



# CIBC Retiree News

2025



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# CEO Letter – CIBC Retiree Newsletter

June 2025

Dear CIBC retirees,

Since the last edition of this newsletter, our bank has delivered a strong year of growth, furthered the momentum we have established across all of our business units, and earned our reputation as a client-focused bank that creates value for all our stakeholders.

Our strong financial performance is the result of a total team effort from everyone across our CIBC team, building on the contributions made by all of you as retirees of our bank. In F24, we delivered positive operating leverage, built our capital strength, and delivered record revenues, net income, and an industry-leading total shareholder return of 87.6%.

Our CIBC Team also made steady progress in advancing our bank's client-focused strategy. Among the highlights, our bank attracted over 613,000 net new clients across our Canadian consumer platforms, all while further enhancing the client experience, growing across borders, and continuing to invest in technology platforms and talent for the future. We were also proudly named a 2025 Catalyst Award winner – the premier global recognition for organizations that demonstrate a strong commitment to promoting gender equity and workplace inclusion.

Defined by our team's commitment to living our purpose and delivering for our stakeholders, we ended 2024 on a strong note, and these results have carried through into early 2025. We can all be very proud of how our bank is delivering on our commitments and helping our clients achieve their ambitions.

We do so at a time of economic and geopolitical uncertainty. Trade tensions globally have led to uncertainty for many businesses and families. Our bank has responded as we always do – with a commitment to support our clients in times of disruption and through fluid environments. That's one of the hallmarks of our bank, something we have shown we do incredibly well, and it is core to our client-focused culture and purpose. As a strong, well-capitalized North American bank, CIBC has a proven track record of being there for our clients on both sides of the border through economic challenges and uncertainty, including the global pandemic and the US regional bank crisis, and we remain focused on proactively managing our business and engaging our clients through this period of uncertainty.

In 2022, we committed to contributing \$800 million to community investments by 2032. Over the past two years, we have invested \$160 million in our communities, including to support our three focus areas: economic inclusion, financial inclusion, and cancer research and support. As always, I want to thank you for giving back to your communities and I hope you'll continue to join us and donate through the Benevity platform where you can support any registered Canadian charity of your choice.

As you've seen from our announcements back in March, I have announced my plan to retire from our bank October 31, 2025, after more than 11 incredibly rewarding years as President and CEO, and that I will continue as a special advisor to our board and management team until April 30, 2026. Harry Culham assumed the role of Chief Operating Officer on April 1, 2025, and will be our bank's next President and CEO on November 1, 2025.

It has been an honour to lead our incredible CIBC Team, and I am extremely proud of all that we have achieved together. Our bank is in a strong position today, making this the right time to pass the baton to Harry to write the next chapter in our bank's history. Harry and I have worked together as members of our bank's leadership team for my entire tenure as CEO. He has played a key role in delivering on our client-focused strategy, and I am confident he will lead our team forward and further our momentum.

As we look ahead, our bank has a solid foundation and strong momentum, and a client-focused team that is dedicated to moving our bank forward. I am grateful to each of you for your continued support over the years, and as I prepare to pass the baton, I am extremely confident in the future of CIBC. Your contributions to CIBC have shaped us into the bank we are today, and I hope you are all enjoying your well-deserved retirement!

Thank you and take care,



Victor G. Dodig  
President & CEO



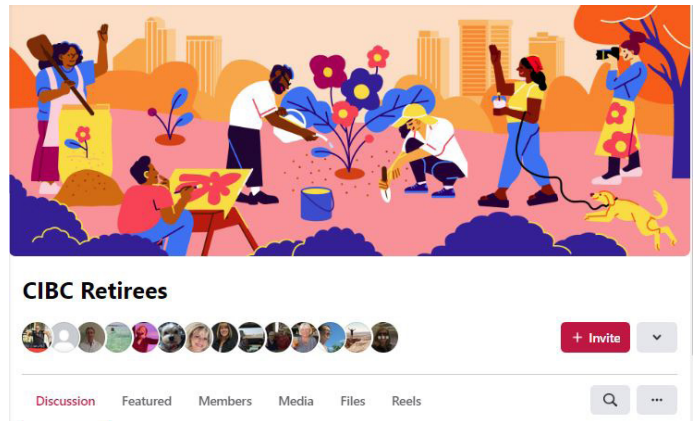
# Online resources

Current and future CIBC retirees have access to online resources from anywhere in the world, providing easy access to a wide variety of retiree information and services to help you stay connected and informed.

## CIBC Retirees Facebook group

Join 5,800+ CIBC retirees on Facebook to reconnect with friends and former colleagues, share stories and photos. Through this group, you'll also find information on:

- Social group contact information and events
- Pension annual reports
- Employee banking offers
- CIBC's Benevity program (giving and volunteering)
- CIBC and retiree news
- CIBC Retiree Advisory Committee information

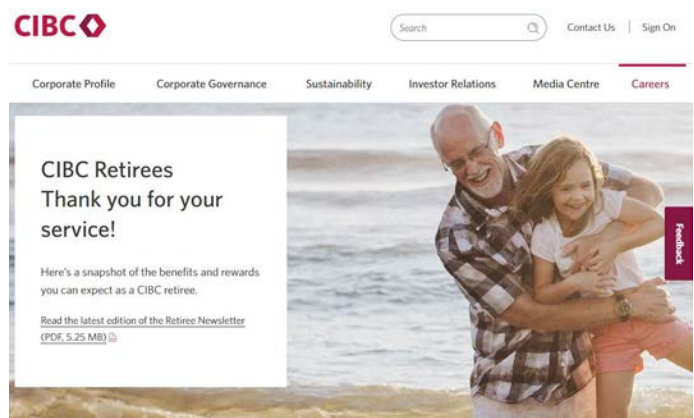


All requests to join the CIBC Retirees Facebook group are reviewed so that membership is granted only to current and near-future CIBC retirees. Access the group via [cibcretirees.com](https://www.cibcretirees.com) and clicking the link under the Facebook icon.

## CIBC Retirees webpage

No sign-on required! Visit [cibcretirees.com](https://www.cibcretirees.com) to:

- Search [CIBC.com](https://www.cibc.com) or sign on to online banking
- View CIBC news releases
- Read the latest edition of the CIBC Retiree Newsletter
- Sign on to Benevity to make or track your donations and volunteer time
- Access useful links and important contact information about myBenefits, Employee banking offers, Ambassador program, CIBC Retirees Facebook group, Sun Life, WorkPerks, the Employee & Family Assistance Program, travel medical insurance, The Personal, and much more.





## myBenefits

Through the [myBenefits](#) website, get information on your benefits and pension. You also have access to benefits assistance through live web chat during Human Resources Contact Centre (HRCC) business hours, and a 24-hour online Your Help Request service management tool. Both tools are available via the Contact Us link at the bottom of the homepage.

To register, go to [cibchr.com](#) and follow these steps:

1. Select New User
2. Enter your HR ID and your date of birth, then click Continue
3. Enter your postal/zip code, then click Continue
4. Follow the instructions to create a user ID, password and PIN, then click Continue
5. Select your five security questions and answers, then click Continue
6. Select whether you would like to be remembered on this device, then click Continue
7. Once you see the message Completed Successfully, click Continue to go to the homepage

Be sure to keep your profile up to date including your home and email addresses by clicking the Your Profile link and following these steps:

1. From the myBenefits homepage, select My Profile icon on the top menu
2. Select Personal Information from the drop-down menu
3. Click Change beside the information you want to update
4. Add or update your information and mark it as Preferred
5. Click Save

For home address changes, you must also inform your local banking centre.

### Important reminder!

Review your beneficiaries for your life insurance and pension benefits to ensure information is accurate and to make changes if required. For pension benefits, beneficiary changes are only allowed if you elected a pension option with a guaranteed period. Please note that if you elected a Joint and Survivor form of pension where the pension continues to your spouse after your death, you cannot change the spouse after commencing your pension. Only the spouse at your date of retirement is entitled to the survivor pension after your death.

### Retirements and in memoriam report

The retirements and in memoriam report is now available under Quick Links from [myBenefits](#) homepage. The following information is shared upon a retirement and the passing of a retiree, and may be appended from time to time:

- **Retirements:** name, province, year of hire, business unit and work location.
- **In memoriam:** name, province, city of residence, retirement date, date of passing, business unit, and work location.

It's optional to have your information included in these notices. **You can opt-out by sending a request in writing to** CIBC Human Resource Contact Centre, PO Box 2601, Don Mills ON M3C 0K7. Please note that if you opt-out, you will no longer receive CIBC retiree newsletters, or social invitations relating to the CIBC retiree community.



# Wellbeing

How you think, feel and react to life's challenges impacts your personal wellbeing. CIBC has made it easy for you and your family to access a wealth of great resources from the comfort of your home. Sign on to [myBenefits](#) and explore the resources available to you by selecting the Other Benefits tab from the homepage.

## Employee and Family Assistance Program (EFAP)



### When you want to find solutions to your life challenges, the Employee and Family Assistance Program can help.

The Employee and Family Assistance Program (EFAP) is a confidential, free service for you and your immediate family that provides support for a broad range of personal concerns, such as relationship issues, health coaching, nutrition consulting, legal advice and eldercare information. Services are provided by TELUS Health through a network of more than 1,000 professional counsellors across Canada. If longer-term support or specialized care is required, TELUS will refer you to an affordable community resource. Note that you will be responsible for any fees your benefits or provincial health plans do not cover.

### EFAP is available 24 hours a day, seven days a week

Service in English: [1 800 387-4765](tel:18003874765)

Service in French: [1 800 361-5676](tel:18003615676)

TDD (hearing impaired only): [1 877 338-0275](tel:18773380275)

You can also go online at [workhealthlife.com/cibc](http://workhealthlife.com/cibc)

If you are a first-time user of online services, you'll need to create an account by clicking Register at the top of the screen and completing the required fields.

#### Did you know?

You have access to health coaching by a nurse or health coach that is personalized to you and your specific health issues. Coaching begins with a telephone assessment and review of your health history, followed by goal planning and creating an action plan.

You can request a list of community resources to support you or a loved one dealing with age-related health issues. All information provided will be vetted by TELUS experts and is specific to your needs.

## MindBeacon Therapy



You have access to online and virtual mental health therapy that can help with a wide variety of issues including depression, anxiety, insomnia or post-traumatic stress disorder.

The MindBeacon Therapist-Guided iCBT Program helps you develop the resiliency and coping skills you need to better manage your mental health. Through readings, exercises and activities that help you learn and practice those new skills, and with guidance of a dedicated therapist the entire way, you'll have the tools to make improvements to your mental health.

With MindBeacon Live (virtual) Therapy Sessions, you can talk one-on-one with a therapist of your choice. Simply pick the therapist who's right for you, book a time that works and get started using your personal device.

Learn more about how it works and pricing by visiting [mindbeacon.com/cibc](http://mindbeacon.com/cibc). Expenses are eligible for reimbursement under the retiree medical plan subject to plan maximums.

## Additional CIBC resources

Services from a psychologist, social worker (Master of Social Work), psychotherapist, marriage and family therapist and clinical counsellor can be submitted for reimbursement to your Canadian retiree benefits programs. To determine what coverage is available to you, refer to the medical section of your benefit booklet or contact Sun Life for details.

## Ask Dr. Levine – health benefits of hobbies in retirement

Retirement marks a significant life transition, bringing newfound freedom and potential challenges for physical, mental, and social wellbeing. One way to optimize health during this stage of life is to engage in hobbies. Hobbies provide purpose, structure, and enjoyment - all of which contribute to a fulfilling and healthy retirement.



### Mental and cognitive benefits

Keeping the mind active helps to prevent cognitive decline and maintain mental sharpness. Hobbies that require problem-solving, learning new skills, or creativity — such as playing an instrument, painting, or learning a new language — help keep the brain engaged. Research shows that engaging in mentally stimulating activities can reduce the risk of dementia and memory loss. And hobbies provide a sense of accomplishment and personal growth, enhancing self-esteem and overall mental wellbeing.

### Physical health and mobility

Many hobbies involve physical activity, which is crucial for maintaining mobility, strength, and cardiovascular health. Activities like gardening, dancing, yoga, or golf keep people moving without the intensity of structured exercise programs. Regular physical activity can reduce the risk of chronic conditions such as heart disease, diabetes, and arthritis while improving balance and coordination, which helps prevent falls. Even more sedentary pursuits, like painting and knitting, support fine motor skills and dexterity, which are essential for maintaining independence.

### Social connection and emotional wellbeing

Loneliness and social isolation are common concerns for retirees, especially those who no longer interact daily with work colleagues. Hobbies provide opportunities to build new social connections and strengthen existing relationships. Joining a book club, attending art classes, or participating in a community garden can foster interaction and a sense of belonging. Social engagement has been linked to lower levels of stress, anxiety, and depression, all of which can impact overall health. Spending time in nature through activities like gardening and birdwatching has been shown to lower stress hormones and improve mood.

### A sense of purpose and routine

Many retirees struggle with the loss of structure and identity that work once provided. Hobbies can contribute to a routine and a reason to get out of bed with enthusiasm. Whether it's volunteering, crafting, or traveling, regular activities foster a sense of purpose and direction, vital for long-term happiness and fulfillment in retirement.

Engaging in hobbies is more than just a pastime—it is a key component of a healthy, happy retirement. By keeping the mind and body active, fostering social connections, and reducing stress, hobbies contribute to a higher quality of life.

**Dr. Noah Levine is CIBC's Corporate Medical Director**





# Benefits

## Pension update

At CIBC, we're committed to helping our retirees with their financial wellbeing by ensuring that the CIBC Defined Benefits Pension Plan (the DB Plan) remains healthy and sustainable and continues to payout the promised pension throughout your retirement years. The Plan provides you with a secure monthly pension that you can count on—an important piece of your total financial retirement puzzle.

Our DB Plan's investment goal and strategy is to support sustainability and stability. It does this with a prudent, customized and well-diversified investment portfolio to achieve optimal results in all market conditions. The Plan continues to be in a surplus position on a long-term basis as measured at October 31, 2024. This means that our Plan can continue paying full pensions to you and all of its other beneficiaries.

To read more about the Plan's financial health, investment performance and CIBC's commitment to achieving your financial ambitions, please refer to our Pension Plan Annual Report mailed to you in April 2025 and also available on myBenefits.

## Pensioner's audit

Every July, we conduct a review of a selected group of pensioners to ensure our information is current and accurate. These audits play an important role in verifying the accuracy of payments out of our Plan. There were 6,600 pensioners who were audited in our 2023 pensioner audit cycle. By the close of the 2023 pensioner audit, 6,400 pensioners had passed the audit, 80 deaths were reported and the remaining pensioners were either converted to cheque payments or suspended pending further investigation. In prior years, the audits have saved millions of dollars in liability recovery and overpayments, which helps ensure our Plan pays pensions accurately to its intended beneficiaries for their lifetime. If you receive the form this year, please complete and return it promptly to avoid any disruption to your pension payments. As a reminder you can now visit myBenefits via [www.cibchr.com](http://www.cibchr.com) and complete the online version of the form via the Pensioner Information Review page accessible under Quick Links on the home page. This is the fastest, most secure method to complete it. If you have any questions, reach out to the Human Resources Contact Centre at [1 800 668-0918](tel:18006680918).

## CIBC Hardship Pension Program

CIBC retirees may be eligible for financial aid through our CIBC Hardship Pension Program. The Program is designed to help long-service retirees who are unable to pay for basic levels of food, shelter and medical expenses. It ensures the essential needs of these retirees are met, while confirming existing government assistance programs are being fully and appropriately used.

If you are 65 or older and have completed at least 25 consecutive years of credited pension service immediately prior to your retirement from CIBC, and your total CIBC pension at the time of retirement is less than \$18,000 per year, you may qualify for this program. For more information call the Human Resources Contact Centre at [1 800 668-0918](tel:18006680918).





## Sun Life tools and resources



With just one click, view your medical and dental information on [mysunlife.ca](https://mysunlife.ca) or the my Sun Life mobile app. To access the Sun Life website from myBenefits, go to [cibchr.com](https://cibchr.com) and choose Go to my Sun Life under Quick Links on the homepage. The first time you access Sun Life from myBenefits, enter your HR ID and date of birth. Once there, you'll have access to these great tools:

- A drug look-up tool, that provides you with a trusted resource to look up medications, their side effects, usage and contraindications, and potentially, lower-cost alternatives. With this information at your fingertips, you can better manage your health and have richer conversations with your healthcare providers.
- Access to your coverage and prescription drug card from your smart phone. If you have an iPhone, you can save your drug card to your Apple Wallet for quick and easy access, even when you're offline.
- Your explanation of benefits (EOB) provides you with expense level details. This means when you submit multiple claims you can see the breakdown of each claim and what was paid.
- If you are covered under more than one plan, you can submit a coordination of benefits claim (COB). COB allows you to submit remaining amounts to another plan (spouse or partner) to get the maximum payment possible.
- The 'Click to call' functionality enables you to sign in to the my Sun Life mobile app, click Contact Us and connect with the Sun Life Client Care Centre (CCC) without the need to re-enter your Sun Life ID and password.
- The Lumino Provider Search tool makes it easy to look up health care providers across the country. These include paramedical providers such as chiropractors, massage therapists, physiotherapists, as well as dental and vision care professionals. It can even help you find family doctors, pharmacists, medical equipment and supplies, walk-in clinics and emergency care. You can also compare costs of several types of providers, as each provider is assigned a relative cost indicator (\$ / \$\$ / \$\$\$) empowering you to make informed decisions.
- Lumino Resources and Offers provides you with access to health-care solutions and resources, many at a discounted rate. Current categories include, but are not limited to, vision, fitness and wellness, food and nutrition and medical equipment. There are many free or discounted products and solutions available through Lumino Resources and Offers, so check it out today!
- Lumino Health Centre is a free, bilingual platform that allows you to find health and wellness information to support you and your family's health journey. Easily navigate and access useful, reliable content and resources that focus on wellbeing and mental health.
- Sun Life's delisted provider list identifies medical and dental providers, clinics, facilities or medical suppliers and pharmacies that Sun Life will no longer process or pay claims for services or supplies. The list is updated regularly and you are encouraged to check that list periodically so that you don't unknowingly use a delisted provider, resulting in a declined claim.
- Ella, your digital health coach, is available on your Alexa smart speaker. Search for the nearest or highest-rated healthcare provided using the Provider Search tool and instantly receive a text message from Sun Life with details. You can submit a claim for massage, chiropractic, physiotherapy or psychologist services. You're also able to check the vision care balance for you, your dependents and more (if available under your benefit plan).

## Benefits



### Completed claims

If you can't find the **claim** or **estimate** you're looking for, select All claims.

Date	Benefit type	Claim is for	Claim total	Reimbursed	Claim number	Status
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- [Benefits centre](#)
- [Drug lookup](#)
- [Coverage card](#)

### New at Sun Life:

1. Coverage Search Capability on mysunlife.ca

We are pleased to announce the launch of a powerful new coverage search capability on [mysunlife.ca](https://mysunlife.ca). The new Coverage Search feature is designed to make accessing your benefit information easier than ever.

#### Key features:

- Easy-to-use search function on the benefits landing page
- Quick access to details on medical, dental, vision, and health/personal spending account coverage
- Intuitive interface for faster navigation

#### Benefits to you:

- Save time by quickly finding specific coverage information
- Improved site navigation
- Access your full coverage list if the search doesn't yield results

We encourage you to explore this new feature on your next visit to [mysunlife.ca](https://mysunlife.ca).

For drug-related inquiries, please continue to use the dedicated drug lookup tool.

If you have any questions or need assistance, please don't hesitate to contact the Sun Life customer support team at [1-877-790-0294](tel:1-877-790-0294).

2. Bereavement support services provided with life insurance claim

Sun Life has partnered with bereavement care organization Empathy to offer bereavement support services to beneficiaries of life claims at no cost. Empathy is a bereavement support service designed to help guide and support your beneficiary through many of the practical and emotional challenges of loss: From planning a funeral and writing an obituary, to assisting with some estate and financial affairs, to managing grief and stress. Empathy's team of Care Managers are available 24/7 and on-demand for one-on-one support, comfort, and guidance.

### Did you know?

CIBC offers our retirees a group benefits plan that continues to be highly valued and market competitive. In fact, CIBC is one of only three major Canadian banks that continues to reward long-service employees with employer subsidized retiree benefits.

As a reminder, claims expenses are reviewed annually and premiums adjusted based on the experience of the plan and also considering medical and dental inflation trends. Premiums under our plan continue to be more cost effective than individual insurance.

### Don't forget about the My Sun Life mobile app!

This free app is available on Google Play or the Apple App Store and enables you to manage your employer-sponsored group benefits on your mobile phone. In addition to the tools mentioned previously, you can verify details of your coverage and submit claims, estimates and requested supporting documentation on your smartphone.

## Medical lifetime maximums

The Medical Lifetime Maximum applicable to you and your eligible dependents is determined by your medical option (for policy 25674) or your age (for policy 25673). Refer to your applicable retiree information booklet to verify the medical lifetime maximum applicable to your specific situation.

This medical lifetime maximum represents the maximum reimbursement amount applicable for all eligible medical expenses payable by the retiree plan for your lifetime and that of your dependents.

Once you reach your medical lifetime maximum, you can remain in the CIBC group benefits plan with the same level of coverage but will not receive any reimbursement for medical costs. To maintain coverage for your spouse or eligible dependent children you must have coverage for yourself. You can also choose to opt out of the medical plan, but by doing so you will also be opting out of the dental plan.

If your spouse or eligible dependent reaches their lifetime maximum, you can remain in the CIBC group benefit plan with the same level of coverage but your spouse will not receive any reimbursement for medical costs. You may also lower your medical option and/or drop the covered spouse or eligible dependents who reached their medical lifetime maximum from coverage.

Please note, in the event your medical option changes or when you reach age 65, the medical lifetime maximum amount that you have accumulated is not reset.

Sun Life will advise you, in writing, when you or your eligible dependents are close to having reached the lifetime maximum. Alternatively, you can check how close you are to the medical lifetime maximum by calling Sun Life at [1 877 790-0294](tel:18777900294).

## Coordination of Benefits (COB)

If your spouse also has coverage under a benefit plan, reimbursement of your expenses may be coordinated between CIBC's plan and your spouse's plan. By using a process called coordination of benefits (COB), you may be able to cover up to 100% of your eligible expenses, depending on the coverage available under the two plans.

The program covering you or your spouse as a retiree must pay before the plan covering you or your spouse as a dependent. For example, a claim for your spouse must be filed under your spouse's program first. You may then submit any outstanding cost to the CIBC flexible benefits program. Expenses for dependent children must first be submitted to the plan of the parent whose birthday occurs first in the calendar year, as long as you both have family coverage. Any amount not reimbursed under the first claim may then be submitted to the other parent's plan. The total reimbursement cannot be more than 100% of the reasonable and customary limitations for the expense as determined by Sun Life. For more information on how COB works, contact Sun Life at [1 877 790-0294](tel:18777900294).





## Benefit changes at 65

As you travel through retirement, there are a few critical milestones at specific ages that you should be aware of. For your group retirement benefits program, turning age 65 represents one of these milestones.

### Medical

At retirement, you can elect coverage that suits you and your family's needs regardless of your age. Your premium is determined by the coverage you choose for yourself and your eligible dependent(s), your age and by your province or territory of residence. Your age and province of residence are relevant because different provincial health plans provide different levels of coverage at age 65 - primarily for prescription drugs.

CIBC's flexible benefits program for retirees is designed to work with your provincial or territorial health plan. When you turn 65, your provincial health plan becomes first payer for prescription drugs and the CIBC program becomes second payer. Most provinces offer a minimum level of drug coverage or special drug programs and other medical coverage programs to seniors 65 and over (e.g. the Ontario Drug Benefit program). In most cases the claim submission process to these programs is seamless for the retiree. For example, if you live in Ontario and your pharmacist has your drug card information on file, they will submit your drug claims to the Ontario Drug Benefit (ODB) program first and the remainder to the CIBC benefit program. If you have special drug needs that are not covered under the CIBC retiree plan, you can contact your provincial health plan to determine if coverage is available for you.

If you are a retiree living in Quebec, you are automatically enrolled in the Régie de l'assurance maladie du Québec (RAMQ) drug plan at age 65. CIBC's drug plan will only provide coverage for prescription drugs costs not covered by the RAMQ, subject to CIBC's plan provisions. This change will also impact your spouse, regardless of age, and your eligible dependents covered by CIBC's drug plan. You may choose to opt out of the RAMQ drug plan and ask CIBC to arrange with Sun Life to provide a RAMQ-equivalent plan, however, you will be responsible for the entire cost of the plan.

You will receive notification of your eligibility to make benefit changes prior to reaching age 65 and you must notify the HRCC within 60 days if you elect to purchase the RAMQ equivalent drug plan. Note that if you decide to change your medical option your medical lifetime maximum will not be reset.

For information about your provincial or territorial health plan, contact your provincial or territorial health plan representatives.

### Life Insurance

If your life insurance benefit is terminated or reduced between the ages of 65 and 70 for any reason, other than at your request, you may purchase an individual insurance policy to replace all or part of the amount of coverage that has ended. You will receive notification when you are eligible to convert your life insurance to an individual policy. If you wish to pursue the conversion process, you must contact Sun Life at [1 877 893-9893](tel:18778939893) within 31 days of your life insurance termination or reduction.





### Let's get digital

In today's digital age, it's important to stay connected and informed through each part of your travel insurance journey. That's why we've created a range of online tools designed with you in mind. Together with our partner Allianz Global Assistance, we're making it easier, more convenient, and more enjoyable to manage your travel insurance needs.

### Purchase optional coverage online

Your benefits include complimentary travel medical protection and assistance coverage under the Basic Travel Medical Plan for an unlimited number of days within Canada and the first 8 days of a trip outside Canada.<sup>1</sup> If your trip will be longer than 8 days, or you require trip cancellation or interruption coverage, you've got two options to get a quote and buy.

Optional travel insurance can be purchased online at <https://sales.allianz-assistance.ca/cibcretiree>.

If you prefer to speak with a licensed insurance advisor to assist with your purchase, call Allianz Global Assistance at 1 800 513-5934, 8 a.m. – 9 p.m. ET Monday to Friday or 9 a.m. – 5 p.m. ET Saturday and holidays.

Whether online or over the phone, CIBC retirees aged 65 and above are required to answer a few simple health questions to receive a quote.

Eligible CIBC retirees<sup>2</sup> receive the following preferred rates: 40% less than the regular premium rates for optional out-of-Canada Emergency Hospital and Medical Insurance and 10% less than the regular premium rates for Non-Medical Travel Insurance. Rates will vary based on the duration of your trip, your age and your health.

### Telehealth solutions – virtual care

Every CIBC retiree travel insurance policy provides 24/7 emergency care and assistance, including referrals to the most accessible and appropriate medical care at your destination based on your unique healthcare needs. One of the standout benefits includes access to Telehealth solutions.

With our Telehealth solutions, you can speak to a doctor in real-time and get a free virtual consultation right from your phone or computer. Receive quick medical advice for sudden, unexpected health issues and skip the long wait times at a clinic.

- Get convenient 24/7 access to a doctor
- Have your prescription sent to the pharmacy of your choice

Access our Telehealth solution by calling [1 800 513-5934](tel:18005135934) before seeking treatment.

### Online claims portal

If you incur any medical expenses while you are travelling, you can submit your claim online through the [Allianz Global Assistance Online Claims Portal](#) or by downloading and filling out the [paper claim form](#) available on your [Allianz Global Assistance travel site](#).

### Quick, easy, with an improved customer experience!

Now, you'll be presented with clearer, more detailed status messages at **each stage of your claims journey**. This improved feature will help keep you informed during each step of your claim, reducing uncertainty and the need to call.

### Plan ahead and stay informed

Even the most seasoned traveler needs to do their research and plan ahead when getting ready for a trip. We've compiled some valuable resources and information to get you up to speed on your CIBC retiree emergency travel medical benefits. Plus, you can easily access these helpful resources while you're away.

Visit your [Allianz Global Assistance travel site](#) to find:

- An overview of your benefits
- What to do in case of an emergency
- Your welcome letter and wallet card
- A link to the online claims portal
- The medical screening questionnaire used as part of purchasing optional coverage
- Government of Canada travel advisories
- Tips for safer travel

It's important to read your policy and confirm you have the right coverage in place before you travel. Information about your basic emergency travel medical and travel assistance coverage, is outlined in your benefits booklet, which is available on myBenefits at [www.cibchr.com](http://www.cibchr.com).

# Financial

## Employee Banking Offer

CIBC retirees and team members are our most important clients and advocates for our bank. You have access to our best banking offers, so you can continue to benefit from great advice and a wide selection of competitive banking and investment solutions to help you reach your goals.

Here's a reminder of what banking offers are available to you:

### Personal banking

- CIBC Smart Plus Account - A premium all-in-one chequing account with 100% automatic monthly fee rebate including unlimited transactions and:
  - Interac e-Transfer service (send or request)
  - No CIBC fee on ATM withdrawals worldwide
  - Monthly fee waived on COPS (CIBC Overdraft Protection Services)
- Annual fee rebate on one of the following credit cards for the primary user and up to three authorized users:
  - Aeroplan Visa Infinite
  - Dividend Visa Infinite
  - Dividend Platinum Visa
- Reduced annual fee and interest rate on the Aventura Visa Infinite Privilege card
- Bonus interest rates regardless of balance on CIBC Savings Accounts (regular transactions fees may still apply)
- Free banking services including cheques, money orders and drafts
- Reduced annual fees and interest rates on select CIBC credit cards
- 100% Annual Fee Waiver on CIBC Aventura Card
- Preferred exchange rates only when purchasing foreign currency through mobile/online banking and in-person at CIBC Banking Centres or ATM's in Canada

### Borrowing

- Mortgage: Preferred rates and annual 20% mortgage pre-payment option
- Secured line of credit at CIBC Prime, unsecured lines and loans at CIBC Prime +1%
- CIBC purpose loan: Up to \$5,000 interest-free loan to help you achieve your goals
- Low interest CIBC share purchase loan

### Investing & protection

- Personal Portfolio Service (PPS) and reduced minimum investment of \$10,000 (vs. \$100,000) and discounted fees
- Investor's Edge flat-fee price of \$4.95 per online equity trade and all annual fees waived (up to \$200 in savings)
- Mutual Funds: waived RRSP administration fees
- Bonus rate on select non-registered GICs
- Special pricing on collector coins, gold, and silver
- Estate Planning: 15% discount on CIBC Trust Services
- 30% discount on the Willful service - a digital estate planning platform.

### Questions?

- Contact your advisor or reach out to a CIBC banking centre to set up an appointment
- Call the Employee Banking Contact Centre at 1 877 610-2422
- Send email to [Mailbox.EmployeeBankingOffer@cibc.com](mailto:Mailbox.EmployeeBankingOffer@cibc.com)

### Eligibility — Employee Banking Offer is available to:

- Retirees if they start to receive their retirement income benefits from the CIBC Pension Plan (or other retirement income program of CIBC or a subsidiary) immediately upon retirement, on a non-deferred basis.
- Surviving spouses if their deceased spouse was a CIBC retiree enrolled in the retiree benefits plan in Canada and the spouse was covered as a dependent at retirement and/or if their deceased spouse was in receipt of a retirement income benefit from the CIBC Pension Plan (or other retirement income program of CIBC or a subsidiary).
- Surviving spouse of an employee who was eligible will continue to receive Employee Banking Offer for a period of one year.

CIBC reserves the right to amend or terminate any or all of the products, services or associated offers, including pricing or interest rates at any time and without advance notice, unless otherwise required by law, regulation or agreement.



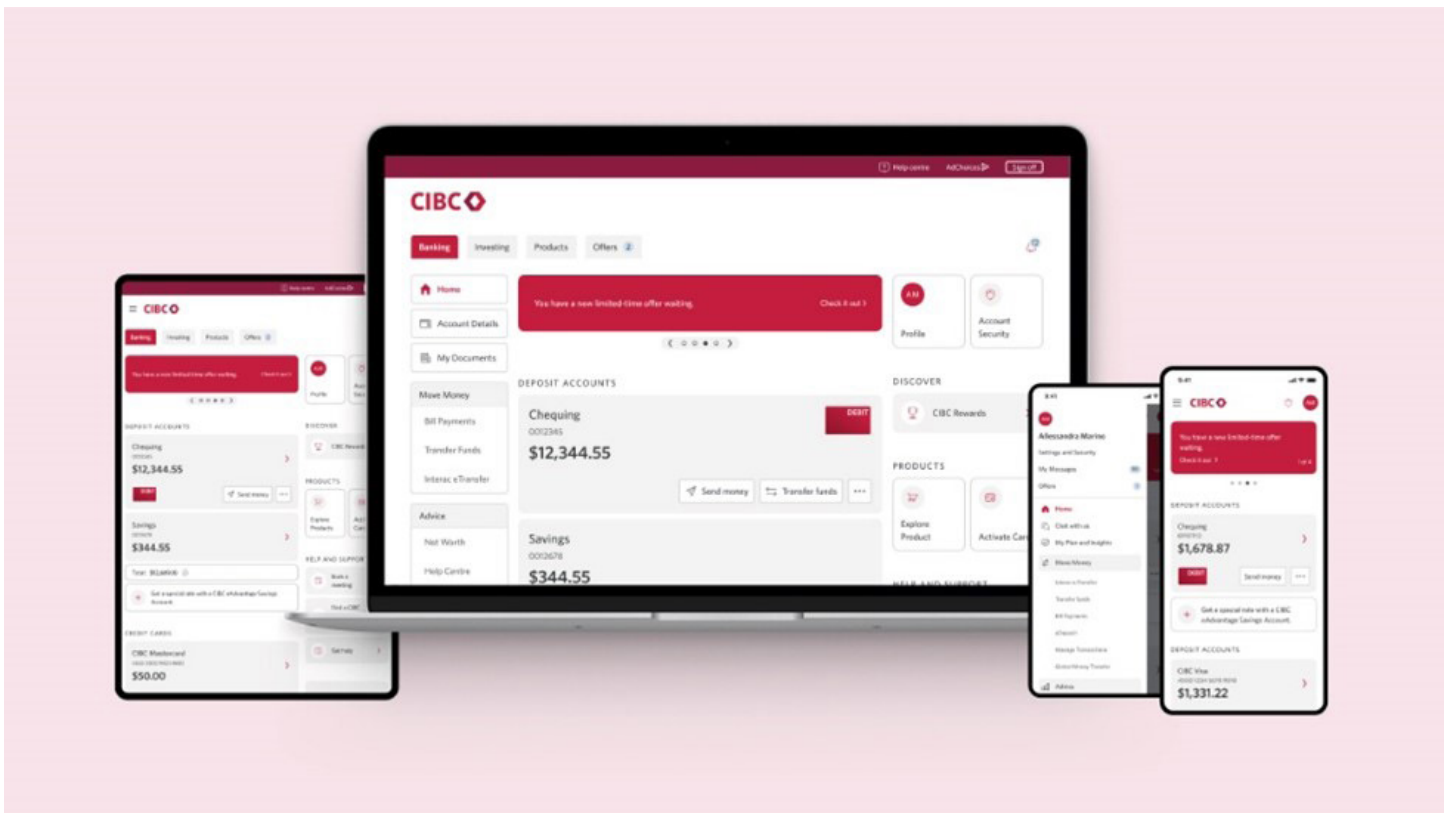
## Financial planning services

CIBC provides retirees with a wide range of personalized planning services including tailored advice on budgeting, credit, investments, and more. Here are some important resources that are available to you:

- Retirement budget calculator: Keep track of your cash flow to help live the retirement life you want.
- CIBC Smart Advice: Support your financial wellbeing with timely articles, videos and online calculators.
- CIBC Insights: Take control of your finances with tailored advice based on your spending history. Take control of your finances with custom advice at your fingertips via your CIBC Mobile Banking® App.

- CIBC Advice Tools: Leverage CIBC advice tools to help make your dreams a reality.
- CIBC SmartPlanner: An intuitive tool that gives you timely insights into your spending habits to help you track and understand your finances better and stay on top of your goals.
- CIBC GoalPlanner™: Stay on track towards your goals with the help of a digital tool that creates a personalized plan that adjusts to your evolving needs (for Imperial Service clients).

We've made it easier for you to meet with a CIBC representative - simply book a virtual meeting with an advisor, or call us at 1 800 465-2422.



## Retirement tax tips

Retirement brings with it many opportunities, among which include opportunities for tax savings! Let's review two tax strategies we discussed in last year's newsletter, and also some additional tips for estate planning.

### Pension income splitting

#### What is pension splitting?

Canadian residents can split up to half of their pension income by allocating an amount to a spouse or partner. The amount allocated is then deducted by the spouse or partner who received the pension and is added to income of the other spouse or partner who will pay tax on this amount. To reap the benefits of pension splitting, both you and your spouse or partner must complete Canada Revenue Agency ("CRA") Form T1032, Joint Election to Split Pension Income, and file the forms with your respective tax returns.

Any pension income that qualifies for the \$2,000 federal pension income credit also qualifies to be split. Specifically, this would include annuity-type payments from a pension plan (regardless of age) and can also include RRIF or Life Income Fund (LIF) withdrawals once the income recipient reaches age 65.<sup>3</sup> Old Age Security (OAS) payments and Canada or Quebec Pension Plan payments do not qualify. (CPP/QPP can be split under separate legislation.)

#### Who should do it?

Pension splitting is a smart way to notionally transfer income from one spouse or partner to a spouse or partner who pays tax at lower rates. Other potential benefits include accessing benefits that might otherwise be reduced or eliminated based on income, such as preserving some (or all) of the age credit and avoiding or even entirely eliminating the OAS recovery tax.<sup>4</sup> Pension splitting may also allow the receiving spouse or partner to access or increase the pension income tax credit.

#### Do I have to contact my pension provider to ask them to split the income?

No. The choice to split pension income with a spouse or partner has no effect whatsoever on the actual payment of the pension income to the recipient. As a result, the recipient spouse or partner will continue to receive an information slip reporting the pension received, and the pension income would then be subsequently split on the tax return using the election forms discussed above.

#### What about the tax withheld – who claims this?

The CRA has stated that any tax withheld at source from the pension income must be allocated (claimed on your tax return) in exactly the same proportion as the pension income is allocated, as per the election above.

#### Who claims the \$2,000 pension income amount?

Both the recipient and transferor may each potentially claim the \$2,000 pension income credit. While the transferor spouse or partner will certainly qualify for the credit (as it's a prerequisite for splitting pension income in the first place), the recipient spouse or partner may not qualify because eligibility for the credit may depend on the age of the recipient and the character of the pension income.

For example, say Jack, age 65, decides to split his pension income, which consist of RRIF withdrawals, with his wife, Jill, who is only 62. While the RRIF income certainly qualifies in Jack's hands for the pension income credit (and thus permits him to split up to 50% of it with Jill), the allocated amount won't qualify for an additional \$2,000 pension income credit in Jill's hands since she is not yet 65 years of age. On the other hand, if Jack were to decide to split his CIBC pension plan income, the income would qualify for the pension credit in both Jack's and Jill's hands no matter how old either of them is.<sup>5</sup>

### Medical Expense Tax Credit

Another potential source of tax relief for retirees is the medical expense tax credit (METC). Valid medical expenses qualify provided they exceed a minimum threshold equal to the lesser of 3% of your net income or \$2,834 (for 2025). In most cases, a 15% non-refundable federal tax credit is available, plus generally a provincial or territorial tax credit. Because it is non-refundable, the credit can reduce your taxes payable but cannot create a refund. For example, suppose you have qualified expenses that totaled \$2,500. If you had net income of \$50,000, you could claim a tax credit for your expenses that exceed \$1,500 (which is 3% of \$50,000), so you could claim \$1,000 of medical expenses. You could, therefore, claim a federal tax credit worth \$150 at a rate of 15% plus the corresponding provincial or territorial tax credit.

Total eligible expenses for the METC include expenses for you and your spouse or partner and certain other individuals who depend on you for support. You can claim amounts paid within any 12-month period that ends in the tax year, provided they have not been claimed in a previous tax year. Common eligible medical expenses include unreimbursed fees for doctors, dentists, qualified therapists or other medical practitioners, prescription medication or eyewear, and hospital or medical laboratory services. Let's review some of the lesser-known qualified medical expenses.

#### Premiums paid for medical and dental coverage through CIBC

Premiums paid for out of country health coverage may be eligible for the METC, but only if the premiums paid only cover expenses that would otherwise be eligible for the METC. If the premiums paid covers other items, such as lost luggage, or trip cancellation insurance, then the premium will not be eligible.

### **Dental treatment**

The cost of dental care that is not covered by an insurance plan qualifies for the METC. Certain purely cosmetic procedures, such as teeth whitening, are not generally eligible.

### **Cost of services at private medical facility**

Some provinces permit some medical tests such as ultrasounds, magnetic resonance imaging (MRIs), and computer tomography (CT scans) to be paid for and performed at a private medical facility. A prescription from a medical practitioner for the test is required in order for the cost to be eligible for the METC.

### **Adjustment to previous year's tax return**

Should you discover that you could have claimed the METC in a previous year, there are a number of ways that you can easily amend an earlier income tax return.<sup>6</sup> This can be done either online or by mail and is outlined by the Canada Revenue Agency on its [website](#).





## Top tips for estate planning

Estate planning is important for you to consider in your retirement. You need an estate plan so your assets go to the people you care about.

### 1. Designate a team of professionals

You don't have to go it alone. Get your financial advisor, lawyer and accountant involved to make a plan that works legally and is tax-effective as well.

### 2. Draw up a household balance sheet

This is a snapshot of your financial position, where you list your assets and liabilities. It's a great starting point to help make sure everything is properly dealt with.

### 3. Understand your life insurance needs

Life insurance can play a critical role in any estate plan, providing extra funds to take care of loved ones, to pay any taxes owing upon death or simply to leave a greater inheritance.

### 4. Draw up your will

Having a will is an important step. If you die without one, provincial law dictates who gets your assets upon death, which may not coincide with what you intended.

### 5. Consider a power of attorney for property<sup>7</sup>

A power of attorney for property gives someone else the legal ability to deal with your financial affairs based on its terms and may continue to be valid in the event of your incapacity.<sup>8</sup>

### 6. Consider a power of attorney for personal care

This power of attorney authorizes someone to make personal, health, and medical decisions on your behalf in case of your incapacity.

### 7. Minimize taxes and other fees

A tax specialist can advise you on the tax benefits of leaving certain assets to certain people. For example, appreciated listed securities might be able to be left to a charity tax-free, while other appreciated property, as well as your RRSP and RRIF, can be left to a spouse or partner on a tax-deferred rollover basis.

### 8. Keep track of accounts and important information

Make a list of your key personal information, advisors, important documents (and their locations), accounts, other financial assets and computer passwords and put this list in a safe place so it can be easily referenced by your estate executor later on.

### 9. Review and update your plan regularly

Major life events, such as separation, divorce or death of a family member, could impact your original plan and be a good time for an update.

### 10. Let someone know

While it's often the hardest step, it's a good idea to let your family know what you're planning to do with your estate, at least in general terms. That way, family disputes may be minimized if they understand the reasons behind your wishes. You should also make sure that your estate executor knows exactly where to find the information that will be needed to administer your estate.



Jamie Golombek, FCPA, FCA, CFP, CLU, TEP is the Managing Director, Tax & Estate Planning with CIBC Private Wealth in Toronto.



Debbie Pearl-Weinberg, LLB is the Executive Director, Tax & Estate Planning with CIBC Private Wealth in Toronto.

## The Personal



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### Common property insurance claims – and how to help prevent them

We're sharing the 9 leading causes of home insurance claims and how you can help avoid them.

#### 1. Bathroom leaks

Overflowing tubs, leaky toilets, and slow-draining showers can all lead to water damage—one of the most costly types of home insurance claims. To help protect yourself:

- Regularly inspect the pipes supplying your toilet tank and the pipes under your sink to ensure they aren't damaged or leaking. We recommend using metal-reinforced pipes where possible since they are more durable and damage resistant.
- Install backflow valves in basement bathrooms to prevent sewage backups.
- Regularly inspect the joints around your shower and bath to prevent water from seeping in and causing damage.

#### 2. Leaking dishwasher or washing machine hoses

Corrosion, wear and tear, or damaged fittings can cause serious leaks and expensive repairs. To help avoid damage that will lead to a claim:

- Regularly inspect pipes and consider using metal-reinforced hoses
- Don't run the dishwasher or washing machine if you plan on leaving the house

#### 3. Kitchen fires

Cooking-related incidents are one of the leading causes of house fires. To help minimize kitchen fire risks:

- Never leave your stove or cooktop unattended, especially when cooking with oil
- Use Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC) approved deep fryers instead of using a pot (and be sure to follow the manufacturer's instructions)
- Equip your kitchen with a fire extinguisher and smoke alarms

#### 4. Barbecues (BBQs)

Barbecuing is a great way to cook food, but – if not done properly – it can pose a safety risk and fire hazard. To help stay safe:

- Never use a gas or charcoal grill indoors and only barbecue in a well-ventilated area
- Position your BBQ away from flammable materials and do not block any exits
- Always lift the lid before opening the valve of the tank and lighting the BBQ
- Clean the burners every year using a brush specifically designed for this purpose
- Always store the propane tank outside (if applicable)

#### 5. Electrical fires

Electrical problems can trigger fires and pose a significant threat to your home. To help reduce your risk:

- Use surge protectors for electronic devices
- Avoid plug dividers, as they can overload an electrical outlet
- Use extension cords that are properly rated to handle the total amps or watts of the lights, appliances or devices you will be powering
- Avoid hiding extension cords under carpets or rugs (since this can cause the cords to overheat)
- Hire a licensed electrician to ensure that any work completed on your house meets all residential building and safety code requirements

#### 6. Candles

Take these precautions to help avoid accidental fires from candles:

- Always supervise lit candles and never leave them unattended
- Use sturdy, non-combustible candleholders
- Place them away from any flammable materials like drapes, bedding, carpet or books

#### 7. Cigarettes

Cigarette-related fires are a major cause of property damage. Help prevent them by:

- Never smoking on a bed or sofa (it's too easy to fall asleep!)
- Always wetting your cigarette butts before throwing them in the trash
- Never extinguishing cigarette butts in flowerpots or planters (because soil can contain combustible materials that could ignite)

## 8. Theft

Having your home broken into can be frightening and traumatic. Safeguard against theft by:

- Installing a security system with surveillance cameras and alarms
- Reinforcing doors and windows with sturdy locks
- Letting trustworthy neighbours know when you'll be away for an extended period

## 9. Natural disasters and weather-related damage

Hailstorms, violent winds, and other natural disasters can severely damage your property, so if you're building a new home, renovating, or repairing damage following bad weather, take this opportunity to choose building materials that are well-suited to the specific risks of your home's location. For example, if your area is prone to severe rain, hail or thunderstorms, you may want to:

- Replace your standard roofing shingles with class 4 shingles, which are more much resistant to these types of strong weather events
- Ensure you have positive slopes and gutter extensions to help prevent water from seeping into your home
- Consider adding a retention tank with a submersible pump (also known as a "sump pump") to gradually discharge any water into the drainage system or outside of your home in the event of significant rainfall

No one knows what the future holds – but following a few simple prevention measures can help you prepare for the unexpected and reduce unnecessary insurance claims.

To find out more, call 1 888 476-8737

Or visit [thepersonal.com/cibc](https://thepersonal.com/cibc)

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## WorkPerks – Exciting offers on daily life essentials for you and your family



If you're looking for hotels and car rentals for travel, updating your computer or trying out some new wellbeing activities, WorkPerks has offers online and in-store to help you save. View the perks in the comfort of your own home or on-the-go through the Venngo app.

WorkPerks is your premium online perk program for you and your immediate family members. With 10 saving categories like auto, electronics, entertainment, fashion, food and drink, health, home and living, pet, sports and recreation, and travel, there is something for everyone.

### Seamless access, anytime, anywhere

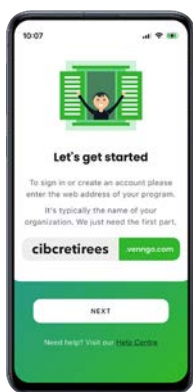
You can explore and redeem WorkPerks 24/7, whether on desktop or the Venngo mobile app. Every perk comes with clear instructions and Venngo is always improving—including new search features and an AR (augmented reality) tool to help you discover perks even faster.

**Reminder – effective July 1, 2024, Venngo has a brand-new site for CIBC retirees!**

### Getting started is easy!

All you need is your HR ID and a personal email address to start saving.

- **New to WorkPerks?** Visit [cibcretirees.venngo.com](https://cibcretirees.venngo.com), click Sign Up, and follow the steps—or download the Venngo app from Google Play or the Apple App Store.
  - You can find your HR ID on your Sun Life drug card. Access your Sun Life drug card through the my Sun Life app, or online from [mysunlife.ca](https://mysunlife.ca). Under Benefits, select “Coverage card.”
  - If you need assistance locating your HR ID or if you don't have a Sun Life drug card, call the Human Resources Contact Center at [1-800-668-0918](tel:1-800-668-0918).



- **Already have an account?** Click Sign In and enter your existing credentials. If you've bookmarked the WorkPerks link, update it to [cibcretirees.venngo.com](https://cibcretirees.venngo.com). If using the app, log out and sign back in through [cibcretirees.venngo.com](https://cibcretirees.venngo.com) from the Let's Get Started menu. Your credentials stay the same—no need to re-register.

### Verification for certain perks

Some perks may require proof of your CIBC affiliation. You can request a verification letter online via myBenefits:

1. Go to the Benefits menu and select Request Materials under the Take Action submenu.
2. Click Retiree Verification Letter or call HRCC at [1-800-668-0918](tel:1-800-668-0918) to request one.
3. Your letter will be sent via email or postal mail, depending on your preferences in myBenefits.

### Share WorkPerks with your family

You can also invite up to five immediate family members to create their own WorkPerks account so they can enjoy the benefits of this program too. To do so, select the Invites link from your Settings menu located in the top right corner under your name, provide their email address and select Send invite.

If you have difficulty registering, accessing or redeeming a perk, or need a password reset, please visit [helpcentre.venngo.com/en](https://helpcentre.venngo.com/en).

New perks are added all the time, so sign up for the WorkPerks email newsletter to ensure you're up-to-date with all the latest perks and promotions, or visit WorkPerks regularly to find discounts at the places you love to shop, eat, and play!





# Supporting our retirees

## Our commitment to meeting your needs

In 2025, our focus remains on enhancing the banking experience for senior clients, in alignment with the Code of Conduct for the Delivery of Banking Services to Seniors. Led by the Seniors Champion and the Seniors Centre of Excellence, our initiatives are designed to adapt to the evolving technology landscape while also addressing the varied needs and feedback from our senior community.

### Key Achievements

*Fraud awareness:* We led a campaign that included email, social media, and ATM screens, to educate you about the scams that most frequently target seniors, including bank impersonator and CRA scams. We seek to raise awareness about these predatory practices, encourage family members of seniors to talk to their loved ones about these issues, and share some of CIBC's security services like [voice verification](#) and [fraud alerts](#).

*Educational materials:* We continue to offer educational resources, including important tutorials on digital banking, fraud protection, Powers of Attorney (POAs), joint accounts, accessibility information, and more in our [Seniors Support Centre](#).

*Banking scam intervention:* We've listened to our clients' concerns and introduced a new procedure in our banking centres. If we think a client is being targeted by a scam or fraud, we hand them a personalized letter. This letter comes with additional resources, such as a fraud prevention tips brochure, to start a conversation. Through these discussions, we ensure that the client understands our concerns before deciding to proceed with the transaction.

### Looking Ahead

*Market research:* As part of our ongoing commitment to individuals 60+ years of age, we recently conducted a client survey that generated nearly two thousand responses, which will help us better tailor our communications for you.

As we move forward, we are committed to providing a positive banking experience for seniors that meets your needs. We care about all our clients and their wellbeing, which drives our ongoing innovation in fraud protection and awareness.

We also want to better understand our clients, which is why we prioritize listening to you. The insights we gather from surveys, complaint reviews, and industry benchmarking for client satisfaction are helping us continually improve our services. Through these efforts, we aim to make banking not only simple and accessible but also empowering for every senior client at CIBC.



# Exclusive friends and family Ambassador Program

## Help your friends and family achieve their ambitions by referring them to CIBC

Visit [cibc.com/ambassador](http://cibc.com/ambassador) to learn more!

As a CIBC retiree, you know better than anyone the positive impact we can have in helping make a clients' ambitions real through our client-focused, collaborative approach to meeting their needs. That makes all of us – past and present employees – the best ambassadors for our bank.

The CIBC Ambassador Program is a one-stop portal to advice and solutions, career opportunities, and a way to help resolve banking issues through Make it Right in Canada.

For advice and solution referrals, this program even features a concierge that will ensure that anyone you refer will experience the best of our bank, as well as new, exclusive friends and family offers in Canada.

## Great savings for your friends & family! Here's a few of our great offers<sup>9</sup>:

Product	F&F Exclusive Offer	Potential Savings
CIBC Smart & Smart Plus <sup>®</sup>	2-year monthly fee rebate	~\$200/yr for Smart. ~\$360/yr for Smart Plus + up to \$139/yr for Cards.
All Cards (except Infinite Visa Privilege)	2-year annual fee rebate	Up to \$139/yr
Home Power Plan Line of Credit	CIBC prime rate + 0.50%	\$500/yr in interest (based on a balance of \$100k)
Unsecured Loans and PLC	0.50% off CIBC's rate	\$250 (based on a \$20k loan with a 5-year term)

Visit the FAQs on [cibc.com/ambassador](http://cibc.com/ambassador) to learn more.

Conditions apply.<sup>10</sup>

## How to refer?

Referring your friends and family to our bank and being a proud CIBC Ambassador is straightforward. Simply visit our CIBC Ambassador website, answer a few simple questions and our team will reach out to the person you referred. The easiest way to refer is to have the icon on your phone. You are encouraged to download and use it as a proud ambassador for our bank!

## Why refer?

Referred clients are eligible for exclusive banking offers.... waived fees and lower lending rates. When you make a referral, you are eligible for rewards through our custom reward program. Each time you refer, you are eligible for a Aventura points (\$25 equivalent) or a \$25 gift card from our rewards website which features many top retail options.<sup>11</sup>

The Ambassador program is the ultimate expression of our purpose, and it's easy to use. The friends and family offers and the high touch Ambassador concierge ensure that, as ambassadors of CIBC, you will have a positive impact on the people you refer, and help to make their ambitions real.



Jen Davidson, VP Client Experience

## Make It Right

### Concerns with CIBC? Help us resolve any complaint.

Have you heard a friend or family member talk about a banking issue they're having with CIBC? Maybe someone shared their concern with you or maybe you've encountered a problem with CIBC yourself and aren't sure how to solve it? Through the Ambassador Program, as a CIBC retiree, you can help our bank resolve client issues or concerns. Ask if the person with the issue is comfortable if you raise it on their behalf. Explain that they will be contacted by a client care representative within 1-2 business days who will review their issue. If they agree, include their client information and concern in the [Make It Right](#) tab on the Ambassador website. To raise concerns directly, you or the client can email [MakeItRight@cibc.com](mailto:MakeItRight@cibc.com). Or, encourage the client to contact their banking centre or relationship manager/advisor to help them address their issue.





# Community

## CIBC retiree volunteer program

CIBC retirees have a long history of volunteering. The Retiree Volunteer Program celebrates you, CIBC's retirees, who share your time and talent in communities across Canada. When you track your volunteer time in [Benevity](#), funds will be added to your My Giving Account and can be donated towards a CRA-registered charity or not-for-profit of your choice on the Benevity platform. Eligibility for the Retiree Volunteer Program is open to former CIBC employees in Canada who began receiving retirement income benefits from the CIBC Pension Plan immediately upon retirement, on a non-deferred basis. For more information about the program, visit [cibcretirees.com](http://cibcretirees.com).

### Log in to track your volunteer hours

To access your volunteer hours, log in to [Benevity](#) and enter your full nine-digit ID and password. Your login ID is always your HR ID. When logging in for the first time, you'll need to send an email to the Benevity team at [support@benevity.com](mailto:support@benevity.com) requesting your one-time initial password.

### Why can't I log in?

If you've forgotten your password or it's been 90 days since you last logged in, you'll have to reach out to [support@benevity.com](mailto:support@benevity.com) for a password reset.

### Update your personal email address every time

As your email gets dropped each time for your privacy, update your email address each time you log into [Benevity](#). Go to your Profile, Settings and add your email address. This will allow for automated emails for your volunteer hour submissions.

### Earning your "CIBC Reward Dollars" to donate to your preferred charity

Earn \$12.50 for each hour you volunteer up to a maximum of \$500 per calendar year to donate back to the charity of your choice. Earn these CIBC Rewards Dollars by tracking volunteer hours through [Benevity](#). Once approved, you'll see your reward dollars on your main dashboard page in 'My Giving Account'.

### How to track your volunteer hours

1. Log in to [Benevity](#)
2. Hover your cursor over the Volunteer Tab 3
3. Select Track Volunteer Time
4. Fill in the information, being sure to select the cause or organization associated with the volunteer hours
5. Complete and submit the form

### Ensuring your preferred charity receives the donation

Once your volunteer hours have been approved, donate the dollars back to the charity of your choice using the online platform. Funds may be given to one charity or a combination of multiple charities, but you must designate the funds using the online platform to ensure the charity receives payment.



You may choose to add your own funds to your Donation Rewards Account to use at the same time for a larger contribution or to save for donation later. To do so, select the drop down arrow next to the rewards box and choose Add to My Funds and follow the steps.

## How to make a donation/designation

1. Log in to [Benevity](#)
2. Select the Search tab and search for your organization by name or charity number
3. In the search results, locate and select your charity
4. Click +Donate Now and complete the form
5. Select Donation Rewards as your method of payment to use your CIBC retiree volunteer reward dollars
6. If applicable, leave a comment for the charity specifying your intent for your donation (chapter, event, date, etc.) so the charity will know exactly how to allocate your donation
7. Confirm and submit the donation through the payment processor
8. Once your donation has been submitted, you'll see a success page and receive a confirmation email.

If you have questions about either program, email [Mailbox.CommunityInvestment@CIBC.com](mailto:Mailbox.CommunityInvestment@CIBC.com)

## Community involvement

### Community relationships

Our objective is to drive positive social and economic change that supports our shared purpose of helping make ambitions a reality.

#### Our strategic approach

We recognize that thriving communities are vital to our clients, our employees, and the prosperity of our business and society as a whole. We have a responsibility to give back to the communities in which we operate and champion economic and financial inclusion for all.

We believe that investing in the prosperity of the communities we serve can create numerous opportunities for the bank, including enhancing employee engagement, strengthening client loyalty, and helping us attract a broader client base and new strategic partnerships. This in turn enhances our brand's reputation, drives long-term growth, and positively impacts our financial performance.

To capitalize on these opportunities, we have committed to contributing \$800 million to community investments by 2032, including to support our three focus areas:

- Economic inclusion: Removing barriers to ambition by investing in solutions that support members of the Black community, persons with disabilities, and Indigenous peoples;

- Financial inclusion: Empowering financial health through financial literacy and education; and
- Cancer research and support: Removing barriers to a person's life ambitions by improving cancer outcomes through investing in organizations that deliver cancer research, treatment, screening and diagnosis, wellness, survivorship, patient support programs, and other programs.

To further support our communities, we are committed to achieving 1 million volunteer hours over a decade (2023 - 2032).

### Mobilizing our effort through the CIBC Foundation, Team CIBC, and corporate contributions

We are mobilizing action and investing in our communities through the CIBC Foundation, Team CIBC volunteerism, giving and fundraising, and through our corporate contributions.

### Team CIBC volunteerism and giving

Team CIBC is passionate about making lasting impacts in our communities. Team CIBC is made up of regular employees and retirees who volunteer, donate, or fundraise in support of charities, community causes, and non-profit organizations, including CIBC Miracle Day fundraising.

To enable Team CIBC to give back to meaningful causes, we provide in-person, virtual, individual, and group volunteer opportunities. We also provide regular employees with one paid Purpose Day annually, which they can use to learn something new or volunteer at a local charity.

CIBC's year-round One for Change Program encourages Team CIBC to give back through donating, fundraising, and volunteering to causes that are important to them. The program also provides employees in Canada with rewards dollars for volunteering that they can donate to their charity or non-profit organization of choice.

### CIBC corporate contributions

Our corporate contributions support communities in Canada and provide relief for communities abroad impacted by humanitarian crises and natural disasters. In 2024, we donated to CIBC Foundation's provincial emergency relief impact funds, and signature community events such as the Canadian Cancer Society CIBC Run for the Cure. Our contributions also support our employees' causes through our employee volunteer programs.

### Expanding our philanthropic strategy to align across our regions

In 2024, CIBC aligned its philanthropic strategy across the US and Canada by providing access to our giving platform to US employees and extending Miracle Day celebrations into Chicago. CIBC Foundation also committed its first grants to US organizations focused on economic and financial inclusion.



## Social committees

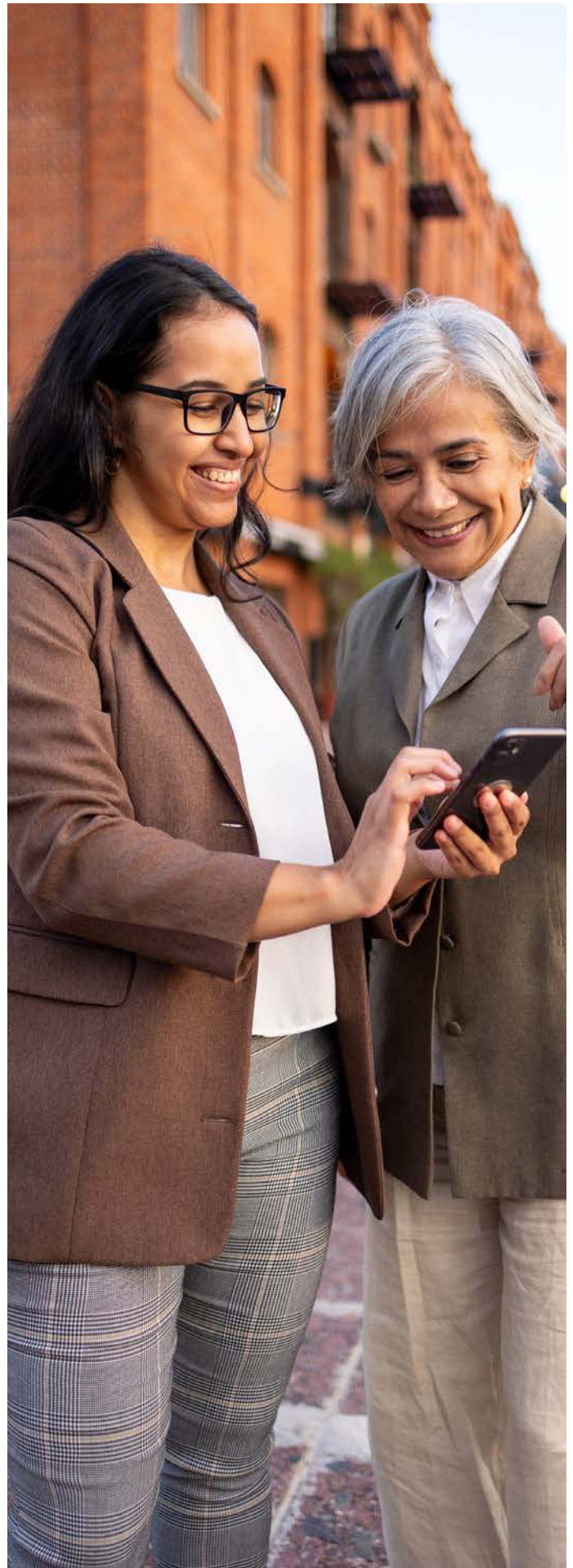
CIBC retirees have formed various groups across Canada to stay in touch and provide opportunities to connect in person through organized social events. To find a listing of social committees in your area, go to the Files section of the CIBC Retirees Facebook group or the Quick Links section of the myBenefits homepage.

Anyone can start a committee, as long as they are a CIBC retiree or surviving spouse of a retiree. CIBC sponsors committee activities by providing annual funding of \$35 per member and each committee determines how the funds are spent. Past events include luncheons, golf events, volunteer drives and other outings.

To create a new social committee:

1. Check the social committee contact list to see if one in the area already exists
2. Submit a request to your local RAC representative
3. Establish a group of at least 5 CIBC retirees and/or surviving spouses
4. Create a name for your group
5. Designate a group representative for communications and signing authority
6. Visit your local branch to open a bank account in the committee's name
7. Set up a Gmail account for the committee and start building a distribution list with members
8. Submit committee details to CIBC including committee name, province, banking details and member names
9. Start planning!

For more details, reach out to your local Retiree Advisory Committee (RAC) representative. Contact details for RAC members are available in the Files section of the [CIBC Retirees Facebook Group](#).



## Retiree Advisory Committee (RAC)

The CIBC Retiree Advisory Committee (RAC) is a self-managed group made up of 12 members across Canada whose primary goal is to represent retiree perspectives and act as your local ambassadors.

The group operates on a structured basis, with a revolving chairperson and a dedicated liaison from CIBC. Members commit to a four-year term, while the Chair and Vice-Chair commit to a five-year term.

### Their responsibilities include:

- Representing the views of CIBC's retirees on issues impacting them
- Providing input on general retiree communications as requested
- Provide input on policy reviews and developments, when requested
- Acting as ambassadors and local champions for any changes to retiree programs
- Helping direct retirees to the right resources should they have questions on CIBC-related matters
- Acting as a liaison with local retiree social committees

Contact your local RAC member if you have any questions, concerns, suggestions, or if you are interested in becoming a RAC member.

### RAC members

#### New Brunswick, Nova Scotia, Newfoundland and Labrador and Prince Edward Island



**Tisch Hickey**

[tischhickey@gmail.com](mailto:tischhickey@gmail.com)  
709 770-5149

#### Quebec



**Francoise (Fran) Raimondini**

[fran.raimondini@gmail.com](mailto:fran.raimondini@gmail.com)  
514 850-9318

#### Manitoba



**Shaun Clarke**

[sbclarke2011@gmail.com](mailto:sbclarke2011@gmail.com)  
204 250-4604

#### Ontario



**Mary Bellefeuille**

[maryf.bellefeuille@gmail.com](mailto:maryf.bellefeuille@gmail.com)  
613 240 8103



**Larry Rodrigue**

[larry.rodrigue@gmail.com](mailto:larry.rodrigue@gmail.com)  
416 996-3401



**Janine White**

[janine.white2015@gmail.com](mailto:janine.white2015@gmail.com)  
519 477-2652



**Maureen Phelan**

[maureenphelan2@outlook.com](mailto:maureenphelan2@outlook.com)  
905 829-9468

#### Saskatchewan



**Don Byrnes**

[dbyrnes@sasktel.net](mailto:dbyrnes@sasktel.net)  
306 789-3551

#### Alberta, Northwest Territories and Nunavut



**Debra Downey**

[debra.downey@icloud.com](mailto:debra.downey@icloud.com)  
403 369-9659



**Leo Zyerveld**

[leozyerveld@gmail.com](mailto:leozyerveld@gmail.com)  
403 978-0238

#### British Columbia and Yukon



**Elaine MacDonald**

[elainemacdonald3221@gmail.com](mailto:elainemacdonald3221@gmail.com)  
250 585-7945



**Lisa Anne Buskermolen**

[ilbusker@gmail.com](mailto:ilbusker@gmail.com)  
250 470-9697

## CIBC merchandise

Retirees can order CIBC merchandise through Genumark. Orders can be placed by phone at 1 800 661-4567 Monday to Friday, 9 a.m. to 5 p.m. ET or by email at [customerservice@genumark.com](mailto:customerservice@genumark.com). For product details and pricing, refer to the online [catalogue](#).



### Retirees catalogue



**For the exclusive use of CIBC retirees. Do not share.**



## CIBC Aventura clients now have a better way to travel with “CIBC by Expedia”

In October 2024 CIBC launched a new platform and travel provider with Expedia, a leading, global travel technology company, to modernize our loyalty capabilities and provide a best-in-class self-service experience for our clients in the Aventura program.

If you have a CIBC Aventura® credit card, our new travel booking platform, [CIBC by Expedia](#) is now available to you to redeem points and book travel on your credit card in Online and Mobile Banking through the CIBC Rewards Centre.

### Benefits:

1. **Access to Expedia Group’s market-leading inventory:** including 900,000+ hotels and vacation rentals, 500+ airlines, 100+ car rentals, and 200,000+ activities. The choice for Aventura cardholders has never been greater.
2. **Best in class digital, self-service experience:** including an intuitive, user-friendly booking experience, the ability to book and make changes 24/7, on your schedule, through a Virtual Assistant. CIBC by Expedia also enables customers to experience faster site load times and offers the ability to view/print itineraries and receipts online.

3. **New, easy-to-use features:** you can access detailed customer reviews to help in your trip planning experience, and new categories to reserve tickets for tours, attractions and experiences.

With our Aventura credit cards, you earn points on everyday purchases that can be used toward the next trip – big or small. You always earn more points when you book travel on your Aventura card on CIBC by Expedia. Card features make redeeming points easy for travel or lifestyle rewards (merchandise and gift cards), in addition to flexible options to shop with points or payment with points through Mobile Banking, Online Banking, by contacting the CIBC Rewards Centre.

Aventura Infinite Privilege customers now have their annual travel credit automatically applied to eligible purchases using CIBC by Expedia.

Remember to tell your family and friends about the great benefits of having a CIBC Aventura card and submit your referral through our [CIBC Ambassador Program](#).





## Staying ahead of fraudsters

Every day, fraudsters are becoming more adept, using AI (Artificial Intelligence)-enhanced phishing emails and convincing deepfake impersonations, making scams more sophisticated and harder to detect. The financial impact on victims is significant, leading to emotional distress and diminishing trust in systems designed to protect them. The Global Anti-Scam Alliance whose focus is on protecting consumers from scams, reports that fraudsters have stolen over \$1.03 trillion globally in the past year – money that could have supported families and fulfilled essential needs.

To stay ahead of scams and protect our clients, team members and our bank, we use several security measures, including:

Spotting scams before they spread – Fraudsters are getting more convincing, especially with bank impersonation and investment scams. We continuously monitor new fraud tactics and provide our clients with resources to recognize and avoid common scams.

Combatting fake emails and texts– Scammers often try to trick people with fake links in emails (phishing) and text messages (smishing) that look real. To counter this, we've improved how we communicate with clients, making it easier for them to recognize legitimate messages from our bank and harder for scammers to impersonate us.

What should you do to protect yourself? Be sure to stay vigilant – never click on links in unexpected texts and emails, and never give out your personal information by phone, email or text. Remember, CIBC will never contact you and ask you for your banking password or a one-time verification code.

Making security seamless – We continually invest in our monitoring strategies and leverage advanced detection systems and AI to protect against current and emerging threats. This enables us to develop a comprehensive view of the threat landscape, gain insights through advanced analytics and threat intelligence, respond to incidents faster, and reduce overall risk and loss.

Working together to stay ahead – We're not tackling fraud alone. By collaborating with local and international partners, including law enforcement, consumer protection organizations, telecommunication providers, financial institutions and more, we're constantly innovating new strategies to keep you protected from emerging threats.

As fraud continues to evolve, together we can stay one step ahead.



# Important contact information

## Important information to keep handy:

### CIBC Human Resources Contact Centre (HRCC)

For all pension and benefit related matters contact the HRCC:

- Chat live by clicking on the Chat with an Agent now link in myBenefits
- Call toll free at [1 800 668-0918](tel:18006680918) Monday to Friday, 8 a.m. to 7 p.m. ET
- Access the 24-hour online Your Help Request service management tool available via the Contact Us link at the top of the [myBenefits](#) page

### CIBC Employee Banking Offer

Inquire about competitive rates and reduced fees by calling [1 877 610-2422](tel:18776102422) or send an email to [Mailbox.EmployeeBankingOffer@cibc.com](mailto:Mailbox.EmployeeBankingOffer@cibc.com)

### CIBC Telephone and Online Banking

Access banking services over the phone at [1 800 465-2422](tel:18004652422) or online at [cibc.com](http://cibc.com)

### Sun Life

For group medical and dental claims and life insurance coverage inquiries, call [1 877 790-0294](tel:18777900294) or visit the website at [mysunlife.ca](http://mysunlife.ca)

### Retiree Travel Medical Insurance

For information or to purchase travel medical insurance for trips outside Canada, call Allianz Global Assistance at [1 800 513-5934](tel:18005135934) or visit <https://www.allianz-assistance.ca/cibc/cibc-retirees-en.html>

To report a travel medical emergency or report a claim, call Allianz Global Assistance's 24-hour Helpline at [1 800 513-5934](tel:18005135934) in North America or for all other locations, call collect at [1 416 340-0405](tel:14163400405)

### Employee & Family Assistance Program

Receive advice and counselling for a broad range of personal concerns by calling [1 800 387-4765](tel:18003874765) or online at [workhealthlife.com/cibc](http://workhealthlife.com/cibc)

[TDD hearing impaired only at [1 877 338-0275](tel:18773380275)]

### MindBeacon Therapy

Access online mental health therapy at [mindbeacon.com/cibc](http://mindbeacon.com/cibc)

### The Personal Home & Auto

- For information on group insurance for your home or auto call [1 888 476-8737](tel:18884768737) or visit [thepersonal.com/cibc](http://thepersonal.com/cibc)
- For information on group insurance for your pet, call [1 855 343-9385](tel:18553439385) or visit [thepersonal.com/pet](http://thepersonal.com/pet)

### WorkPerks

Access valuable discounts on local and national products and services at [cibcretirees.venngo.com](http://cibcretirees.venngo.com)

### Retiree Volunteer Program (Benevity)

- For general inquiries or to log in for the first time to Benevity send an email to [mailbox.communityinvestment@cibc.com](mailto:mailbox.communityinvestment@cibc.com)
- To access your volunteer hours, log into [cibc.benevity.org](http://cibc.benevity.org) and enter your ID and password
- For technical support or password resets, reach out to [support@Benevity.org](mailto:support@Benevity.org)

### Ambassador Program

Submit a referral and help your family and friends achieve their personal, business or career ambitions through the Ambassador Program

### Make It Right

If you or someone you know has a concern with CIBC, help resolve it by emailing [MakeItRight@cibc.com](mailto:MakeItRight@cibc.com)

<sup>1</sup> Travel insurance does not cover everything. Please refer to the policy certificate for full terms and conditions, including limitations and exclusions. Travel insurance is underwritten by CUMIS General Insurance Company, a member of the Co-Operators Group of Companies and administered by Allianz Global Assistance. Allianz Global Assistance is a registered business name of AZGA Service Canada Inc. and AZGA Insurance Agency Canada Ltd. The CIBC logo is a registered trade-mark of CIBC. AZGA Service Canada Inc. o/a Allianz Global Assistance is authorized to use this registered trademark.

<sup>2</sup> Members who retired prior to 2009 or who retired in 2009 or later with more than 10 years of service and are enrolled in a medical/dental option are eligible for the Basic plan and may purchase Optional coverage at the preferred premium rates. Members who retired in 2009 or later with between 2 and 10 years of service and are enrolled in a medical/dental option are eligible for the Basic plan and may purchase Optional coverage but are not eligible for the preferred premium rates.

<sup>3</sup> In Quebec, the ability to split pension income provincially only begins at age 65 regardless of the type of pension income.

<sup>4</sup> OAS is reduced by 15% once income was over \$93,454 for 2025 and is eliminated once income hits \$151,668 (\$157,489 if you are age 75 or over). The stated income level affects the recovery tax for the next year's June -July period. For example, this 2025 income level impacts the recovery tax for the period of July 2026 through June 2027.

<sup>5</sup> Other than for Quebec income tax purposes.

<sup>6</sup> Generally, you may only request a change to an income tax return for a tax year that ended within the 10 previous years.

<sup>7</sup> In Quebec, a Power of Attorney is also called a Mandate and the attorney is called the "mandatary".

<sup>8</sup> In Quebec, A Power of attorney stops being valid the moment the court declares you incapable and it is replaced by the "Protection Mandate".

<sup>9</sup> A sale is not required, but our Ambassador agent must be able to contact your referral.

<sup>10</sup> A sale is not required, but our Ambassador agent must be able to contact your referral.

<sup>11</sup> A sale is not required, but our Ambassador agent must be able to contact your referral.

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