the RBC Rewards Online Merchandise Catalogue, Gift Cards, Movie Promo Voucher Codes, RBC Financial Rewards® Vouchers and Charity Rewards

a. General – Applicable to all Accounts:

You must have accumulated the required number of Points for the Reward of your choice at the time of your redemption. The number of Points required is set out in the applicable catalogue(s) and other sources such as newsletters, direct mail, advertisements, brochures, flyers or online offers. Any taxes and basic shipping charges (by prepaid delivery service) are included in the number of Points redeemed for each Reward.

All merchandise, gift cards, Movie Promo voucher codes and RBC Financial Rewards offerings are subject to availability. Movie Promo voucher codes are only available for Personal Credit Card Accounts and Business Credit Card Accounts. If, at the time of redemption, a Reward item is out of stock or unavailable exactly as shown in the catalogue, you will be notified and your order may be cancelled or processed when
the Reward item becomes available again. If your order gets cancelled, your Points will be refunded.

If you redeem your Points for more than one (1) gift cards at once and one or more gift card becomes unavailable between the time of redemption and the time your order gets shipped, you may receive your gift cards separately, at different times.

The use of gift cards and Movie Promo voucher codes may be subject to certain terms and conditions set by the party issuing the gift card/Movie Promo voucher code from time to time. There are specific terms and conditions for the RBC Visa Prepaid Card which can be found at https://www.rbcroyalbank.com/credit-cards/_assets-custom/pdf/457758_RBC_Rewards_New_Eng.pdf.

Neither we nor the issuing party are responsible for the failure of any party to honour the gift card/voucher/Movie Promo voucher code for any reason, including the insolvency or bankruptcy of that party.

b. How to Place an order and redeem your Points:

To order merchandise, a gift card, a Movie Promo voucher code, an RBC Financial Rewards voucher or to redeem your Points for a Charity Reward or for more information about the Program and/or an RBC Rewards Account:

- Go online at: www.rbcrewards.com
- Contact us at the number indicated in the "How to contact Royal Bank" section of these Terms.

Please note Movie Promo voucher codes can only be redeemed online.

c. Delivery/Lost or stolen item:

While we cannot guarantee any delivery times, average delivery by prepaid delivery service could take up to ten (10) business days from the time your order is received. When you order an item through the Program, Royal Bank relies on the information you provided in your client profile with Royal Bank to complete your order, including your name, address, phone number, and e-mail address, which must be true, accurate, current and complete. If the shipping information, such as the apartment number or street address is not correct on your profile, please call Royal Bank at 1-800-769-2512 to update your address before placing your order. You will be solely responsible and liable to Royal Bank for any and all costs associated with the loss, damage, and/or additional costs that you, Royal Bank or any other person may incur as a result of your submission of any false, incorrect or incomplete information.

Deliveries cannot be made to a Post Office Box, a rural route or to an address outside Canada.

i. Merchandise:

Delivery of merchandise is made by a prepaid courier service during normal business hours. In the event that a merchandise item has not been received within ten (10) business days from the date you place your order, or the updated estimated date communicated by Royal Bank, you must notify us immediately so that we can launch an investigation with our supplier.

Please note that we have thirty (30) days to launch an investigation.

ii. Gift cards and RBC Financial Rewards vouchers:

Delivery of gift cards and RBC Financial Rewards vouchers are made by a prepaid courier service during normal business hours. In the event that a gift card or RBC Financial Reward voucher has not been received within ten (10) business days from the date you place your order and you have not been advised that the gift card/voucher is temporarily out of stock, you must notify us immediately so that we can launch an investigation with our supplier. Please note that we have thirty (30) days to launch an investigation.

If you end up receiving or finding your gift card or RBC Financial Rewards voucher after you called to report it lost/stolen, you must notify us immediately. If a replacement gift card or RBC Financial Rewards voucher was issued, such replacement gift card/voucher should not be used and must be destroyed immediately.
For RBC Financial Rewards vouchers only: If you nonetheless use the RBC Financial Rewards voucher you received or found after canceling your redemption and having your Points credited back, we will debit your RBC Rewards Account with the number of Points you initially redeemed, even if this causes your RBC Rewards Account to go into a negative balance.

iii. Movie Promo voucher codes:
A Movie Promo voucher code will be sent via email to the email address you provided when redeeming for the Movie Promo voucher code.

d. Charity Rewards:
Charity Reward donations will be sent to each participating charitable organization at the beginning of each month. A charitable organization that receives your donation will send the tax receipt to you directly.

While we cannot guarantee any delivery times of the tax receipts, as it is the responsibility of the charitable organization, delivery could take up to twelve (12) weeks from the time you make your Charity Reward donation.

Please contact the charitable organization to which you made a donation if you have any questions about the tax receipt.

e. Returns:
In the event that a merchandise item is defective, damaged or incorrect, you may return the merchandise by notifying us within five (5) business days of receipt. If you don’t notify us within five (5) business days of receipt, we reserve the right to decline the return. Unless you are advised otherwise, the merchandise is non-refundable and/or non-exchangeable.

You must retain all packaging and carton material for returns of merchandise. Should any shortages or damages be apparent upon delivery, you must note them on the delivery receipt before you sign to accept the merchandise.

Before returning any merchandise, you will contact us at the number indicated in the "How to contact Royal Bank" section of these Terms for full instructions and a return authorization number.

Notwithstanding the foregoing, you understand that some redemptions such as redemption of Points for gift cards, Movie Promo voucher codes, RBC Financial Rewards vouchers or Charity Rewards, as well as conversion of Points to points of other RBC Royal Bank loyalty programs, or to points, miles or other "partner rewards" of loyalty programs with partners that we designate from time to time, are final and cannot be cancelled, reversed or returned for credit. When a no-return policy applies to a Reward you have requested, we will notify you before you complete the redemption of Points.

f. Applying RBC Financial Rewards® vouchers towards registered and non-registered financial products:
Points can be redeemed for an RBC Financial Rewards voucher at the rate of 120 Points per $1.00.

A minimum of 12,000 Points (equivalent to $100.00) must be redeemed for each RBC Financial Rewards voucher and can only be redeemed in increments of 3,000 Points (equivalent to $25.00) thereafter.

The highest denomination issued for an RBC Financial Rewards voucher is $500.00; however, there is no limit to the redemption total amount.

The RBC Financial Rewards voucher is made payable to Royal Bank of Canada and is accepted by Royal Bank of Canada, RBC Dominion Securities Inc., RBC Direct Investing Inc. and RBC Phillips, Hager & North Investment Counsel Inc. if you use it to contribute to an RBC Registered Rewards plan.

You understand that an RBC Financial Rewards voucher can only be processed at your RBC Royal Bank branch through a customer service representative, and cannot be processed via an Automated Teller Machine ("ATM").

You understand that an RBC Financial Rewards voucher cannot be deposited into a personal savings or chequing account.

You understand that if you wish to use an RBC Financial Rewards voucher towards payment of any RBC Mortgage,
RBC Homeline Plan, Royal Credit Line and/or RBC Personal Loan through the Program, such loan account(s) must be in good standing both at the time your Points are redeemed and at the time the RBC Financial Rewards voucher is applied towards your account.

If you wish to use an RBC Financial Rewards voucher towards the payment of your RBC Mortgage, you understand that it may only be applied as a Double-Up® payment. You understand that the minimum Double-Up payment is $100.00 and that the payment cannot exceed the total of the principal and interest portions of your regular payment. For example, if you redeemed for three (3) vouchers of $100.00 each but your regular mortgage payment amount is $280.00, you will only be able to apply two (2) of the vouchers (totaling $200.00) to your payment. The other $100.00 voucher could be applied as a Double-Up payment on your next payment date. You also understand that it cannot be used as part of your regular payment and that you are permitted only one Double-Up payment on each payment date.

If you wish to use an RBC Financial Rewards voucher towards the payment of a credit line or mortgage loan segment under your RBC Homeline Plan, you understand that it may only be applied towards the payment of the outstanding principal of a Royal Credit Line or as a Double-Up payment for a mortgage loan segment under your RBC Homeline Plan account. Your payment must be applied towards only one Royal Credit Line or one of your mortgage loan segments under your RBC Homeline Plan and cannot be divided among more than one Royal Credit Line or multiple mortgage loan segments. You understand that the minimum Double-Up payment is $100.00 and the payment cannot exceed the total of the principal and interest portions of your regular payment. For example, if you redeemed for three (3) vouchers of $100.00 each but your regular mortgage payment amount is $280.00, you will only be able to apply two (2) of the vouchers (totaling $200.00) to your payment. The other $100.00 voucher could be applied as a Double-Up payment on your next payment date. You also understand that it cannot be used as part of a regular payment and that you are permitted only one Double-Up payment on each payment date.

If you wish to use an RBC Financial Rewards voucher towards the payment of your Royal Credit Line, you understand that it may only be applied as a principal only payment to your Royal Credit Line account and cannot be used as part of your regular monthly payment.

If you wish to use an RBC Financial Rewards voucher towards the payment of your RBC Personal Loan, you understand that it may only be applied as a principal only payment to your RBC Personal Loan account and cannot be used as part of your regular monthly payment.

If you wish to use an RBC Financial Rewards voucher towards a contribution to an RBC Registered Rewards plan, you understand that such voucher will be applied to your RRSP, RESP, RDSP or TFSA just like a cash contribution. If you already have an RBC Registered Rewards plan, you will visit your RBC Royal Bank branch, your investment advisor at RBC Dominion Securities Inc. or your investment counsellor at RBC Phillips, Hager & North Investment Counsel Inc., with your voucher, send the voucher directly to RBC Direct Investing Inc. or RBC Phillips, Hager & North Investment Counsel Inc., as the case may be, and give instructions to make such contribution. If you don't already have an RBC Registered Rewards plan, you will bring your voucher to your RBC Royal Bank branch, open an RRSP, RESP, RDSP or TFSA and give instructions in order to make such contribution.

You understand that before redeeming your Points for an RBC Financial Rewards voucher that you wish to use towards a contribution to an RBC Registered Rewards plan, you will make sure you qualify and have enough contribution room for the given tax year, in accordance with the Income Tax Act (Canada).

The use of RBC Financial Rewards vouchers may be subject to other terms and conditions set by us from time to time which are not expressly mentioned in these Terms. For more information, you will contact us at the number indicated in the "How to contact Royal Bank" section of these Terms.
15. Movie Promo Voucher Codes

a. Additional Terms and Conditions:

The Movie Promo voucher code offer is available through RBC Rewards until October 31, 2020. Once you have redeemed your RBC Rewards points for a Movie Promo voucher code, you must download your selected movie from Movie Promo by December 31, 2020. This promotion entitles you (“You”) to claim and own one (1) movie from a selection of at least thirty (30) movies with Movie Promo. Redemption requires a Movie Promo account. Must be 18 years of age or older to create a Movie Promo account. Offer access on Movie Promo is available in Canada only. This Movie Promo voucher code offer can be discontinued or extended at any time our discretion. You acknowledge and agree that titles are subject to change without prior notice. All titles are offered in standard definition and high definition where possible. You may use up to five eligible devices per Movie Promo account. You may need more memory on your device to download film(s) so use of a memory card is recommended in this case. Movie Promo is not available, or may not be supported, in every country and language. Icons and images are simulated and are for illustrative purposes only.

You are responsible for any costs or expenses incurred by you as a result of participation in the offer (including, without limitation, the purchase of any device). Costs for participation in the offer via the internet or mobile network may vary so please check with your local service provider for current charges.

16. Best Buy‡ – Redeeming Points for Merchandise

To redeem Points for Best Buy merchandise from the Best Buy catalogue (“Best Buy Program”), go online and login at www.rbcrewards.com, then click on the applicable “Best Buy” tab.

a. General - Applicable to all Accounts:

If you have accumulated the required number of Points for the item(s) of your choice, you may decide to pay for the item(s) using Points only. You may also decide to pay using a combination of Points and a credit card. In the event that you do not have the required number of Points for your purchase, you must pay for the outstanding balance with a credit card.

b. Address Information:

When you order an item through the Best Buy Program, we rely on the information you provided in your client profile with Royal Bank to complete your order, including your name, address, phone number, and e-mail address, which must be true, accurate, current, and complete. If the shipping information, such as the apartment number or street address is not correct on your client profile, call Royal Bank at 1-800-769-2512 to update your address before placing your order.

c. Additional terms and conditions:

There are additional specific terms and conditions applicable to this Best Buy Program, which can be found at: https://www.rbcrewards.com/retailers/termsconditions/retailerterms_eng.pdf.

You will consult them for complete details on order, shipping and pick up policies, the return and exchange policy as well as the "best price guarantee" policy.

For any inquiries about the Best Buy Program, contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these Terms.

17. Apple‡ – Redeeming Points for Merchandise

To redeem Points for Apple merchandise from the Apple catalogue (“Apple Program”), go online and login at www.rbcrewards.com, then click on the applicable “Apple” tab.

a. General - Applicable to all Accounts:

If you have accumulated the required number of Points for the item(s) of your choice, you may decide to pay for the item(s) using Points only. You may also decide to pay using a combination of Points and a credit card. In the event that you do not have the required number of Points for your purchase, you must pay for the outstanding balance with a credit card.
purchase, you must pay for the outstanding balance with a credit card.

b. **Address Information:**

When you order an item through the Apple Program, we rely on the information you provided in your client profile with Royal Bank to complete your order, including your name, address, phone number, and e-mail address, which must be true, accurate, current, and complete.

If the shipping information, such as the apartment number or street address, is not correct on your profile, call Royal Bank at 1-800-769-2512 to update your address before placing your order.

c. **Additional Terms and Conditions:**

There are additional specific terms and conditions applicable to this Apple Program, which can be found at: [https://www.rbcrewards.com/retailers/termsconditions/retailerterms-Apple_eng.pdf](https://www.rbcrewards.com/retailers/termsconditions/retailerterms-Apple_eng.pdf).

You will consult them for complete details on order and shipping policies, the return and exchange policy, as well as for special terms on engraving, Apple care and certain Apple products.

For any inquiries about the Apple Program, contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these Terms.

18. **Pay Credit Card with Points – Redeeming Points to make a Payment on your Credit Card Account**

a. **Eligibility - Applicable to Personal Credit Card Accounts only:**

Any person able to redeem and transfer Points as per the "Redemption and Transfer of Points" section of these Terms may also redeem Points to make a payment to their Credit Card Account/Card, with the exceptions of: (i) Alternate Contacts; and (ii) for Commercial Credit Card Accounts in a Points Roll-Up scenario for which individual billing has been selected as the billing type, the Designate and the Points Owners, as the case may be. Therefore, in the present section, "you" excludes Alternate Contacts, Designates and Points Owners on Commercial Credit Card Accounts for which individual billing has been selected as the billing type.

b. **General Rules:**

You may decide to redeem the Points to make a payment towards your Credit Card Account balance.

To make a payment using Points, you may go online at [https://www.rbcrewards.com/paywithpoints/index.html](https://www.rbcrewards.com/paywithpoints/index.html) or contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these Terms. You will be asked to select the Credit Card Account you want to apply your payment to and the amount of your payment. The Points for your redemption are taken from the RBC Rewards Account tied to the Credit Card Account you have selected. You understand that the number of Points required for each payment amount is subject to change at any time without notice to you.

Your Pay Credit Card with Points redemption is applied as a payment towards the balance of the Credit Card Account you have selected, not towards a particular transaction. Also, a Pay Credit Card with Points redemption cannot be converted into cash, cheque or into any other form.

Your Pay Credit Card with Points redemption is applied to your Credit Card Account like any other payment. The amount of your payment is applied up to your minimum payment, first to any interest and second to any fees. The remainder of any minimum payment is applied to your new balance. If your Pay Credit Card with Points redemption does not cover your entire minimum payment for a Credit Card Account Statement period, it is your sole responsibility to pay the difference by the payment due date. For more information on how your payments are allocated and your payment obligations, you may consult the RBC Royal Bank credit card agreement applicable to your Credit Card Account. It takes two (2) to three (3) business days for the payment to be credited to your Credit Card Account and to adjust your available credit. You will make sure you allow sufficient time for us to receive and credit your payment by the payment due date as shown on your Credit Card Account Statement.
Terms and Conditions

Redemptions are final and cannot be cancelled or reversed once submitted.

19. Pay In-Store with Points – Redeeming Points to make a Payment on your Credit Card Account at Point-Of-Sale (POS)

a. Eligibility - Applicable to Personal Credit Card Accounts only:

In this section, “you” means the Personal Applicant or the Co-Applicant of a Personal Credit Card Account who has provisioned that Card into the most current iOS or Android RBC Wallet application or applicable third party mobile wallet that supports Pay In-Store with Points (“Eligible Mobile Wallet”). Pay In-Store with Points can only be used in connection with purchases made in Canadian dollars in Canada. Purchases made with the RBC U.S. Dollar Visa Gold are not eligible.

b. General Rules:

Pay In-Store with Points allows you to pay for your purchases made using your Eligible Mobile Wallet in various ways, including partial or full payment through Points redemption.

You may redeem your Points through Pay In-Store with Points to pay in full or in part for certain purchases completed at a point of sale using your Eligible Mobile Wallet resulting in a payment directly towards your Credit Card Account balance. You will be asked to select the number of Points you wish to redeem, which must be greater than or equal to the Points equivalent of $1 and less than or equal to the Points equivalent of $100.

Alternatively, when using the iOS RBC Wallet, you may set up an automatic redemption amount that will apply for all purchases made using your device. You will be asked to select the number of Points you wish to redeem for each subsequent Apple Pay purchase, which must be greater than or equal to the Points equivalent of $1 and less than or equal to the Points equivalent of $100. If a subsequent purchase amount is less than the automatic redemption amount, you will only redeem the required number of Points to pay for the purchase.

The Points for your redemption are taken from the RBC Rewards Account tied to the applicable Personal Credit Card Account.

You understand that the number of Points required for each payment amount is subject to change at any time without notice to you.

The number of Points required for a redemption may vary during promotional campaigns. You may not see the discounted rate in your Points total before you redeem, but you will see your adjusted total Points redeemed once the redemption is complete.

Promotional campaign discounted rates are applied to the date and time of your redemption, not your transaction. If you set up a redemption after the promotional period is over, you will not receive the discounted rate.

You will be charged the full amount of your purchase on your statement, but you will also receive a credit for a portion or all of the purchase amount depending on how many Points you redeemed.

Your Pay In-Store with Points redemption is applied as a payment towards the balance of the applicable Personal Credit Card Account, like any other payment, and not towards any particular transaction through which you redeemed your Points. Also, a Pay In-Store with Points redemption cannot be converted into cash, cheque or into any other form.

It takes two (2) to three (3) business days for the payment to be credited to your Credit Card Account and to adjust your available credit.

Redemptions are final and cannot be cancelled or reversed once submitted, even if the corresponding transaction is declined or cancelled or you make a return after the redemption has been completed.

For more information on how your payments are allocated and your payment obligations, you may consult the RBC Royal Bank credit card agreement applicable to your Credit Card Account.
You can only redeem Points through Pay In-Store with Points once per transaction.

You will not be presented with the Pay In-Store with Points option if your Points balance is less than the number of Points necessary to make a $1 payment or the transaction amount is less than $1. You will not be able to make an automatic redemption if your Points balance is less than the automatic redemption amount you set. If a payment is pre-authorized, you will be presented with the Pay In-Store with Points option for the pre-authorized amount, not the final amount of the purchase.

If you set an automatic redemption amount and subsequently delete the RBC Wallet from your iOS device, automatic redemptions will continue to occur if you use your iOS device to make a payment. To disable the automatic redemption, you will need to re-download the RBC Wallet iOS app.

Please note that if you make two purchases in rapid succession and attempt to use Pay In-Store with Points for both purchases, one of the two attempts may fail.

20. Pay Bills with Points

a. Eligibility:

Pay Bills with Points is available to Personal Credit Card Accounts only, with the exception of the RBC U.S. Dollar Visa Gold Credit Card Account.

Therefore, in the present section, "you" excludes RBC U.S. Dollar Visa Gold Cardholders.

Additionally, only Canadian dollar bill payment transactions are supported.

b. General Rules:

You may redeem your Points to make a payment towards a bill.

To pay a bill using Points, sign into RBC Online Banking or Mobile Banking using your sign-in credentials. You will be asked to select the following:

i. The RBC Rewards Account that will fund the transaction,
ii. The bill you want to apply your payment to, and
iii. The dollar value of the bill payment you want the Points equivalent to be applied. The Points equivalent of the dollar value entered will be displayed.

The Points for your redemption are taken from the RBC Rewards Account you have selected to fund the transaction. The number of Points required for each payment amount is subject to change at any time without notice to you.

Once you have completed the transaction, Points will be debited immediately from the funding RBC Rewards Account and the bill payment transaction will be completed. Please note that you remain responsible for ensuring that the payee receives your payment before the payment due date as you would be for any other bill payment. Royal Bank will not be responsible for any failure to make a payment on time.

There is no fee and no maximum number of transactions when making a bill payment using Points. The maximum amount per transaction will align to your existing limit when paying bills from a Royal Bank personal deposit or savings account. The minimum amount that can be paid is $1.00.

You can only complete same-day bill payments. Recurring bill payments and postdated bill payments are not supported. You cannot make a combined cash and Points payment in one transaction.

You can cancel a bill payment made with Points before 6 p.m. on the same day you completed the transaction. If you would like to cancel a bill payment or have any questions about your bill payment, please call 1-800-769-2555.

If you need navigational assistance on how to Pay Bills with Points, please call 1-800-769-2511.

21. Interac® e-Transfer with Points

a. Eligibility:

Interac e-Transfer with Points is available to Eligible Banking Rewards Accounts, Eligible Personal Deposit Accounts and all Personal Credit Card Accounts with the exception of the RBC U.S. Dollar Visa Gold Credit Card Accounts.
Therefore, in the present section, "you" excludes RBC U.S.
Dollar Visa Gold Cardholders.

You must have a personal deposit account with Royal Bank
to be able to send Interac e-Transfer with Points.

Additionally, only Canadian dollar Interac e-Transfers are
supported.

b. General Rules:

You may redeem your Points to send an Interac e-Transfer,
when the service is available during promotional periods
determined by us.

To send an Interac e-Transfer with Points, sign into RBC
Online Banking using your sign-in credentials. You will be
asked to select the following:

i. The RBC Rewards Account that will fund the transaction,
ii. The recipient you want to send money to, and
iii. The dollar value of the Interac e-Transfer transaction.
   The Points equivalent of the dollar value entered will be
displayed.

The Points for your redemption are taken from the RBC
Rewards Account you have selected to fund the transaction.
Your daily limit of Points allowed for redemptions, may
change without notice.

You cannot send an Interac e-Transfer with Points using the
Advice Centre.

There is no fee to send an Interac e-Transfer with Points.

The maximum amount per transaction will align to your daily
maximum allowable amount when sending an Interac e-
Transfer with Points from a Royal Bank personal deposit
account.

You cannot send a combined cash and Interac e-Transfer
with Points. The funds that are sent to your recipient must
come exclusively from a redemption taken from your RBC
Rewards Account.

Recurring Interac e-Transfer with Points and future-dated
Interac e-Transfer with Points are not supported. You can
only send a same-day Interac e-Transfer with Points.

Once you have sent the Interac e-Transfer with Points, the
Points will be debited immediately from the designated RBC
Rewards Account.

Interac e-Transfers with Points will be applied to the
recipient the same way as Interac e-Transfers funded with a
personal deposit account. This includes the same expiry
timing and auto deposit rules.

You can cancel, edit or resend an Interac e-Transfer with
Points through RBC Online Banking (the same way you
would make changes to an Interac e-Transfer funded with a
personal deposit account). You can make changes to your
transaction once it’s been sent within the same timeframe
as existing Interac e-Transfer transaction rules. Changes will
apply as long as the transaction has not expired, the
recipient has not accepted or auto-deposited the funds.

If an Interac e-Transfer with Points is cancelled, expires or is
declined by the recipient, the Points being used towards it
will be credited back to the selected RBC Rewards Account.

If you need navigational assistance sending an Interac e-
Transfer with Points, please call 1-800-769-2555.

If you have questions about an Interac e-Transfer with Points
that you have sent, contact 1-800-769-2512.

22. RBC Direct Investing Online – Trade with
Points and Cash Contributions

a. Eligibility - Applicable to Personal Credit Card Accounts:

You may redeem Points to pay the trade commission
(“Trade with Points”) for, and to make cash contributions
to, registered, non-registered and margin accounts held by
RBC Direct Investing™ (RBC DI)3, if you are able to redeem
and transfer Points as per the "Redemption and Transfer of
Points" section of these Terms, you are an RBC DI client, and
you are either a Personal Banking Rewards Client, Personal
Deposit Account Client or have one of the following Credit
Card Accounts or Cards:

- RBC Rewards U.S. Dollar Visa Gold
- RBC Avion Visa Infinite
- RBC Avion Visa Infinite Privilege
- RBC Avion Visa Infinite Privilege for Private Banking
- RBC Rewards Visa Preferred
- RBC Avion Visa Platinum
- RBC Rewards Visa Gold
- Signature RBC Rewards Visa

No other Accounts are eligible. Eligible Accounts may be updated from time to time.

You cannot earn Points through RBC DI.

Redemption of Points is only available on RBC DI online. You cannot redeem Points through the RBC Mobile app or by contacting an investment agent.

Redemptions are final and cannot be cancelled or reversed once submitted. Also, Points cannot be converted into a cheque or into any other form. If you meet the eligibility requirements above, you may Trade with Points for or redeem Points to make cash contributions to: (i) non-registered Canadian dollar and US dollar investment cash and margin accounts, and (ii) Registered Retirement Savings Plan ("RRSP"), Registered Education Savings Plan, Registered Disability Savings Plan or Tax-Free Savings Account held with RBC Direct Investing Inc. (each an "RBC DI Registered Savings Account").

Any Trade with Points redemption for, or cash contribution you make using Points to, an RBC DI Registered Savings Account is considered a "contribution". This means that you will have less contribution room in your registered plan than you otherwise would have, and you may over-contribute to it. It is your sole responsibility to make sure you have sufficient contribution room within your registered plan. The Canada Revenue Agency may apply tax penalties for over-contribution. RBC DI and Royal Bank of Canada are not responsible for any such penalties.

For co-mingled RRSP accounts, Trade with Points redemptions and cash contributions you make by redeeming Points will be considered a spousal contribution.

b. Trade with Points – Redeeming Points for trade commissions

To Trade with Points, sign into your RBC DI account online.

If you choose to Trade with Points, the dollar amount of the applicable trade commission you have selected, specific to a particular investment transaction, will be charged to your RBC DI account at the time your order is filled. We will redeem your Points and refund the trade commission when your trade settles (up to 3 business days later), provided you have enough Points in your RBC Rewards Account. If you do not have enough Points in your RBC Rewards Account, the Points will not be redeemed. An estimate of the number of Points you will need for the trade commission will be shown to you before you complete your transaction. You understand that the number of Points required for each trade commission is subject to change at any time without notice to you. For US dollar trades, the Canadian dollar equivalent (in Points) of the commission amount will be redeemed.

Restrictions

If you hold a RBC DI Practice Account, you will be able to see "Trade with Points", but you will not be able to redeem Points.

c. Cash Contributions – Redeeming Points for RBC DI cash contributions

To redeem Points for a cash contribution to an RBC DI account, sign into your RBC DI account online.

If you choose to make a cash contribution to an RBC DI account, a minimum of 12,000 Points must be redeemed for each RBC DI account cash contribution and the Points can only be increased in increments of 3,000 Points, to a maximum of 60,000 Points per redemption.

23. Air Travel Rewards – Redeeming Points for Air Travel Rewards

a. Eligibility:

Only Avion Participants can redeem Points for Air Travel Rewards from the Redemption Schedule.
b. **General Rules:**

The Redemption Schedule forms part of these Terms. We may amend or replace the Redemption Schedule from time to time.

Redemption of Points for an Air Travel Reward can only be made using the Air Travel Redemption Schedule, through RBC Rewards Travel, by calling the number indicated in the “How to contact Royal Bank” section of these Terms or going online at: https://www.rbcrewards.com/travel-rewards/how-to-book.html

Airline tickets are round-trip tickets and are non-refundable.

Air Travel Rewards must include a North American destination.

The airline or carrier and the flight route for your destination are determined solely by us.

The Points redeemed for an Air Travel Reward are in exchange for the airline ticket only, and you are responsible for and must pay all taxes and service fees (including sales taxes, GST, departure and transportation taxes and fees, airport improvement fees, or other taxes), excess baggage charges, immigration fees, governmental fees and levies, customs charges and passenger facilities charges, health or other inspection fees, fuel surcharges and other non-ticket costs or charges which may be imposed by travel suppliers and other parties. These taxes and other charges may change at any time without notice, even after the travel arrangement has been confirmed.

If the price of the airline ticket that you choose exceeds the "maximum ticket price" as set out in the Redemption Schedule (exclusive of GST and PST, where applicable), you may redeem your Points to purchase that ticket if: (i) you authorize us to charge the difference between the ticket price and the "maximum ticket price" to your credit card, or (ii) you redeem additional Points at the rate of 100 Points per $1.00 CAD and apply that amount as a "top up" towards the cost of an airline ticket that exceeds the "maximum ticket price".

When you book an Air Travel Reward, you may redeem Points at the rate of 100 Points per $1.00 CAD to pay for any of the taxes or other costs referred to above and for which you are responsible.

You may request an Air Travel Reward even if you don't have the required number of Points in the RBC Rewards Account, as set out in the Redemption Schedule, by acquiring additional Points from us to make up the shortfall. Such additional Points can only be acquired through RBC Rewards Travel. You may acquire these additional Points at the time you make your booking, in increments of 1,000 Points each, to a maximum of 15,000 Points, for any Air Travel Reward. You must already have at least 50% of the Points required for that Air Travel Reward in the RBC Rewards Account and must use all of these existing Points for the booking. For each 1,000 additional Points you acquire from us for this purpose, your credit card will be charged $40.00 CAD plus applicable taxes. All such Points acquisitions are final.

The Redemption Schedule contains general classifications and descriptions only. We and our agents have absolute discretion to determine which redemption classification in the Redemption Schedule applies to any requested Air Travel Reward. Other destinations in addition to those listed in the Redemption Schedule may be made available by us from time to time.

All Air Travel Rewards are subject to availability.

24. **RBC Travel Rewards – Redeeming Points for RBC Travel Rewards**

a. **Eligibility - Applicable to all Accounts:**

Redemption of Points for an RBC Travel Reward can be made by calling RBC Rewards Travel at the number indicated in the "How to contact Royal Bank" section of these Terms or going online at: https://www.rbcrewards.com/travel-rewards/how-to-book.html.

If you have a Credit Card Account, you may also redeem your Points for an RBC Travel Reward directly at a Carlson Wagonlit Travel location or by phone at: 1-800 CARLSON (1-800-227-5766), at the rate of 100 Points per $1.00 CAD. A
minimum of 2,500 Points must be redeemed. A service charge and other conditions may apply.

You must reserve for an RBC Travel Reward through RBC Rewards Travel, with Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, through the CWT Personal Travel Advisor; reservations made other than through these means do not qualify as RBC Travel Rewards and cannot be made using Points.

RBC Rewards Travel is not a travel supplier, nor a travel agency. You are aware that some travel suppliers or agencies offer exclusive arrangements which may not be available for booking through RBC Rewards Travel, with Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, through the CWT Personal Travel Advisor. Reservations made through RBC Rewards Travel, with Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, through the CWT Personal Travel Advisor, will be confirmed to you via email or in writing. If your request cannot be confirmed via email or in writing, you will be contacted as soon as possible, usually within a few days. This confirmation serves as proof of purchase and it is your responsibility to verifying it carefully and notify RBC Rewards Travel, Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, the CWT Personal Travel Advisor where/with whom the redemption was made, of any discrepancies on the same day you receive this confirmation to possibly avoid travel provider or supplier change fees or cancellation fees.

b. Applicable to RBC Avion Visa Infinite Privilege for Private Banking, RBC Avion Visa Infinite Privilege, RBC Avion Visa Infinite Business or RBC Commercial Avion Credit Card Accounts only:

You may also redeem the Points for any airline ticket and any related taxes and service fees (including sales taxes, GST, departure and transportation taxes and fees, airport improvement fees, or other taxes), through RBC Rewards Travel by calling : 1-877-636-2870 (for Commercial Credit Card Accounts, by calling: 1-888-773-7057) or by going online at: https://www.rbcrewards.com/travel-rewards at the rate of 100 Points per $2.00 CAD for first or business class air fares (for example, if a flight from Toronto to Vancouver in first class costs $3,200 CAD (including any applicable taxes, surcharges and fees), you would need to redeem 160,000 RBC Rewards points).

You may also decide to redeem Points for any other type of travel other than air travel through RBC Rewards at the rate of 100 Points per $1.00 CAD.

c. Applicable to RBC Avion Visa Infinite Privilege for Private Banking Credit Card Accounts only:

You may also redeem the Points for any airline ticket and any related taxes and service fees (including sales taxes, GST, departure and transportation taxes and fees, airport improvement fees, or other taxes), excess baggage charges, immigration fees, governmental fees and levies, customs charges and passenger facilities charges, health or other inspection fees, fuel surcharges and other non-ticket costs or charges which may be imposed, through your CWT Personal Travel Advisor by calling : 1-888-769-2585, at the rate of 100 Points per $1.50 CAD (for example, a roundtrip flight from Toronto to New York that costs $450.00 CAD would require the redemption of 30,000 Points). You may also decide to redeem Points for any other type of travel other than air travel through your CWT Personal Travel Advisor, at the rate of 100 Points per $1.00 CAD.

25. Travel Rewards – Fees and Other Service Charges for Travel Rewards Redemptions

a. Applicable to all Accounts:

Airline Ticket Booking Fee:

i. When a booking is made using Points only or part Points/part credit card:
   - By booking online through RBC Rewards Travel: no charge.
   - By calling RBC Rewards Travel: $30.00, plus taxes, per ticket, charged to your credit card.
   - With Carlson Wagonlit Travel: $39.00, plus taxes, per ticket, charged to your credit card. The fee is
subject to change without notice. You will contact Carlson Wagonlit Travel directly for details.

ii. When a booking is made without using Points (credit card only):
   - By calling RBC Rewards Travel: $30.00, plus taxes, per ticket, charged to your credit card.
   - With Carlson Wagonlit Travel: you will contact Carlson Wagonlit Travel directly for details, by phone at: 1-800 CARLSON (1-800-227-5766).

**Airline Ticket/Itinerary Delivery Fee:**

- By regular post and email: no charge.
- By courier: fee may vary. You will contact the airline, travel provider and/or supplier directly for details. The fee will be charged to your credit card.

**Airline Ticket Change/Cancellation Fee:**

- $25.00 per alteration, per airline ticket, plus applicable service charges and/or taxes levied by the airline, travel provider and/or supplier. The fee will be charged to your credit card.

**Hotel Stays, Car Rentals, Cruises and Vacation Packages Booking Fee:**

When a purchase is made using Points only, part Points/part credit card or credit card only:

- By booking online through RBC Rewards Travel: no charge.
- By calling RBC Rewards Travel: $30.00, plus taxes, per booking, charged to your credit card (regardless of number of passengers or items per booking).
- With Carlson Wagonlit Travel: no charge, subject to change without notice. You will contact Carlson Wagonlit Travel directly for details.

**Hotel Booking Change/Cancellation Fee:**

- $10.00, plus taxes, per booking, charged to your credit card.

**Car Rental Booking Change/Cancellation Fee:**

- $10.00, plus taxes, per booking, charged to your credit card.

**Vacation Package Booking Change/Cancellation Fee:**

- $25.00, plus taxes, per booking, charged to your credit card.

**Cruise and Vacation Package Booking Change/Cancellation Fee:**

- Fee may vary. You will contact the travel supplier/provider directly for details.

**Note:** The above charges are subject to change without notice.

### 26. Travel Rewards – Cancelation of Travel Rewards

If, for any reason, you cancel an Air Travel Reward or an RBC Travel Reward redemption, your credit card and the RBC Rewards Account may be credited the amount you spent and/or the number of Points you redeemed, on the date of receipt by us of the relevant information, depending on: (i) the cancellation policies of the travel supplier; (ii) the time of the year (high or low season); and (iii) your Trip Cancelation/Trip Interruption Insurance\(^4\), if applicable. For full details, you may consult your RBC Rewards Travel representative, Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, your CWT Personal Travel Advisor, before you complete the redemption of Points.

Provided you are covered by a Trip Cancellation/Trip Interruption Insurance with your Card, you understand that your "Certificate of Insurance" contains provisions that may limit or exclude coverage. For full details, you will refer to the "Certificate of Insurance" provided with your Card or call Assured Assistance:

For all Credit Card Accounts, except the RBC Avion Visa Infinite Privilege and RBC Avion Visa Infinite Privilege for Private Banking.
Accounts, at: 1-800-533-2778 toll-free from the U.S. and Canada, or (905) 816-2581 (collect) from anywhere in the world.

For all other Accounts, at the number indicated in the "How to contact Royal Bank" section of these Terms.

27. Limit of our Responsibility

a. Applicable to all Accounts:

If we improperly deny you a Reward you select, our liability will be limited to the cash equivalent of that Reward.

In no event will we or the issuing party of the Reward be liable or responsible for, and you release us from, all claims in respect of any loss or damage suffered in connection with the Program, by you or others, that is caused by:

i. our failure to award you Points in accordance with these Terms, for whatever reason, including as a result of a mistake, error, omission, interruption, deletion of files or email, defect, viruses, delay in operation or transmission, whether resulting or not from an act of God, or from theft, destruction or unauthorized access to our records, programs or services;

ii. failure by you to notify us in writing of any error, omission or objections to a Points Statement(s), as per the “Points Verification” section of these Terms;

iii. failure by us to provide you with one or more Points Statement(s);

iv. any errors or omissions in the RBC Rewards catalogue(s) and other sources;

v. temporary or permanent unavailability of an item you wish to redeem your Points for or removal of a redemption option from the Program;

vi. failure of any party to honour a gift certificate/card, Movie Promo voucher code, RBC Financial Rewards voucher or e-certificate for any reason, including the insolvency or bankruptcy of that party;

vii. redemption of Points or any other problem that you or others have in connection with a Reward. By redeeming Points for a Reward, you release us from any and all liability and claims regarding the redemption or use of such Reward;

viii. fraud, malfeasance, unauthorized Points transactions, and any actions or omissions of any person who redeems Points, including those who redeem Points on your behalf, such as an Alternate Contact or a Designate;

ix. loss or theft of a Reward;

x. suspension or termination of the Program for any reason;

xi. suspension or termination of your participation in the Program, the closing of your Account or the expiry or cancellation of any or all of the Points in accordance with these Terms, for any reason;

xii. cancellation of any RBC Travel Reward or Air Travel Reward;

xiii. any failure by you to correctly book any Travel Reward using your full legal name as it appears on your passport;

xiv. failure by RBC Rewards Travel or Carlson Wagonlit Travel or, if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, the CWT Personal Travel Advisor, where/with whom the redemption was made, to provide you with information which results in travel arrangements that have a higher cost or differ in any way from arrangements which may be available through other sources;

xv. performance or action of a travel supplier and/or if you are an RBC Avion Visa Infinite Privilege for Private Banking Cardholder, the CWT Personal Travel Advisor, in any way, including the failure of any travel supplier to perform as described. Should circumstances beyond our control result in a supplier’s failure to provide an RBC Travel Reward or Air Travel Reward, we may attempt, but are under no obligation, to provide a suitable replacement RBC Travel Reward or Air Travel Reward. In the alternative, we may, but are under no obligation to, credit the Points back to the RBC Rewards Account, and if applicable, money to your credit card as well, but will not assume any costs you may incur relating to that RBC Travel Reward or Air Travel Reward;
xvi. the purchase of a product or service from a partner, merchant or service provider in connection with the Program;
xvii. linking to a website not owned or operated by us; or
xviii. failure by us to send you any communication as set out in these Terms.

b. Applicable to Business Credit Card Accounts only:

Business Avion Applicants are responsible for the following and in no event will we be liable or responsible for, and you release us from, all claims in respect of any loss or damage caused by:

i. your failure to inform the Business Owners and Participating Cardholders of the Program’s Points ownership and redemption rights outlined in these Terms and Conditions;

ii. the redemption, transfer or “roll-up” of a Participating Cardholder’s Points by the Business Applicant or any Business Owner, as per the “Points Ownership” section of these Terms; and

iii. the redemption or transfer of Points by any person with whom you have shared your unique OLBB log-in credentials with, as per the “Redemption and Transfer of Points” section of these Terms.

c. Applicable to Commercial Credit Card Accounts only:

Commercial Applicants are responsible for the following and in no event will we be liable or responsible for, and you release us from, all claims in respect of any loss or damage caused by:

i. your failure to inform the Designate, Points Owners and Participating Cardholders of the Program’s Points ownership and redemption rights outlined in these Terms and Conditions;

ii. the redemption, transfer or “roll-up” of a Participating Cardholder’s Points by the Commercial Applicant, as per the “Points Ownership” section of these Terms; and

iii. the redemption or transfer of Points by any person with whom you have shared your unique OLBB log-in credentials with, as per the “Redemption and Transfer of Points” section of these Terms.

28. Currency

For all Accounts except the RBC U.S. Dollar Visa Gold Credit Card Account, all fees listed in these Terms are in Canadian dollars. For the RBC U.S. Dollar Visa Gold Credit Card Account, all fees listed in these Terms are in U.S. dollars.

29. Communications

a. Redemption of Points online

When redeeming Points online, you may be required to provide your email address so that we can send you an email confirming the redemption request, as well as other applicable order information, such as tracking and delivery notifications. Your email address may be shared with shipping providers for this purpose.

b. Program marketing and offers

When invited to do so, if you provide consent and your email address for receiving Program marketing and offers or information on additional RBC products or services, Royal Bank may communicate with you for this purpose.

c. Changes to your contact information

So that you do not miss any communication from us about the Program, you will immediately notify us of any changes to your mailing address, email address and other contact information you may have provided to us in connection with the Account. We will have no liability for any misdirected, lost or delayed mail resulting from your failure to provide us with such notice.

d. Electronic communications

We may also communicate with you electronically and any notice or Credit Card Account Statement we provide to you electronically, or agreements we make available electronically, will be considered to be "in writing", signed and delivered for all purposes.

30. Use of Information

You understand that we may exchange information relating to the Program, the RBC Rewards Account and the Account transactions with other parties, such as participating merchants or service providers, in order to effectively operate and
administer the Program, including for purposes of crediting and reconciliation of bonus Points awarded pursuant to offers at participating merchants. To the extent possible, this crediting and reconciliation information will be exchanged in aggregate reports including data elements such as the date, time, store location and amount of a transaction.

We may also be required to exchange your information such as information about your Account, RBC Rewards Account and any transactions, purchases, returns or Points redemptions or conversions, with these third parties in situations, such as to fulfill a specific redemption or conversion request under the Program.

We will use your personal information with consent to ensure that you receive notice of Program offers and promotions that will be of interest to you and to communicate to you Program information through various channels, including by mail or email. All collection, use or disclosure of your personal information will be in accordance with the applicable Account agreement and the RBC Privacy Policy that is available at www.rbc.com/privacy.

31. Waiver

Any waiver by us of the strict observance, performance or compliance by you of any portion of these Terms and any extension of time or other indulgence granted by us, either expressly or by course of conduct, will not alter, affect or prejudice any of our other rights or remedies and will be effective only in the specific instance and for the purpose for which it was given, and will not be deemed to be a waiver of any of our rights and remedies arising in respect of any other breach of these Terms. No delay or omission by us in exercising any right or remedy hereunder will operate as a waiver of that or any other right or remedy.

32. Tax

Any federal and/or provincial tax liability and reporting obligations for any taxes (including personal and business income tax reporting) arising from the accrual of Points (including from the transfer or conversion of Points, or from Points Roll-Up), the redemption of Points, the receipt of a Reward or from over-contributing to an RBC Registered Reward is your responsibility and we are released of all liabilities in this regard. You understand that we will not issue tax receipts, unless otherwise required by applicable law. If you redeem Points for a Charity Reward, it is the responsibility of the registered charitable organization to issue any tax receipt.

33. Changing the Program and These Terms

We may change the Program and these Terms, in whole or in part, from time to time.

Program changes may include, but are not limited to, changes to:

i. the eligibility criteria to participate in the Program as well as to being able to earn and redeem Points;

ii. the addition, removal or eligibility of any Reward(s);

iii. the type(s) of Cards/Account(s) eligible for certain Rewards;

iv. the rules relating to the processing of orders, including the return, replacement and refund of Rewards;

v. the Redemption Schedule and its related eligibility criteria;

vi. the rules relating to the booking, cancellation and refund of any Travel Reward;

vii. the number of Points required to be redeemed for any Reward;

viii. the rate or formula upon which Points are earned, redeemed, transferred, converted or exchanged;

ix. the minimum number of Points required for a type of redemption, transfer, exchange or conversion;

x. the products or services offered and all applicable fees;

xi. the rules relating to expiry or cancellation of Points;

xii. the rules relating to the suspension or termination of your participation in the Program, suspension or termination of the Program as well as the closure of Cards/Accounts and their consequences;

xiii. the rules relating to Points Roll-Up as well as related rights;

xiv. the rules relating to errors in the allocation of Points and the handling of complaints; and

xv. the provisions related to the modification of all or any of these Terms.

At least sixty (60) days prior to a change that we consider to be an essential element of the Program, in our absolute discretion, we will send you a written notice, drafted clearly and legibly, setting out at least the new clause, and the effective date of the
change. The notice may be sent to you by electronic transmission, when applicable. You may refuse these modifications and close your Account without cost, penalty or cancellation indemnity by sending us a notice no later than thirty (30) days after the change becomes effective. Specifically, you may refuse a change when such change increases your obligations or reduces ours.

34. Suspension or Termination of the Program

Should events beyond our control, such as strikes, acts of God, epidemic or pandemic, terrorism, civil disturbance, war or changes in economic or business conditions, materially affect our willingness to continue the Program as it is then constituted, the Program may be terminated or suspended in whole or in part, without prior notice to you. Should this happen, your Points may be cancelled and you may not be able to subsequently redeem, transfer or convert them.

We may also suspend or terminate the Program for any reason, at any time, upon a ninety (90) days prior notice to you. Points that remain unredeemed as of ninety (90) days after the termination of the Program may automatically be cancelled without further notice to you and you may not be able to subsequently redeem, transfer or convert them.

35. Account Closure by Us In The Event of Death

a. Applicable to Personal Credit Card Accounts:

If the Personal Credit Card Account is not shared with a Co-Applicant, upon the death of the Personal Applicant, the Personal Applicant’s participation in the Program will terminate, the Personal Credit Card Account will be closed and the Points in the RBC Rewards Account tied to the Personal Credit Card Account will be available for redemption by the Personal Applicant’s estate, in accordance with these Terms, within twelve (12) months following the closure of the Personal Credit Card Account.

If the Personal Credit Card Account is shared with a Co-Applicant, upon the death of the Personal Applicant; (i) the ownership of the Personal Credit Card Account may be transferred to the Co-Applicant (who would become the Personal Applicant on the Personal Credit Card Account), if the Co-Applicant qualifies; or (ii) the Personal Credit Card Account will be closed and the Points in the RBC Rewards Account tied to the Personal Credit Card Account will be available for redemption, transfer or conversion by the Co-Applicant, in accordance with these Terms, within twelve (12) months following the closure of the Personal Credit Card Account.

b. Applicable to CLSB Credit Card Accounts:

If the Business Applicant is a sole proprietorship, upon the death of the sole Business Owner, the Business Owner’s participation in the Program will terminate, the CLSB Credit Card Account will be closed and the Points in the RBC Rewards Account tied to the Business Applicant will be available for redemption by the Business Owner’s estate, in accordance with these Terms, within twelve (12) months following the closure of the CLSB Credit Card Account.

If the Business Applicant is a partnership or a corporation, upon the death of a Business Owner, the deceased Business Owner’s participation in the Program will terminate, the CLSB Credit Card Account will be closed and the Points in the RBC Rewards Account tied to the Business Applicant will be available for redemption, transfer or conversion by the surviving Business Owner, in accordance with these Terms, within twelve (12) months following the closure of the CLSB Credit Card Account.

c. Applicable to Business Avion Credit Card Accounts:

If the Business Avion Applicant is a sole proprietorship, whether in an Individual Earn scenario or a Points Roll-Up scenario, upon the death of the sole Business Owner, the Business Owner’s participation in the Program will terminate, the Business Avion Credit Card Account will be closed and the Points in the RBC Rewards Account tied to the deceased Business Owner’s Card and to any Participating Cardholder’s Card, if any, will be available for redemption by the Business Owner’s estate, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account.
However, at the discretion of the Business Owner’s estate, the surviving Participating Cardholder(s), if any, may continue to have access to, and be able to redeem, transfer or convert the Points in the RBC Rewards Account tied to their Card, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account.

If the Business Avion Applicant is a partnership or a corporation, whether in an Individual Earn scenario or a Points Roll-Up scenario, upon the death of any Business Owner, that Business Owner’s participation in the Program will terminate and the Business Avion Credit Card Account may be closed. Should this happen, the Points in the RBC Rewards Account tied to the deceased Business Owner’s Card and to any Participating Cardholder’s Card would be available for redemption by the Business Applicant, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account, if applicable.

However, at the Business Avion Applicant’s discretion, the surviving Participating Cardholder(s) may continue to have access to, and be able to redeem, transfer or convert the Points in the RBC Rewards Account tied to their Card, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account, if applicable.

Upon the death of any Participating Cardholder, the Participating Cardholder’s participation in the Program will terminate, the Participating Cardholder’s Card will be closed and the Points in the RBC Rewards Account tied to the Participating Cardholder’s Card will be available for redemption, transfer or conversion by the Business Avion Applicant, in accordance with these Terms, within twelve (12) months following the closure of the Card.

d. Applicable to Commercial Avion Credit Card Accounts:

For a Commercial Avion Credit Card Account in an Individual Earn scenario, upon the death of a Participating Cardholder, that Participating Cardholder’s participation in the Program will terminate, the Card will be closed and the Points in the RBC Rewards Account tied to the Participating Cardholder’s Card will be available for redemption by the Commercial Applicant, in accordance with these Terms, within twelve (12) months following the closure of the Card.

For a Commercial Avion Credit Card Account in a Points Roll-Up scenario where Points in the Recipient Account are for the benefit of one (1) Points Owner, upon the death of the Points Owner, the Points Owner’s participation in the Program will terminate, the Points Owner’s Card will be closed, if applicable, and the Points in the Recipient Account will be available for redemption by the Commercial Applicant, in accordance with these Terms, within twelve (12) months.

For a Commercial Avion Credit Card Account in a Points Roll-Up scenario where Points in the Recipient Account are for the benefit of the Commercial Applicant and a Designate is appointed, upon the death of that Designate, the Points in the Recipient Account will continue to accrue but all redemptions will be suspended until a new Designate is appointed.

e. Applicable to Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:

If the Eligible Banking Rewards Account or Eligible Personal Deposit Account is not shared with a joint account owner, upon the death of the Primary Account Owner, the Primary Account Owner’s participation in the Program will terminate, the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be closed and the Points in the RBC Rewards Account tied to the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be available for redemption by the Primary Account Owner’s estate, in accordance with these Terms, within twelve (12) months following the closure of the Eligible Banking Rewards Account or Eligible Personal Deposit Account.

If the Eligible Banking Rewards Account or Eligible Personal Deposit Account is shared with a joint account owner, upon the death of the Primary Account Owner; (i) the ownership of the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be transferred to the surviving account
owner (who would become the Primary Account Owner on the Eligible Banking Rewards Account or Eligible Personal Deposit Account) and the Points in the RBC Rewards Account tied to the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be available for redemption by the surviving account owner; or (ii) the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be closed and the Points in the RBC Rewards Account tied to the Eligible Banking Rewards Account or Eligible Personal Deposit Account will be available for redemption, transfer or conversion by the surviving account owner, in accordance with these Terms, within twelve (12) months following the closure of the Eligible Banking Rewards Account or Eligible Personal Deposit Account.

f. **Forfeiture of Points**

Points that have not been redeemed, transferred or converted in accordance with this section following the closure of the Account or Card, will be forfeited.

Between thirty (30) to sixty (60) days before your Points are forfeited, we will send you a written notice, specifying the exact date of the forfeiture. The notice may be sent to you by electronic transmission, when applicable.

g. **Miscellaneous:**

Points can't be exchanged for cash and are not divisible in case of death.

If you find yourself in a scenario that is not covered by this section, especially if the Business Avion Credit Card Account or the Commercial Credit Card Account is in a Points Roll-Up scenario, please contact Royal Bank at the number indicated in the "How to contact Royal Bank" section of these Terms for more details.

36. **Account Closure by Us for Cause**

a. **Applicable to Credit Card Accounts:**

We may close your Credit Card Account/Card and suspend or terminate your participation in the Program: (i) if your Credit Card Account and/or a Card is not in Good Standing, (ii) upon fraud or abuse by you or any Cardholder on the Credit Card Account, relating to the Program; (iii) upon misrepresentation of information to us; (iv) upon failure by you to comply with these Terms; (v) upon your bankruptcy; or (vi) if you have not fulfilled any other obligation under the credit card agreement.

If any of these situations occur, we will either cancel the RBC Rewards Account tied to your Credit Card Account/Card and your Points immediately upon Credit Card Account closure, or convert your Points to a monetary value, as per the “Pay Credit Card with Points” section of these Terms, and apply that value as a credit to your Credit Card Account.

b. **Applicable to Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:**

We may close your Eligible Banking Rewards Account or Eligible Personal Deposit Account and suspend or terminate your participation in the Program if we have reasonable grounds to believe that you: (i) did or may commit fraud, (ii) used or will use the Account for any unlawful purpose, or caused or will cause us a loss, (iii) operate the Account in an unsatisfactory manner or contrary to our policies, or (iv) violate the terms of any agreement applicable to the Account or any related service.

If any of these situations occur, we will cancel the RBC Rewards Account tied to your Eligible Banking Rewards Account or Eligible Personal Deposit Account and cancel your Points immediately upon Account closure.

37. **Account Closure by You or By Us for Any Other Reason**

a. **Applicable to Personal Credit Card Accounts:**

When a Personal Applicant closes their Personal Credit Card Account for any reason, or if we close the Personal Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, the Personal Applicant’s participation in the Program will terminate and the Points in the RBC Rewards Account tied to their Personal Credit Card Account will be available for redemption, transfer or conversion by the Personal Applicant, in accordance with these Terms, within twelve
(12) months following the closure of the Personal Credit Card Account. If the Personal Credit Card Account is shared with a Co-Applicant, the Points won’t be divided with, or transferred to, the Co-Applicant.

b. **Applicable to CLSB Credit Card Accounts:**

When a Business Applicant closes the CLSB Credit Card Account for any reason, or if we close the CLSB Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, the Business Owner(s)’ participation in the Program will terminate and the Points in the RBC Rewards Account tied to their Card, in accordance with these Terms, within twelve (12) months following the closure of the CLSB Credit Card Account. If the CLSB Credit Card Account is shared between two (2) Business Owners, the Points won’t be divided nor transferred between them.

c. **Applicable to Business Avion Credit Card Accounts:**

When a Business Avion Applicant closes (i) their Business Avion Credit Card Account (in an Individual Earn or Points Roll-Up scenario) for any reason, or (ii) the Card of a Participating Cardholder for any reason, or if we close the Business Avion Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, Points in the RBC Rewards Account tied to each closed Participating Cardholder’s Card will be available for redemption, transfer or conversion by any Business Owner, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account. If the Business Avion Credit Card Account is shared between two (2) Business Owners, the Points won’t be divided nor transferred between them.

However, at the Business Avion Applicant’s discretion, the Participating Cardholder(s) may continue to have access to, and be able to redeem, transfer or convert the Points in the RBC Rewards Account tied to their Card, in accordance with these Terms, within twelve (12) months following the closure of the Business Avion Credit Card Account or the Card.

d. **Applicable to Commercial Avion Credit Card Accounts:**

When a Commercial Applicant closes (i) their Commercial Avion Credit Card Account in an Individual Earn scenario for any reason, or (ii) the Card of a Participating Cardholder for any reason, or if we close the Commercial Avion Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, Points in the RBC Rewards Account tied to each closed Participating Cardholder’s Card will be available for redemption, transfer, or conversion by the Commercial Applicant in accordance with these Terms, within twelve (12) months following the closure of the Commercial Avion Credit Card Account or the Card.

However, unless the Points have been transferred to the RBC Rewards Account tied to the Commercial Applicant, the Participating Cardholder(s) will also have access to, and be able to redeem, transfer or convert the Points in the RBC Rewards Account tied to their Card, in accordance with these Terms, within twelve (12) months following the closure of the Commercial Avion Credit Card Account or the Card.

When a Commercial Applicant closes (i) their Commercial Avion Credit Card Account in a Points Roll-Up scenario for any reason, where Points in the Recipient Account are for the benefit of one (1) Points Owner, or (ii) the Card of a Points Owner, if applicable, for any reason, or (iii) if we close the Commercial Avion Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, Points in the Recipient Account will be available for redemption, transfer, or conversion by the Points Owner, in accordance with these Terms, within twelve (12) months following the closure of the Commercial Avion Credit Card Account or the Card.

When a Commercial Applicant decides to replace a Points Owner for another Points Owner for any reason, whether following the closure of a Points Owner’s Card (if any) or not, Points in the Recipient Account will be available for redemption, transfer or conversion, in accordance with these Terms, by the replacing Points Owner the Commercial
Applicant will designate. For greater certainty, the replaced Points Owner will not be able to redeem, transfer or convert the Points. When a Commercial Applicant closes their Commercial Avion Credit Card Account in a Points Roll-Up scenario for any reason, where Points in the Recipient Account are for the benefit of the Commercial Applicant and a Designate is appointed, or if we close the Commercial Avion Credit Card Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, Points in the Recipient Account will be available for redemption, transfer, or conversion by the Commercial Applicant or, at the Commercial Applicant’s discretion, by the Designate, in accordance with these Terms, within twelve (12) months following the closure of the Commercial Avion Credit Card Account.

When a Commercial Applicant decides to replace a Designate by another Designate for any reason, the current Designate’s access to the Recipient Account will terminate immediately, the Points in the Recipient Account will continue to accrue but all redemptions will be suspended until a new Designate is appointed.

e. Applicable Eligible Banking Rewards Accounts and Eligible Personal Deposit Accounts:

When a Primary Account Owner closes their Eligible Banking Rewards Account or Eligible Personal Deposit Account for any reason, or if we close the Account for a reason other than those listed in the “Account Closure by Us For Cause” section of these Terms, the Primary Account Owner’s participation in the Program will terminate and the Points in the RBC Rewards Account tied to their Eligible Banking Rewards Account or Eligible Personal Deposit Account will be available for redemption, transfer or conversion by the Primary Account Owner, in accordance with these Terms, within twelve (12) months following the closure of the Eligible Banking Rewards Account or Eligible Personal Deposit Account. If the Eligible Banking Rewards Account is shared with a joint account owner, the Points won’t be divided with or transferred to the joint account owner.

f. Forfeiture of Points

Points that have not been redeemed, transferred or converted in accordance with this section following the closure of the Account or Card, will be forfeited.

Between thirty (30) to sixty (60) days before your Points are forfeited, we will send you a written notice, specifying the exact date of the forfeiture. The notice may be sent to you by electronic transmission, when applicable.

g. Miscellaneous:

Points can’t be exchanged for cash and are not divisible in case of divorce, separation, dispute, legal proceeding, company closure or dissolution, or closure of an Account or Card, or for any other reason.

If a Credit Card Account is closed in the middle of a Credit Card Account Statement period the Points earned since the last day of the previous Credit Card Account Statement period until the closure of the Card will be forfeited.

38. Interpretation

All questions or disputes regarding the Program and the interpretation of these Terms will be resolved by us in our sole discretion.

The division of these Terms into sections, subsections and other subdivisions, and the insertion of headings, are for convenience of reference only and should not affect their interpretation.

Also, the word “including” means “including without limitations”.

39. How to Contact Royal Bank

a. To reach the Customer Service, to redeem Points for anything other than Travel Rewards, to request a Points transfer from one RBC Rewards Account to another in accordance with these Terms, for any inquiries about the RBC Rewards Redemption Program with Best Buy or Apple, to make a payment using Points (Pay Credit Card with Points), or for any RBC Rewards-related questions, please call:
For all Accounts, except the RBC Avion Visa Infinite Privilege, RBC Avion Visa Infinite Privilege for Private Banking Accounts and RBC Commercial Avion Visa Credit Card Accounts:

For RBC Avion Visa Infinite Privilege Credit Card Accounts only:

For RBC Avion Visa Infinite Privilege for Private Banking Credit Card Accounts only:

For Business Credit Card Accounts: 1-800-769-2512

For Commercial Avion Credit Card Accounts only:

1-888-769-2534

b. To redeem Points for an Air Travel Reward in accordance with the Redemption Schedule, please contact the RBC Rewards Travel at:

For all Accounts: 1-877-636-2870

or online at:


c. To redeem your Points for an RBC Travel Reward directly with Carlson Wagonlit Travel, please call:

For all Credit Card Accounts: 1-800 CARLSON (1-800-227-5766)

These Terms are current as of December 2019 and are subject to change. You may always view the current Terms by visiting www.rbcrewards.com or you may call the Customer Service to request a paper copy.

1 Coverage underwritten by RBC General Insurance Company.

2 Coverage underwritten by RBC General Insurance Company in the province of Quebec and by RBC Insurance Company of Canada in the rest of Canada.

3 RBC Direct Investing Inc. and Royal Bank of Canada are separate corporate entities which are affiliated. RBC Direct Investing Inc. is a wholly owned subsidiary of Royal Bank of Canada and is a Member of the Investment Industry Regulatory Organization of Canada and the Canadian Investor Protection Fund. Royal Bank of Canada and certain of its issuers are related to RBC Direct Investing Inc. RBC Direct Investing Inc. does not provide investment advice or recommendations regarding the purchase or sale of any securities. Investors are responsible for their own investment decisions. RBC Direct Investing is a business name used by RBC Direct Investing Inc.

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