



Welcome to your CIBC Gold Visa* Card



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Welcome to your CIBC Gold Visa Card

Your new CIBC Gold Visa Card comes with our promise to help you get the very most out of your credit card.

It starts with earning Gold Bonus Points on each and every card purchase you make.¹ Because your new card is accepted at more than 24 million locations worldwide, you have countless ways to accumulate points. And when it comes time to redeem them, your options are almost as limitless. There's travel. Electronics. Gift certificates. One-of-a-kind experience—and the list goes on.

Your CIBC Visa Card also offers you a suite of credit management features—all at no additional cost to you. Take advantage of customized tools that allow you to better organize and manage your monthly spending. Discover innovative services that help you make credit decisions that are right for your life, including a suite of security and protection features for your peace of mind.

How you use all your new card features and benefits is totally up to you. But one thing is certain: it's a completely different credit card experience. It's a credit card on your terms.[®] And it's only from CIBC.

Please take a moment to read through this guide and learn more about everything your new card has to offer you. We think you'll be impressed—and even more confident that you've made the right choice. **Enjoy.**



The Gold Bonus Points Program

Turn your everyday purchases into great rewards. Not only does your CIBC Gold Visa Card offer all the exclusive benefits of a premium credit card, but each dollar of net retail purchases charged to your card earns one Gold Bonus Point. Points are accumulated from month to month, with the ongoing total reported on your monthly statement. Even better, you'll earn Double Gold Bonus Points when you make a travel purchase on your CIBC Gold Visa Card through the CIBC Gold Travel Service. Double Gold Bonus Points are points you receive on all net travel purchased with your card from the CIBC Gold Travel Service (excluding taxes, service charges and any insurance premiums or personal expenses) in addition to the regular Gold Bonus Points you earn when you use your card to make the purchase.

Merchandise

You've earned it, now enjoy it. Your Gold Bonus Points can be redeemed at any time for merchandise from the CIBC World of Gold Rewards catalogue. To request a copy of our catalogue, call CIBC Credit Card Services at 1 800 465-4653 or visit us online at cibcrewards.com to view the wide variety of merchandise, including gift certificates, electronics, kitchenware and more.


Travel rewards

Travel without limits. You can redeem your accumulated Gold Bonus Points for travel rewards with no blackout periods—the only limitation is your own imagination. From family vacations to golf packages, cruises to flights and much more, all you have to do is book your travel through the CIBC Gold Travel Service. You can redeem as many points as you need to cover as much of the travel costs as you want. You can even pay 100% of your trip cost—flights, accommodation, taxes, service charges, tours and so on—with your accumulated Gold Bonus Points. Every increment of 500 points can be redeemed for \$5 in travel redemptions. Simply call the CIBC Gold Travel Service at 1 800 306-2433 when you're ready to redeem and they'll take care of everything for you.

Ways to pay

For more information visit cibc.com/ways-to-pay



Contactless and Mobile Wallet


Simply pay by tapping your card or eligible smartphone anywhere you see the  symbol on a merchant terminal.²


Add your eligible CIBC card to a supported mobile wallet on your phone to make secure purchases in store, in app or online.

Plus, in the event your card is lost or stolen, you get access to your new credit card in your mobile wallet right away while you wait for a replacement card.

Click to Pay⁺

Your card can be used to click to pay with —an easier and more secure way to pay online. When you click to pay with  for online purchases, you don't need to enter 16-digit card numbers, look up passwords or fill out forms.

Enjoy easy, smart and secure online checkout with Click to Pay. Just look for this icon  when you check out at your favourite participating online retailers. You can sign up for Click to Pay:

1. At merchants that display this icon 
2. On Visa's Click to Pay enrollment page

Manage your spending

CIBC Pace It Installment Plans³

When you choose to make a big purchase—whether it's a planned renovation or vacation, or something unexpected like an appliance breakdown—you can use CIBC Pace It. Pace your payments with installment plans at lower interest rates on eligible card purchases over a fixed term. Some restrictions apply. Visit cibc.com/Pacelt to learn more.

CIBC Insights

Use the Insights feature in the CIBC Mobile Banking[®] App to get tailored tips based on your credit card and deposit account activity to help you manage your day-to-day spending.

Track expenses: monitor where and how much you spend and set spending limits for different categories or merchants.

Avoid surprises: if a recurring payment on your credit card increases (e.g. phone bill or gym membership), we'll let you know so you can stay on top of your expenses.

Enhanced monthly statement: track and manage your monthly and year-to-date spending organized in 10 common spend categories on your printed statement.

Spend alerts: set up alerts through CIBC Online Banking® and choose to be notified by phone, email or online message when you've exceeded your customized budget or are nearing your credit limit.⁴

Manage My Card

For more information visit cibc.com/managemycard

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

Misplacing your credit card is stressful. With the Lock and Unlock feature, you can 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.

Alerts and security

Credit card transaction alerts allow you to stay on top of your credit card activity and quickly identify unauthorized transactions without having to log in. 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.

Credit report alerts will notify you of key changes to your personal credit report so you're aware of any unusual activity on your credit file.⁵

You also have access to other alerts and reminders such as your minimum payment is due and your eStatement is ready. Easily enroll or update your alert preferences via Manage My Alerts on the left navigation panel within CIBC Mobile & Online Banking.

Enhanced transaction details

Easily recognize your credit card transactions by clicking on transactions to see additional merchant details including merchant contact details and address.

Everyday management

Check your account balance, view recent transactions, pay your monthly bill or set up future payments. You can also request a credit limit increase, additional cards, and more.

eStatements offer ease and convenience

With eStatements, view up to 7 years of your credit card statements online and on your mobile device. Save and print your statements any time, or download them to use with your personal finance software. Skip the paper trail and reduce clutter in the process.

Insurance and travel benefits

Out-of-Province Travel Medical Insurance⁶

Travel worry-free. If you, as the Primary Cardholder, are age 64 or under, you, your spouse (if under age 65) and dependent children are automatically insured for eligible emergency upfront hospital expenses of up to \$5 million whenever you leave the country or your province for the first 31 days, without having to pay for the coverage—you don't even have to charge your trip to the card. Your Out-of-Province Travel Medical Insurance is a comprehensive protection plan, which provides up to \$5 million in automatic protection for the first 31 days of your trip. If you are travelling for more than 31 days in length, or are 65 or greater, you must purchase coverage separately for your entire trip (if 65 or over) or the balance of your trip (if under 65).

For emergency assistance, claims, or pre-trip information, call the CIBC Travel Assistance Line at 1 877 350-6970. Outside North America, call collect at 905 816-2571. Please refer to the enclosed Insurance Certificate for more details, including policy limitations and exclusions.

CIBC Visa Auto Rental Collision/Loss Damage Insurance⁶

Smart savings opportunity. As a CIBC Gold Visa Cardholder, you can save up to \$25 a day on car rental insurance. Simply charge the full cost of your car rental to your CIBC Gold Visa Card and decline the rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW). You'll then be protected by CIBC Visa Auto Rental Collision/Loss Damage Insurance. Please refer to the enclosed Insurance Certificate for more details, including policy limitations and exclusions.

Purchase Security and Extended Protection Insurance⁶

Enjoy added security and protection on your purchases. Your CIBC Gold Visa Card comes with Purchase Security at no additional cost to you. This means that most new items of personal property you purchase with your card will be replaced, repaired, or you will be reimbursed if they are lost, stolen or damaged within 90 days of purchase.

Plus, with Extended Protection, you can actually double the period of a manufacturer's original Canadian or U.S. warranty up to one year on most purchases. That makes your CIBC Visa Card ideal for new purchases like electronic equipment and appliances. Purchase Security and Extended Protection Insurance are "excess insurance," meaning they cover you only to the extent your claim exceeds the coverage of other insurance or indemnity available to you. Please refer to the enclosed Insurance Certificate for more details, including policy limitations and exclusions.

Trip Interruption Insurance⁶

Enjoy coverage for eligible out-of-pocket expenses when travelling by charging your trip to your Visa Card. As the Primary Cardholder of the CIBC Gold Visa Card, you, your spouse, your dependent children and one or two travelling companions automatically have trip interruption coverage for trips charged to your CIBC Visa Card. Trip Interruption Insurance on your CIBC Visa Card provides coverage while travelling for eligible trip expenses charged to your card such as fares or accommodations when sickness, injury or death of a covered person or family member disrupts travel plans while travelling. Before you travel, refer to your Certificate of Insurance for full details, including policy limitations and exclusions.

Common Carrier Accident Insurance⁶

Travel with your mind at ease. Flying or travelling by ferry, train or bus? Simply charge your fare to your CIBC Gold Visa Card and you, as the Primary Cardholder, will automatically be covered with up to five hundred thousand dollars (\$500,000) Common Carrier Accident Insurance. Please refer to the enclosed Insurance Certificate for more details, including policy limitations and exclusions.

Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada (RSA)**. 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 (from Canada and continental U.S., including Hawaii). From all other locations, including Mexico, call collect 905 403-3338.

CIBC Gold Travel Service

A full-service, 24/7 travel agency at your service. When you're ready to travel, simply call the CIBC Gold Travel Service.⁷ Their friendly travel counsellors will be happy to help you choose from exotic getaways, family vacations, cruises, flights, golf packages and more! Don't forget, you'll earn Double Gold Bonus Points when you make a travel purchase on your CIBC Gold Visa Card through the CIBC Gold Travel Service. And for your convenience, the CIBC Gold Travel Service is open 7 days a week, with a 24-hour travel emergency service. For more information, call 1 800 306-2433, or in Toronto 905 712-2433.

Free ticket delivery

The CIBC Gold Travel Service will deliver your tickets and confirmations to your door, free of charge, within 3 business days. If you need your tickets delivered in less than 3 business days, a service fee will apply.

Save on gas with CIBC and Journie Rewards

Link and use your eligible CIBC card with Journie Rewards to automatically save up to 10 cents per litre⁸ at participating Chevron, Ultramar and Pioneer gas stations⁹. Visit cibc.com/journie to get started.

Avis discounts

Take advantage of additional savings. As a CIBC Gold Visa Cardholder, you can save between 5% and 20% at participating Avis locations worldwide when you pay with your CIBC Gold Visa Card.¹⁰ Reservations may be made online at avis.ca or by calling 1 800 TRY AVIS (879-2847). Please quote Avis worldwide discount number C277502.

Bank your way

Instant cash advances

You have instant access to up to \$1,000 daily with your CIBC Visa Card, subject to your available credit and your available cash,¹¹ at any CIBC ATM or any of the nearly one million bank machines displaying the Visa, *Interac*[®] or Plus* System symbols. All you need is your card and your PIN. If you wish, you can even change your PIN at any CIBC ATM.¹²

Additional cards (authorized users)

As a CIBC Gold Visa Cardholder, you can request up to 3 additional cards. Give them to your spouse or anyone else you wish and maximize the opportunities to earn points. At the end of each statement period, all charges will appear on the Primary Cardholder's monthly statement.

- **Authorized User Spending Limits:** If you have assigned any authorized users to your account, you can easily set monthly spending limits for purchases and cash withdrawals on those cards. As the primary cardholder, you're able to monitor their spending activity via CIBC Online or Mobile Banking and contact us at any time to change their limits.¹³

Auto Pay Service

Staying on top of your payments is now even easier. Sign up for CIBC Auto Pay Service—an automatic service that debits your card payment from your chosen bank account. Choose to pay either the Minimum Payment or the Amount Due by the payment due date for each month. Whichever option you choose, keep in mind that if your balance exceeds your credit limit on a statement date, the amount debited from your bank account on the payment due date will include the amount by which your balance exceeded your credit limit.

Personalized Convenience Cheques

Use CIBC Convenience Cheques to transfer higher-rate balances, consolidate bills or make purchases in places that don't otherwise accept credit cards. Use them just like any other cheque to a person or business, or to pay off a non-CIBC credit card, and the amount will appear on your statement. Cheques are subject to available credit and available cash and bear interest from the date they are posted to your credit card account.¹⁴

Call 1 800 465-4653 to order your free supply of personalized Convenience Cheques

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

If you're travelling and your card is lost or stolen, or if you suspect someone is using your card or card number, contact CIBC at 1 800 663-4575 as soon as possible.

Remember, you can also receive an emergency cash advance of up to \$5,000, subject to your available credit and your available cash, if your card is lost or stolen.¹¹

CIBC Global Money Transfer

Send money abroad with the CIBC Global Money Transfer service.¹⁵ There are no transaction fees and you won't incur interest charges as long as you pay your Balance by the payment due date.¹⁶

Use your mobile device, sign on to CIBC Online Banking on your computer or visit a CIBC Banking Centre to send money at competitive exchange rates. It's easy and secure, and the money will arrive in as little as one business day.¹⁵



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 Gold Visa Card.

To make the most of your new CIBC Gold Visa Card, visit cibc.com and register for CIBC Online Banking.

Notes, trademarks and disclaimers

- ¹ Gold Bonus Points are earned on card purchases less returns, and not on cash advances, CIBC Global Money Transfers, regular Convenience Cheques, Balance Transfers, fees, interest or payments. One point is earned for every dollar spent on the card. All points are credited to the Primary Cardholder only.
- ² Subject to merchant transaction limits.
- ³ CIBC Pace It Installment Plans allow eligible cardholders to convert eligible card transaction(s) to monthly installment payments (including interest) over a fixed period of time. When you create an Installment Plan you will have the ability to choose the payment term (in months) with a corresponding annual interest rate. Once you accept the Installment Plan Terms and Conditions and the Installment Plan is created, you can cancel it at any time but you cannot change it. CIBC Pace It Installment Plans are only available: (a) on Accounts in good standing; and (b) for certain eligible Accounts and eligible Transactions. For complete Terms and Conditions, visit cibc.com/Pacelt.
- ⁴ 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.
- ⁵ This service is provided by Equifax Canada, a leading credit bureau in Canada.
- ⁶ Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada (RSA)**. You may contact RSA at **1 866 363-3338** in Canada and the U.S. or collect from elsewhere at **905 403-3338** or visit cibccentre.rsagroup.ca. Common carrier fares and other trip costs must be charged to the card prior to your departure to activate certain coverages. \$500,000 Common Carrier Accident Insurance is available only to the Primary Cardholder and his/her spouse and dependent children; coverage is up to \$500,000. Visa Auto Rental Collision/Loss Damage Insurance applies for rental periods up to 48 days only; to activate coverage, the car rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW) must be declined and the full cost of the rental must be charged to your card. Out-of-Province Travel Medical Insurance is available only to the Primary Cardholder who must be age 64 or under, and if so, it is also available to his/her spouse, who must also be age 64 or under, and their dependent children for the first 31 days of the trip; this insurance does not cover expenses relating to any pre-existing condition if in the 90 days before your departure, that or a related condition has not been stable. Trip Interruption coverage is available only to Primary Cardholders, his/her spouse and dependent children travelling with Primary Cardholder or spouse, and up to two travelling companions; coverage applies only while travelling and only to trips interrupted due to injury, illness or death of a covered person. The Purchase Security feature helps protect most new items of personal property when the purchase price is charged to your card by insuring the item for 90 days from purchase in the event of loss, theft or damage. The Extended Protection feature doubles the term of your original Canadian or U.S. manufacturer's warranty up to one year on most new items of personal property when the purchase price is charged to your card. Purchase Security & Extended Protection Insurance and Baggage Insurance are "excess insurance" (meaning it covers you only to the extent your claim exceeds any other collectible insurance that would apply without this insurance). All Insurances are subject to limitations and exclusions outlined in the insurance certificates distributed with the Card Package.
- ⁷ All payments must be made in full using your CIBC Gold Visa Card, Gold Bonus Points or a combination of your card and Gold Bonus Points. Quebec residents may pay by cheque if their CIBC Gold Visa Card is in good standing; travel cannot be confirmed until cheque is honoured; please allow four weeks for ticketing.
- ⁸ You will save three cents (\$0.03) per litre at the time of your purchase if you present

your Journie Rewards card or app and use your linked CIBC card to pay. Available at participating locations on any grade of gasoline or diesel up to 100 litres per transaction. To get the discount, you must be enrolled in and use CIBC Online Banking or the CIBC Mobile Banking App to link your eligible CIBC card(s) to Journie Rewards. Card linking may take up to two (2) business days. To participate in this offer, you must have a CIBC debit card or personal credit card issued by CIBC. All Simplii cards are excluded. Please see cibc.com/journie for full program terms and conditions.

Once your Journie Rewards account has reached three hundred (300) Journie Points, you will automatically save an additional seven cents (\$0.07) per litre on your next fuel purchase transaction made within 30 days, up to a maximum of 100 litres. Once you pass 300 points, your balance will reset and start counting toward 300 points and your next seven cents (\$0.07) fuel discount. See journie.ca for more details.

- ⁹ Participating locations include select retail Chevron, Pioneer or Ultramar branded gas stations in Canada. For a full list of participating stations, visit journie.ca/destinations.
- ¹⁰ Avis rental car discounts are available at participating Avis locations provided you charge the rental to your card. (Quebec residents may obtain the discount without using their card, provided they show the card when paying by an alternative payment option acceptable to Avis.)
- ¹¹ We may decline a cash advance, Convenience Cheque or Balance Transfer if it would exceed your credit limit. We will decline it if it would exceed your cash limit. Your cash limit is initially set at 50% of your credit limit. The cash limit only applies to cash transactions (i.e. cash advances, Balance Transfers, and Convenience Cheques). Cash advances do not earn Gold Bonus Points. Interest applies from the date advances are taken.
- ¹² All cardholders (primary and authorized users) on the account will receive a PIN.
- ¹³ The primary cardholder may assign and change the Authorized User Spending Limits on the credit card account for any authorized user(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 card. The spending limits for authorized users will be subject to the overall credit limit and cash limit on the credit card account, so the funds available to an authorized user may be less than the spending limit set. An Authorized User Spending Limit will reset monthly, or earlier if requested by the primary cardholder or if a payment on the credit card account is made by the applicable authorized user. For full details visit cibc.com/spendinglimits. The cash spending limit is a limit for "cash" transactions which falls within the overall spending limit for an authorized user. "Cash" refers to cash advances, CIBC Convenience Cheques and balance transfers. For full details visit cibc.com/ca/credit-cards/budgeting-spend/spending-limits.html.
- ¹⁴ Convenience Cheques bear interest from the date they are posted to your CIBC Gold Visa Account. Convenience Cheques are subject to your available credit and your available cash. Convenience Cheques will not be processed if your CIBC Gold Visa 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 do not earn Gold Bonus Points. Convenience Cheques cannot be certified and you cannot dispute a transaction for which you have used a Convenience Cheque.
- ¹⁵ CIBC foreign exchange rates apply. Only primary cardholders can use their eligible credit card account to pay for CIBC Global Money Transfer service. Most CIBC Global Money Transfers are completed within 1-3 business days.
- ¹⁶ CIBC does not charge interest on Global Money Transfers appearing on your statement if we receive full payment of the Amount Due (or for Global Money Transfers that have been converted to an Installment Plan during that statement period, if we receive payment in full of the Balance) by the payment due date for that statement. Capitalized terms in this footnote have the meanings set out in the CIBC Cardholder Agreement.

* Trademarks of Visa Int., used under license.

Interac[®] is a registered trademark of Interac Corp. Used under license.

The Contactless Indicator is a trademark of EMVCo, LLC.

* The Click to Pay icon is a trademark owned by and used with permission of EMVCo, LLC. iPhone[®], iPad[®] and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries.

Android[™] is a trademark of Google, Inc.

[™] All of Journie Rewards trademarks are owned by Parkland Corporation.

[™] All of Pioneer's trademarks are owned by Parkland Corporation.

[™] Ultramar is a registered trademark of Valero Energy Inc., used under license.

CHEVRON is a registered trademark of Chevron Intellectual Property LLC, used under license.

Avis[®] is a registered trademark licensed to Aviscar, Inc. for use in Canada.

The CIBC logo is a trademark of CIBC. All other trademarks are owned by CIBC or their respective owners.

All information is valid at the time of printing and is subject to change without notice.

Important contact information

CIBC Credit Card Services

For current hours of business, please visit: cibc.com

In Canada and the U.S. 1 800 465-4653

Elsewhere‡ 514 861-4653



Telecommunications Device for the Deaf

(TDD) (in North America) 1 877 331-3338

CIBC lost or stolen card replacement

Submit a request on CIBC Online or Mobile Banking

or call:

In Canada and the U.S. 1 800 663-4575

Elsewhere 514 861-9898

Visa lost or stolen card replacement

(available outside of Canada)

United States 1 800 Visa-911

Elsewhere 410 581-9994

Other services

Emergency assistance

In Canada and the U.S. 1 800 814-7442

Elsewhere 416 784-5357

Out-of-Province Travel Medical Insurance

In Canada and the U.S. (incl. Hawaii) 1 877 350-6970

Elsewhere‡ 905 816-2571

CIBC Visa Auto Rental Collision/Loss

Damage Insurance

In Canada and the U.S. 1 866 363-3338

Elsewhere‡ 905 403-3338

Purchase Security and Extended Protection Insurance

Anywhere in North America 1 866 363-3338

Elsewhere‡ 905 403-3338

Trip Interruption Insurance

In Canada and the U.S. 1 866 363-3338

Elsewhere‡ 905 403-3338

Common Carrier Accident Insurance

In Canada and the U.S. 1 866 363-3338

Elsewhere‡ 905 403-3338

Avis Worldwide Reservations

1 800 879-2847

Important websites

CIBC cibc.com

CIBC Gold Visa Rewards cibcrewards.com

‡ These numbers can be called collect.

Make the most of your CIBC Gold Visa Card

Visit cibc.com and register for
CIBC Online Banking today

Download the CIBC Mobile Banking App today

