



First Name Last Name
123 Street
Town, Province Postal Code
Country

Month Day, Year

Important update about your CIBC Prepaid Card



Dear First Name,

Thank you for being a valued CIBC client. We are writing to let you know about important upcoming changes to the CIBC Smart™ Prepaid Visa* Card and the CIBC Smart™ Prepaid Travel Visa* Card (collectively, “**Smart Prepaid Card**”).

Effective **midnight on January 31, 2023**, CIBC will be discontinuing your <currency code> currency Smart Prepaid Card ending with <last 4 digits> which will result in the termination of your CIBC Prepaid Card Agreement at the same time. Rest assured, you can continue to use your Smart Prepaid Card until this date, provided your account is active with funds and your card expiry date has not passed. Further, after **November 30, 2022**, you will no longer be able to reload funds onto your Smart Prepaid Card and replacement cards will no longer be issued.

Please read the Important Information section below for complete details about these changes, including additional information on how any remaining funds on your card will be returned to you after January 31, 2023.

If you have any questions or concerns about your Smart Prepaid Card, visit cibc.com/prepaid or contact us at 1 855 887-3888 (1 650 432-1298 outside Canada and the US).

We appreciate your business and thank you for banking with us.

Megan Jones
VP, Cards Product Strategy and Benefits

Important information about upcoming changes to the CIBC Smart Prepaid Visa Card and CIBC Smart Prepaid Travel Visa Card

CIBC is discontinuing the CIBC Smart Prepaid Visa Card and the CIBC Smart Prepaid Travel Visa Card (collectively, “**Smart Prepaid Card**”).

New cards: Smart Prepaid Cards are no longer available for purchase.

Existing cards: Smart Prepaid Cards will be deactivated at midnight on January 31, 2023.

Key dates for existing cardholders

November 30, 2022	Last day to reload funds onto a Smart Prepaid Card. Replacement for an expired, damaged, lost or stolen Smart Prepaid Card will no longer be issued. Please check the expiry date printed on the front of your card.
January 31, 2023	Last day to use any remaining funds on your Smart Prepaid Card to make purchases or process a merchant return. Your Smart Prepaid Card will be deactivated at midnight on January 31, 2023.

Using your funds

You can use the funds on your Smart Prepaid Card by making purchases or payments until midnight on January 31, 2023. Funds can also be withdrawn at an ATM machine on the Visa network. As a reminder, you may be charged fees for withdrawing funds at non-CIBC ATM machines. Kindly refer to your Smart Prepaid Card terms and conditions¹ for details. Please note that withdrawals at ATMs in Canada can only be made in Canadian funds regardless of your card currency. You can check your account balance and transaction history through CIBC Online or Mobile Banking and at cibc.com/prepaidcard. Any funds on your card (including expired/inoperative cards) will be returned to you after January 31, 2023 as indicated below.

Discontinuance of your Smart Prepaid Card

Your Smart Prepaid Card will be automatically deactivated at midnight on January 31, 2023. This means that after this date, you will no longer be able to use your Smart Prepaid Card. If you loaded your card to a mobile wallet, please delete the card from your mobile wallet.

Smart Prepaid Cards with a remaining balance

After January 31, 2023, any remaining balance on your card(s) will be returned to you. Please allow up to four months for your funds to be sent to you. We appreciate your patience.

Any remaining balance will be credited to an active CIBC personal CAD deposit account (single or joint) held in your name. If the balance is in a foreign currency, then it will be converted to CAD unless you have funds on a USD card and also hold a personal USD deposit account that is eligible for direct deposit (single or joint), in which case, we will credit funds to that account with no conversion.

If you do not have an active CIBC deposit account or if we are unable to apply the credit to an account, then we will send the funds to you by money order to your mailing address on file.

If you have multiple cards, the balance from each card will be credited to your CIBC deposit account(s) or sent by money order, separately.

Other reminders

Please ensure your mailing address on file with us is correct. You can make updates to your address through CIBC Online or Mobile Banking, or by contacting us at [1 800 465-2422](tel:18004652422) before December 31, 2022. If you have a personal deposit account and would like to receive your balance via direct deposit, please ensure your account is active.

Your Smart Prepaid account balance and transaction history is available through CIBC Online or Mobile Banking and at cibc.com/prepaidcard. You can also download a list of your transactions from the past 24 months any time prior to January 31, 2023 at cibc.com/prepaidcard.

¹ https://www.cibc.com/content/dam/personal_banking/prepaid/pdfs/cibc-smart-prepaid-visa-card-terms-conditions-cardholder-agreement-english.pdf

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