



Welcome to your CIBC Aeroplan[®] Visa[®] Business *Plus* Card



CIBC Aeroplan® Visa® Business *Plus* Card

Accelerated rewards. Premium benefits.

The **CIBC Aeroplan Visa Business *Plus* Card** comes loaded with exceptional benefits.

It's designed to bring greater flexibility and convenience to the way you manage your business expenses – and that's just the beginning. Earn Aeroplan® points faster and redeem them for flights, car rentals, hotel stays and more. Plus, your business will benefit from comprehensive insurances and elevated Air Canada® travel benefits.

At home and around the world, this card is your passport to a truly exceptional travel experience.

Do better business with these premium benefits

- **Free first checked bag** for the Rewards Officer, any cardholders (Card Officers or Employees) and up to 8 companions travelling on the same reservation – every time you fly with Air Canada^{1,2}
- **Any cardholder** can now enjoy and access travel benefits even when travelling without the Rewards Officer¹
- Earn up to **4 complimentary Air Canada Maple Leaf Lounge™ Guest Passes** per year³
- **Comprehensive insurance coverage** including Trip Cancellation/Trip Interruption, Car Rental Collision/Loss Damage and Flight Delay and Baggage⁴
- **Reach Aeroplan Elite Status sooner** by earning Status Qualifying Miles and Status Qualifying Segments with purchases made on your account⁵



Your guide to getting started

1. Activate each card through CIBC Online Banking® or CIBC Mobile Banking®, by making a purchase with a PIN, or by calling CIBC at 1 800 465-4653 (Canada and the U.S.) or 514 861-4653 (from elsewhere).
2. Register for online banking and download the CIBC Mobile Banking App to help stay on top of your spending. Learn more at **cibc.com/howtoregister**.
3. Pay with a touch by adding your CIBC Aeroplan Visa Business *Plus* Card to your mobile wallet. Learn more at **cibc.com/ways-to-pay**.
4. Complete your online profile at **aircanada.com/aeroplan** to check your Aeroplan points balance, book your vacation, review Aeroplan transactions, access relevant offers, plus manage your rewards all in one convenient place!
5. Ensure all other cardholders link their Aeroplan number at **aircanada.com/linkmycard** to access Air Canada travel benefits even when travelling without the Rewards Officer.¹
6. Remove the Contact Card from the back pocket of this Benefits Guide and pop it into your wallet for easy reference when you're on the go.

Accelerate your earning

- Earn 1.5 Aeroplan points per \$1 spent on shipping, internet, cable, phone services, travel and dining⁶
- Earn 2 Aeroplan points per \$1 spent with Air Canada directly, including through Air Canada Vacations⁶
- Earn 1 Aeroplan point for every \$1 spent on all other purchases⁶
- Earn Aeroplan points twice when you pay with your CIBC Aeroplan Visa Business Plus Card and provide your Aeroplan number at more than 150 Aeroplan partner brands and over 170 online retailers through the Aeroplan eStore⁷

Add cardholders

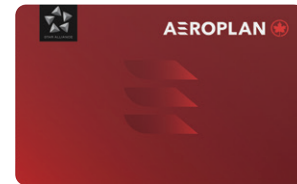
Earn Aeroplan points faster with up to 15 cardholders to consolidate business expenses and maximize the opportunities to earn Aeroplan points. An incremental fee applies to each additional card.

Aeroplan points will not expire

Aeroplan points will not expire as long as the Rewards Officer continues to hold a CIBC Aeroplan Credit Card, so they're available when needed for travel.⁸



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Enjoy an elevated travel experience

Elevate your travel with Aeroplan Elite Status

Loyalty deserves to be rewarded. That's why with the Aeroplan program, the most loyal members enjoy an even better travel experience when they fly more frequently with Air Canada. This includes booking advantages, premium services at the airport, and choices for upgrades.

To learn more, visit aircanada.com/elite.

Reach status sooner

The Rewards Officer will earn 1,000 Status Qualifying Miles and 1 Status Qualifying Segment for every \$5,000 in eligible purchases made on the account.⁵

Get the benefit of a better travel experience

100% Air Canada seat availability

Every Air Canada seat available to buy for cash is also available for Aeroplan points – no restrictions. Choose flights to over 200 destinations on Air Canada, and more than 1,300 destinations available through airline partners.⁹

Preferred pricing for flight rewards

Cardholders can often book flight rewards for even fewer Aeroplan points.¹⁰

No additional airline surcharges

No additional airline surcharges on Air Canada flights booked with Aeroplan points, so no surprises at checkout.¹¹

Flight rewards, paid your way

Pay for Aeroplan flight rewards your way, with the flexibility to use points to cover part of your trip, and cash to pay for the rest. You can also use points to cover third-party charges (such as taxes and airport fees).¹²

Visit aircanada.com/aeroplan to learn more about these benefits.

Rewards that go beyond flights

Redeem for your perfect escape, including car rentals and hotel stays, and complete vacation packages like cruises and all-inclusive resort getaways. You can also redeem for a wide variety of gift cards (including Air Canada) and brand name merchandise such as luggage, electronics, home and garden products, Air Canada Maple Leaf Lounge passes, jewellery, tools and much more!

Visit aircanada.com/redeem to learn more about redemption opportunities.



Enhance your travel experience with valuable benefits

Save on baggage fees, allowing you to travel lightly through the airport

The Rewards Officer, any cardholders (Card Officers or Employees) and up to 8 companions travelling on the same reservation (up to maximum of 9 travellers) will all enjoy a free first checked bag (up to 23kg/50lbs) when your travel originates on an Air Canada flight, every time you fly.^{1,2}

Cardholders must link their Aeroplan number at aircanada.com/linkmycard to access Air Canada travel benefits even when they're travelling without the Rewards Officer.

Relax in the Air Canada Maple Leaf Lounge before takeoff

Earn a Maple Leaf Lounge Guest Pass for every \$10,000 of eligible spend on your card, up to 4 passes per year. Passes can be used by all cardholders, or any companions, at select Air Canada Maple Leaf Lounges in North America with a same-day ticket on a departing Air Canada flight.³





Enjoy great savings

Visa SavingsEdge*

Visa SavingsEdge is an automated discount program for Visa Business cardholders. Unlock automatic savings on business solutions, travel and entertainment, electronics and more with your CIBC Aeroplan Visa Business *Plus* Card.¹³

For full details or to enroll your card and start saving today, please visit visasavingsedge.ca.

Save on car rentals

Receive car rental discounts of up to 25% at participating Avis® and Budget® locations worldwide when you pay with your CIBC Aeroplan Visa Business *Plus* Card.¹⁴

To access these discounts, call Avis Worldwide Reservations at 1 800 879-2847 and quote Avis Worldwide Discount (AWD) #C277500, or call Budget Reservations at 1 800 268-8900 and quote Budget Corporate Discount (BCD) #A748700.



Managing your card is simple

Manage My Card

CIBC offers a number of features to manage your credit card digitally. Modern, convenient and safe – banking on your terms, when and where you want. Simply sign in to CIBC Online or Mobile Banking to get started. Enjoy on-the-go banking with our award-winning CIBC Mobile Banking App for iPhone®, iPad® and Android™.

Activate card

Just received your card and ready to use it? Easily activate a new or replacement credit card online at any time.

Lock and unlock card

Take the stress out of misplacing your credit card. Instantly lock your credit card with a few quick taps and unlock it with ease when you find it.

Replace lost, stolen or damaged card


If your card is lost, stolen or damaged, you can request a replacement card digitally in a few simple steps. A new card will be sent to you in the mail.

Credit card transaction alerts

Receive alerts in real time whenever a transaction occurs on your card. Choose to receive alerts for all transactions or specify a dollar threshold over which to be notified.¹⁵

Pay with ease and peace of mind

Contactless payments

Conveniently pay simply by waving the card or your eligible smartphone over a secure contactless reader. It's a great alternative to using cash for purchases. Just look for merchant terminals with the  contactless symbol.¹⁶

Mobile Wallet

Just use your CIBC card with any of these mobile wallets: Google Pay™ for Android™ devices; Apple Pay® for iPhone®, iPad® and Apple Watch®; or Samsung Pay® for compatible Samsung® devices.¹⁷ Get the same rewards, security and protection as your physical card.

For more information, including a list of mobile payment solutions that CIBC supports, visit cibc.com/ways-to-pay.

Emergency card replacement and up to \$5,000 in emergency cash advances

Whether you're working at home or abroad, if a card is lost or stolen, or if any cardholder suspects someone is using their card or card number, contact a CIBC Banking Centre, CIBC Telephone Banking, or CIBC Credit Card Services as soon as possible. You will have access to an emergency replacement card and up to \$5,000 in emergency cash advances.¹⁸

Report a lost or stolen CIBC credit card immediately by calling 1 800 663-4575.



Manage your cash flow with ease

Access to cash advances

Cardholders can access up to \$1,000 daily in cash advances, subject to available credit and available cash, at any CIBC ATM or any of the nearly one million ATMs displaying the Visa, *Interac*® or Plus* System symbols. All you need is your card and your PIN.^{18,19}

Cardholder spending limits

Take advantage of the convenience of having up to 15 cardholders on your business card account, but maintain control by easily setting unique spending limits for purchases and cash advances on each card.²⁰ The Card Officer can simply call us at any time to change the purchase or cash limits on any employee card. The new limits will take effect immediately.

Call 1 800 465-4653 to inquire about requesting additional cards or to assign spending limits. Alternatively, use online banking to add a new cardholder. Visit cibc.com/spendinglimits for more information.

Organize your payments

Consolidate recurring payments on your CIBC Aeroplan Visa Business *Plus* Card by setting up pre-authorized payments to make payment reconciliation easy.





Auto Pay Service

Staying on top of payments is now even easier with Auto Pay Service. Set up automatic payments from your CIBC Business account so you never have to worry about missing a payment. Choose to pay either the Minimum Payment or the Amount Due by the payment due date for each month.

To request an Auto Pay Service Authorization Form, call 1 800 465-4653.

Bridge short-term cash flow needs with CIBC Convenience Cheques

You have the flexibility to use CIBC Convenience Cheques on your credit card account to make bill payments or transfer higher-rate balances from other credit cards.²¹

To order your free supply of personalized CIBC Convenience Cheques, call 1 800 465-4653.



Optimize and control your business spending

With the CIBC Aeroplan Visa Business *Plus* Card, you have access to powerful online tools that can help put your business in control of its expenses.

Visa Business Reporting²²

Visa Business Reporting is an online tool that provides an efficient way to optimize business spending. Easy-to-use dashboards provide valuable insights and grant the business the ability to:

- View cardholder spending patterns and compare them across the business
- Track individual card usage
- Categorize expenses by merchant and expense type
- Add receipts, notes and other documentation to expenses
- Facilitate expense reconciliation and review
- Push transactions to accounting software like Intuit QuickBooks® and Xero™

Visa Payment Controls

Visa Payment Controls is an online tool that allows the business to define spending controls on each card on the account and alert the Card Officer and cardholder whenever a transaction is declined due to a payment control.²³

Set controls individually on each card based on your business needs, including:

Time – Block transactions on certain days or hours

Location – Limit transactions by country (e.g. Canada only)

Category – Prevent purchases at specific merchant types

Spending – Limit single-purchase amounts, ATM access, e-commerce activity and cash back transactions

To allow a blocked transaction, the Card Officer can easily remove the payment control in real time online or through their mobile device.

Insurance protection that travels well

The CIBC Aeroplan Visa Business *Plus* Card comes with comprehensive insurance and travel benefits to protect cardholders when travelling on business.⁴

The information provided in this section is intended as general information only. Please refer to the enclosed Insurance Certificates for the specific terms of your coverage, including the benefits, eligibility conditions, limitations and exclusions.

For emergency assistance, claims, or pre-trip planning information, call 1 866 363-3338 if you are in Canada or the United States. From anywhere else in the world, call collect at 905 403-3338.

Insurance	What is covered	Excess insurance ⁺	Who is covered
Trip Cancellation/ Trip Interruption Insurance	<p>You can have Trip Cancellation/Trip Interruption coverage for business trips charged to your CIBC Aeroplan Visa Business <i>Plus</i> Card. You can be covered for up to \$1,000 (CAD) of eligible trip cancellation expenses. If your trip is interrupted due to an illness, injury or other insured risk, you can be covered for up to \$2,000 (CAD).</p> <p>The cardholder must call Global Excel Management Inc. (1 866 363-3338 in Canada and the U.S., or call collect at 905 403-3338 from anywhere else in the world) on the day the insured risk occurs or as soon as reasonably possible to advise of the cancellation or interruption. A pre-existing exclusion applies to medical conditions and/or symptoms that existed prior to the date of purchase of your trip.</p>	Yes	All cardholders on business travel

Insurance	What is covered	Excess insurance ⁺	Who is covered
Flight Delay and Baggage Insurance	<p>Purchase any scheduled flight with your CIBC Aeroplan Visa Business <i>Plus</i> Card and receive coverage up to an aggregate limit of \$500 (CAD) for reasonable and necessary meals and accommodation expenses, up to \$100 (CAD) for ground transportation and up to \$100 (CAD) for entertainment expenses when your flight is delayed for more than 4 hours. Your insurance also includes up to \$500 (CAD) of minimum essential clothing and personal toiletries when your baggage is delayed for more than 6 hours.</p> <p>Purchases may be made during a baggage delay period but must be made within 4 days of occurrence. Plus, your insurance includes up to \$500 (CAD) for loss or damage of your checked baggage when you charge the cost of the common carrier ticket to your card.</p> <p>Flight Delay and Baggage Insurance is “excess insurance” and covers you only to the extent your claim exceeds the coverage of other insurance or indemnity available to you. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.</p>	<p>Yes</p>	<p>All cardholders on business travel</p>
Car Rental Collision/Loss Damage Insurance	<p>As a CIBC Aeroplan Visa Business <i>Plus</i> cardholder, you can save up to \$25 (CAD) per day on car rental insurance. Simply charge the full cost of your car rental to your CIBC Aeroplan Visa Business <i>Plus</i> Card and decline the rental agency’s Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW). You can be covered by Car Rental Collision/Loss Damage Insurance up to the actual cash value of the rental vehicle, provided the value of the rental vehicle, in its model year, does not exceed the Manufacturer’s Suggested Retail Price (MSRP) of \$65,000 (CAD) and all other conditions of coverage are met. Refer to your Insurance Certificate for details.</p>	<p>No</p>	<p>All cardholders</p>

Insurance	What is covered	Excess insurance ⁺	Who is covered
Purchase Security & Extended Protection	<p>Most new items of business property purchased with your card can be replaced or repaired or you can be reimbursed if they are lost, stolen or damaged within 90 days of purchase. Plus, with Extended Protection Insurance, you can double the period of the original manufacturer's warranty up to one year on most purchases. That makes CIBC Aeroplan Visa Business <i>Plus</i> Card ideal for new purchases of office equipment and appliances.</p> <p>This is "excess insurance," meaning all other sources of recovery, indemnity or insurance coverage must be exhausted before this insurance pays any benefits to you. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.</p>	Yes	All cardholders
Common Carrier Accident Insurance	Whenever you travel for business by plane, ferry, train or bus, simply charge your fare to your CIBC Aeroplan Visa Business <i>Plus</i> Card and you can be covered with up to \$500,000 (CAD) Common Carrier Accident Insurance.	No	All cardholders on business travel

⁺ Yes – Excess insurances means all other sources of recovery, indemnity or insurance coverage must be exhausted before these insurances pay any benefits to you. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada**. For information, or to make a claim under any of the insurance coverages listed above, please visit **cibccentre.rsagroup.ca** or call toll-free 1 866 363-3338 if you are in Canada or the United States. From anywhere else in the world, call collect 905 403-3338



Important contact information

CIBC	cibc.com
Cardholder Spending Limits	cibc.com/spendinglimits
Mobile payments	cibc.com/ways-to-pay
Contactless payments	cibc.com/contactless
Air Canada	aircanada.com/contactus

CIBC Credit Card Services

Canada & U.S.	1 800 465-4653
Elsewhere*	514 861-4653

 Telecommunications Device for the Deaf (TDD) North America	1 877 331-3338
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CIBC Lost or Stolen Card Replacement

Canada & U.S.	1 800 663-4575
Elsewhere*	514 861-9898

Visa Lost or Stolen Card Replacement and Emergency Assistance (outside Canada)

U.S.	1 800 VISA-911
Elsewhere*	303 967-1096

CIBC Travel Insurance Assistance

Royal & Sun Alliance Insurance Company of Canada	cibccentre.rsagroup.ca
Canada & U.S.	1 866 363-3338
Elsewhere*	905 403-3338

Emergency Assistance

Canada & U.S.	1 800 814-7442
Elsewhere*	416 784-5357

Car Rental

Avis Worldwide Reservations	1 800 879-2847
- AWD #C277500	
Budget Reservations	1 800 268-8900
- BCD #A748700	

Aeroplan Contact Centres

aeroplan.com

If you have questions about Aeroplan, call between 7am and midnight (EST) 7 days a week

Canada, U.S., Antigua, the Bahamas, Barbados, Bermuda, the Cayman Islands, Jamaica & Trinidad	1 800 361-5373
Hong Kong	852 2521-2138
U.K.	0871 220-7777
Montreal & all other areas	514 395-0300

Air Canada Customer Service

Canada & U.S.	1 888 247-2262
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You'll find many of these contact details on a wallet card on the back pocket of this guide.

* Call collect.

Important Privacy Information^{*}

In order to receive the above benefits and features of your new **CIBC Aeroplan Visa Business *Plus* Card** and the enhanced Aeroplan program, CIBC will share certain information (including credit card transactions) with Aeroplan and Air Canada for the purposes of marketing and promoting the Aeroplan program, Air Canada, its travel-related affiliates and Aeroplan partners.

Keep your Benefits Guide

It's a good idea to keep your Benefits Guide for future reference. You never know when you may need important information or phone numbers for your CIBC Aeroplan Visa Business *Plus* Card.

Privacy policy

^{*} By using your card on or after November 8, 2020, you are consenting to the following: **Information we collect and share:** We share certain personal details from your credit card application with Aeroplan Inc. ("Aeroplan") and Air Canada, who own and operate the Aeroplan Program: Name, Mailing address, Phone number, E-mail, Language preference, Date of birth, Aeroplan membership number, if you've provided it. If your application is approved, we share certain credit card transaction details on your Account with Aeroplan and Air Canada: Merchant name, Address, Transaction date, Amount, Whether you or an authorized user made the transaction. **How Aeroplan and Air Canada use the information:** We share this information so you can get the Aeroplan Program benefits and features and so Aeroplan and Air Canada can administer the Aeroplan Program. Aeroplan and Air Canada may use this information as described in their privacy policies: (i) They may use this information to share targeted offers to market and promote the Aeroplan Program. This includes encouraging you to collect points and spend with Aeroplan, Air Canada or Aeroplan Program partners; (ii) They may share your contact information, interests, preferences and insights about your purchasing and travel patterns with Air Canada's airline and travel-related affiliates. Air Canada airline and affiliates may use this information to market and promote their own products and services, like to tailor travel-related offers you might be interested in. You can withdraw your consent at any time; (iii) With your consent, they may share your contact information, interests, preferences and insights about your purchasing patterns with Aeroplan Program partners. Their partners may use this information to market and promote their own products and services, like to tailor offers you might be interested in. You can withdraw your consent at any time; (iv) They may remove personal information about you to collect anonymous data. They may use this for internal reports and analytics, and to market and improve their products, services and the Aeroplan Program. They may share this anonymous data, or reports based on that information, with Air Canada's airline and travel-related affiliates or other Aeroplan Program partners who may use it in the same ways. **How we use the information we receive from Aeroplan:** If your application is approved, CIBC will get your Aeroplan Program transactions and related information — like your Aeroplan Miles accumulation, balance or redemptions, your Aeroplan status and your use of Aeroplan Program benefits — from Aeroplan. We may use this information to share offers about CIBC's Aeroplan cards with you and as described in our privacy policy. We may remove personal details about you and use this anonymous data in several ways: For internal reports and analytics; To market and improve the Aeroplan Program and its products and services; Share it with CIBC affiliates and partners that may use it in the same ways. For more information about how Aeroplan and Air Canada may collect, use or share your information or to learn about the choices you may exercise with respect to Aeroplan and Air Canada's handling of your personal information, contact Aeroplan or Air Canada directly or review their online privacy policies.

Terms and conditions

- ¹ The Aeroplan number of the person accessing the benefit must be included in the qualifying reservation, and the name on the airline reservation must be identical to the name on the Aeroplan account of the traveller. For cardholders' ability to access available benefits, their Aeroplan number must be linked to a valid CIBC Aeroplan credit card account as verified by the bank. Linking can be done by visiting aircanada.com/linkmycard. Please allow up to 72 hours after the CIBC Aeroplan credit card account is approved, or the Aeroplan number of the cardholder is linked to the cardholder credit card, for these benefits to be activated. The Aeroplan accounts of the Rewards Officer and all other cardholders must be in Good Standing at time of flight for airline benefits to apply. Airline benefits will no longer be available if the CIBC Aeroplan credit card account is not in Good Standing, or if it is closed, regardless of reason for closure. Airline benefits may no longer apply if the CIBC Aeroplan credit card product is changed to a different product. Aeroplan membership and benefits are subject to the Aeroplan Program Terms & Conditions (aircanada.com/aeroplan-termsandconditions) and any applicable Air Canada terms and conditions relating to a benefit, as determined by Air Canada in its sole discretion and as may be changed from time to time. Capitalized terms used have the meanings set out in the CIBC Business Credit Card Agreement (Business Liability).
- ² CIBC Aeroplan Visa Business *Plus* Card Rewards Officers, other cardholders, and up to 8 other passengers travelling on the same reservation (up to a maximum of 9 travellers) are each entitled to a free first checked bag up to 23kg/50lbs. Benefit only applies when checking in with Air Canada, for a flight operated by Air Canada, Air Canada Rouge or under the Air Canada Express brand. Benefit is not available if check-in is with another airline. If the first checked bag is already complimentary (for example, as a result of Aeroplan Elite Status or fare purchased), there is no additional checked bag benefit that will be provided. Free first checked bag benefit may not be applied retroactively and no refunds will be issued. Service charges for additional/oversized/overweight baggage may apply. For more information on baggage restrictions, please visit aircanada.com/baggage.
- ³ CIBC Aeroplan Visa Business *Plus* Card Rewards Officers are entitled to receive one (1) Air Canada Maple Leaf Lounge One-Time Guest Pass (each a "Guest Pass") for every \$10,000 in eligible net Purchases (which excludes any returns and credits, Cash Advances, Balance Transfers, Convenience Cheques, fees, interest and payments) charged to the CIBC Aeroplan Visa Business *Plus* Card account within an account year (being each consecutive 12-month period following the CIBC Aeroplan Visa Business *Plus* Card account open date) up to a maximum of 4 Guest Passes in an account year. All earned Guest Passes will be deposited in the Rewards Officer's Aeroplan account approximately 7-14 calendar days following the account year. Each Guest Pass will expire 12 months from the date of issuance. One Guest Pass may be used for single admittance by the Rewards Officer or other cardholders or any guest(s) accompanying any of them to access an eligible Air Canada Maple Leaf Lounge (as identified below) upon presentation of a Guest Pass, along with a same-day, confirmed ticket on a flight operated by Air Canada, Air Canada Rouge or under the Air Canada Express brand. Eligible Maple Leaf Lounges are limited to those Maple Leaf Lounges located in Canada and in the United States only and exclude International Maple Leaf Lounges located in the international departure zones of Canadian airports. Access also excludes Air Canada Signature Suites and lounges operated by third parties, such as the Star Alliance member airlines. Any guest entering a Maple Leaf Lounge using a Guest Pass must be accompanied by the eligible Rewards Officer or other cardholder. Anyone under the age of majority entering a Maple Leaf Lounge must be accompanied by an adult with access to the lounge. Age of majority is determined by the jurisdiction in which the Maple Leaf Lounge is located. Benefit may only be used as described, and otherwise cannot be transferred. Access is subject to space availability. An unused Guest Pass will automatically be cancelled if the CIBC Aeroplan credit card account is not in Good Standing, or if it is closed, regardless of reason for closure. An unused Guest Pass may no longer be available if the CIBC Aeroplan credit card product is changed to a different product. All Maple Leaf Lounges Terms and Conditions apply and can be reviewed at aircanada.com/lounges-termsandconditions.
- ⁴ Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada**. You may contact the insurer at 1 866 363-3338 in Canada and the U.S. or collect from elsewhere at 905 403-3338 or visit cibcentre.rsagroup.ca. Different cards will have different coverage(s). To learn about which insurances are included and important information regarding coverage eligibility requirements, benefits, limitations and exclusions, see cibc.com/ca/credit-card/agreements-insurance.html and review the insurance certificate(s) in your card package. Some insurance coverage(s) require purchases, auto rentals, common carrier fares, hotel or motel and other trip costs to be charged to the card and be for business purposes to activate coverage. Other conditions may also apply. Car Rental Collision/Loss Damage Insurance (CLDI) is available for a rental period of up to 48 days for rental vehicles with an MSRP of up to \$65,000 CAD. The full

cost of the rental must be charged to the card and the rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW) must be declined. CLDI provides coverage up to the actual cash value (ACV) of the rental vehicle as defined in your insurance certificate. Note that some rental agencies may assess their damages at an amount greater than the ACV of the rental vehicle and you may be liable to them for the difference. Before declining the rental agency's CDW or LDW, you should read carefully and compare the terms of the rental agreement, the CLDI insurance certificate in your card package and any other insurance you own to decide which coverage best meets your protection needs. Trip Cancellation and Trip Interruption Insurance may not cover certain pre-existing health and medical conditions. Certain coverages are "excess insurance" (all other sources of insurance and recovery must be exhausted before coverage is available).

- ⁵ For every \$5,000 in eligible net Purchases (which excludes any returns and credits, Cash Advances, Balance Transfers, Convenience Cheques, fees, interest and payments) charged to the CIBC Aeroplan Visa Business *Plus* Card account, the Rewards Officers will receive 1,000 Status Qualifying Miles ("SQM") and 1 Status Qualifying Segment ("SQS"), to be deposited in their Aeroplan account at the end of the next CIBC Aeroplan credit card account billing period. Please allow up to 3 calendar days after the CIBC Aeroplan credit card account statement date for the deposit to appear. SQM and SQS are not redeemable towards Aeroplan Rewards and only count toward Aeroplan Elite Status qualification. SQM do not count towards Million Mile Status. Other cardholders are not eligible to receive SQM or SQS through this benefit; however, eligible spend by other cardholders will count towards the Rewards Officer's spend. Rewards Officers may earn unlimited bonus SQM and SQS during an Aeroplan Elite Status qualification period. All Aeroplan Elite Status Conditions apply and can be reviewed at aircanada.com/elite-termsandconditions.
- ⁶ Aeroplan points will be earned on card purchases less returns, and not on cash advances, interest, fees, balance transfers, payments or Convenience Cheques. Earn bonus rate of 1.5 Aeroplan points on each \$1.00 in purchases (net of and/or less returns) at merchants classified in the Visa network as airlines, car rental agencies, travel agencies/ tour operators, hotels, cruise lines, tour buses/bus lines, local/suburban commuter passenger transportation, ferries, local water transportation, railways, limousines/cabs and certain other transportation services; shipping, internet, cable, phone services and dining. Bonus rate of 2 Aeroplan points on each \$1.00 in purchases (net of and/or less returns) made directly from Air Canada, for products and services completed online at aircanada.com, in-person at an Air Canada customer service counter at the airport or aboard an Air Canada flight and Air Canada Vacations packages. Excluded from the bonus rate are car rentals, hotel bookings, and other third party partner products and services that can be purchased through aircanada.com. Bonus rate of 2 Aeroplan points per \$1 spent on Air Canada purchases made directly through an Air Canada channel will not earn bonus rate of 1.5 Aeroplan points for travel purchases. Bonus Aeroplan points offer is only available on the first \$80,000 in net annual card purchases on your account (meaning all card purchases by all cardholders, at any type of merchant); after which Aeroplan points are earned at the regular rate on net card purchases. The \$80,000 annual limit will reset to zero on the day after your December statement is printed. Terms, conditions and eligible merchant categories may change at any time without notice. Aeroplan points will be awarded only if the CIBC Aeroplan Visa Business *Plus* Card account is in Good Standing on each monthly statement date (otherwise Aeroplan points earned in the monthly period are cancelled). Aeroplan partners, rules and regulations are subject to change; refer to aircanada.com/aeroplan.
- ⁷ CIBC is not responsible for any Aeroplan points earned under this "earn points twice" feature of the Aeroplan Program when the Aeroplan number is provided. Visit aircanada.com/aeroplan-termsandconditions for the full terms and conditions of the Aeroplan program.
- ⁸ When you keep your CIBC Aeroplan Credit Card in Good Standing, your Aeroplan account automatically stays active and your points will not expire. For more information on Aeroplan's inactivity policy, please visit aircanada.com/aeroplan-inactivitypolicy for more details.
- ⁹ Number of destinations based on the published 2019 route network of Air Canada and its airline partners. Due to travel restrictions, government recommendations and passenger demand resulting from the impact of COVID-19, available destinations may vary.
- ¹⁰ From time to time, Rewards Officers can get access to preferred pricing, which means they can book flight rewards for even fewer points. The number of points required to book a flight reward is determined by several factors, including, but not limited to, holding an eligible Aeroplan-branded credit card, along with other rules as determined by Aeroplan in its sole discretion.
- ¹¹ Learn more at aircanada.com/aeroplan.
- ¹² Use of Aeroplan points to cover taxes, fees, charges, and carrier surcharges associated with a flight reward booking ("Taxes, Fees, and Surcharges") is in addition to the Aeroplan points required to redeem for an Aeroplan flight reward. Mileage levels required for the redemption of Taxes, Fees, and Surcharges may change without notice. Conditions, limitations, and exclusions apply when using Aeroplan points to cover applicable Taxes, Fees, and Surcharges. For full details please visit aircanada.com/aeroplan-termsandconditions.

- ¹³ Discounts provided as credits on future account statements. This service is provided by Visa Canada. Terms and conditions apply.
- ¹⁴ Discounts are determined by the participating rental agency and apply to time and kilometre/mileage charges only.
- ¹⁵ Transactions must first be posted to your account before they can trigger a spend alert. It may then take up to 24 hours after a triggering transaction is posted for an alert to be sent.
- ¹⁶ Subject to merchant transaction limits.
- ¹⁷ The CIBC Mobile Payment App is available for select devices and carriers. Visit cibc.com/ways-to-pay to learn more about eligible phones and carriers, and requirements to get started.
- ¹⁸ Cash advances do not earn Aeroplan points. Cash advances bear interest from the date they are taken from your credit card account and are subject to available credit and available cash.
- ¹⁹ All cardholders on the account will receive a PIN.
- ²⁰ The Card Officer or Rewards Officer assigned by the business may assign and change the Card Spending Limits on the credit card account for any employee cardholder(s) by contacting CIBC. CIBC may make adjustments to the spending limits any time following a decrease in the credit limit or cash limit of the account. The spending limits for cardholders will be subject to the overall credit limit and cash limit on the credit card account, so the funds available to a cardholder may be less than the spending limit set. A Card Spending Limit will reset monthly, or earlier if requested by the Card Officer or Rewards Officer or if a payment on the credit card account is made by the applicable cardholder. "Cash" refers to cash advances, Convenience Cheques and balance transfers.
- ²¹ CIBC Convenience Cheques can be ordered by calling a CIBC Card Services. CIBC Convenience Cheques are subject to your available credit and available cash and bear interest from the date they are posted to your credit card account. CIBC Convenience Cheques do not earn Aeroplan points. Convenience Cheques will not be processed if your CIBC Aeroplan Visa Business *Plus* Account is not in Good Standing. Convenience Cheques cannot be used for payments on, or to transfer balances from, other CIBC credit cards, CIBC Personal Lines of Credit, Loans and Mortgages. Convenience Cheques cannot be certified.
- ²² Visa Business Reporting and Visa Payment Controls are services provided by Visa Canada. You must enroll in these services to use them. Terms and conditions apply.
- ²³ Visa Payment Controls only applies to transactions on enrolled cards that are processed through the VisaNet[®] transaction-processing system and will not block transactions that are processed through non-Visa networks or transactions that occur offline. Transactions that exceed the cardholder's specified authorization parameters also may not be blocked due to incorrect or incomplete transaction data received by Visa or for other reasons. Cardholder is responsible for any text message, data or other wireless carrier charges incurred by the cardholder as a result of email or text block notifications. The business remains liable for the entire balance on the credit card account, even if a particular transaction is not blocked.

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