



Information on upcoming changes to your Aventura® Rewards Program Terms and Conditions

Thank you for being a valued client and trusting us with your business. We want to let you know about changes to your Aventura Rewards Program (the "Program") that will take effect on October 28, 2025. We are updating the Aventura Rewards Program to provide a new way for you to redeem your Aventura Points. The update will allow you to redeem Aventura Points towards purchases at Specific Merchants. Changes to the Terms and Conditions are outlined in Appendix A.

There **is no change** to the number of Aventura Points you have earned including their value, the Aventura Points earn rates and bonus categories, the redemption options, your insurance and other benefits, and the interest rates, fees and credit limit on your Aventura card **will remain the same**.

Please note, you are receiving this message as a client of the Aventura Rewards Program even if your credit card account is closed, not in good standing or you are the estate representative, as these changes will apply to the Aventura Rewards Program as of October 28, 2025. You can only redeem Aventura Points when 1) your credit card account returns to good standing, 2) your closed credit card account is reinstated by CIBC, or 3) you are permitted by CIBC as the estate representative.

By continuing to use your credit card account after October 28, 2025 when the changes take effect, you are accepting these changes. You also have the option to cancel your credit card account without cost within 30 days of the changes taking effect by contacting us at [1 800 465-4653](tel:18004654653) in Canada and the US, or collect from elsewhere at [514 861-4653](tel:5148614653). You would be responsible for repaying all outstanding amounts on your credit card account on the date of cancellation. Capitalized terms used in this message have the meanings set out in the T&Cs unless otherwise defined.

We appreciate your business, and look forward to continuing to take care of your needs.

Appendix A—Changes to the Terms and Conditions:

The changes below are an amendment to your Aventura® Terms and Conditions that will take effect October 28, 2025.

1. The following new section is added after section 21 and all subsequent sections will be renumbered:

Redemptions at Specific Merchants

22. We may let you redeem Aventura Points towards purchases at Specific Merchants. When you redeem Aventura Points at a Specific Merchant, additional terms and conditions will apply. By redeeming Aventura Points associated with your Card towards purchase at Specific Merchants, you agree to the additional terms and conditions.

23. When you redeem Aventura Points for the full cost of a Lifestyle Reward with a Specific Merchant, no purchase transaction will post to your Credit Card Account and the features and benefits available to purchases posted to your Credit Card Account do not apply. We will not be able to assist you with a merchant dispute for a Lifestyle Reward paid in full by redeeming Aventura Points at Specific Merchants and you must deal directly with the Specific Merchant.

24. When you redeem Aventura Points for the partial cost of a Lifestyle Reward with a Specific Merchant, only the portion of the cost that is charged to your Credit Card Account will be treated as a purchase transaction as defined in the Credit Card Agreement.

25. We reserve the right to cancel or change the ability to redeem Aventura Points at Specific Merchants at any time, as we determine.

26. Aventura Points to dollars conversion ratio is determined by CIBC and can be changed at any time without notice, subject to applicable laws. If you don't have enough Aventura Points on your Aventura Account at the time they are redeemed with the Specific Merchant, you will be advised by the Specific Merchant.

27. Not all products available at the Specific Merchant may be eligible for purchase by redeeming Aventura Points and the eligible products may change from time to time.

28. It is your responsibility to know the relevant policies, terms and conditions of the Specific Merchant (or any third party using the Specific Merchant) when redeeming Aventura Points, including but not limited to shipping, cancellation and refund policies. If any of the Lifestyle Rewards obtained from a Specific Merchant are returned, subject to the Specific Merchant's return policy, you may receive the portion of the amount charged to your eligible Card first before any refund of your Aventura Points is made to your Aventura Account.

29. CIBC is not responsible if you allow someone other than yourself to access your Specific Merchant account and your Aventura Points are redeemed by someone other than you. It is your responsibility to safeguard your Specific Merchant account to ensure your Aventura Points are not available to be redeemed by someone other than you.

30. CIBC is not liable or responsible for the Lifestyle Rewards offered by or made available or purchased through a Specific Merchant or for any loss or damage caused by the Lifestyle Rewards that you received or requested from the Specific Merchants.

Personal Information Shared with Specific Merchants

31. You agree that CIBC may share with Specific Merchants certain information that you have provided or will provide to CIBC and/or information regarding your Aventura Points balance, in each case for the limited purposes of validating your eligibility to participate in a Specific Merchant's program and processing any purchases you choose to make by redeeming your Aventura Points. Neither the Specific Merchant nor CIBC will use information provided to it by the other party in support of the Specific Merchant's program for any purpose other than as expressly set forth in this paragraph. CIBC's privacy policy, available at [cibc.com/privacy](https://www.cibc.com/privacy), tells you how and why we handle your personal information, and your privacy rights and choices. How the Specific Merchant handles your information is described in its privacy policy. If you do not agree with the sharing of your information between Specific Merchants and CIBC for the purpose of redeeming Aventura Points with the Specific Merchant, see the Specific Merchants terms and conditions to unenroll from such program.

2. Section 35 is deleted and replaced in its entirety as follows:

Current: The Aventura Points balance displayed on the Website or known to the Centre may not reflect very recent transactions (including purchase refunds and Aventura Points redemptions) that have not yet been posted to your Aventura Account. If you have questions or concerns about your current Aventura Account balance, you can call CIBC at [1800 465-4653](tel:18004654653).

Effective October 28, 2025: The Aventura Points balance displayed on the Website, known to the Centre or the balance displayed by a Specific Merchant may not reflect very recent transactions (including purchase refunds and Aventura Points redemptions) that have not yet been posted to your Aventura Account. If you have questions or concerns about your current Aventura Account balance, you can call CIBC at [1800 465-4653](tel:18004654653).

3. Section 39 is deleted and replaced in its entirety as follows:

Current: Rewards must be ordered through the Centre. Aventura Points cannot be applied against existing reservations, to purchases previously made or for products or services not ordered/booked through the Centre.

Effective October 28, 2025: Rewards must be ordered through the Centre or at a Specific Merchant. Aventura Points cannot be applied against existing reservations, to purchases previously made or for products or services not ordered/booked through the Centre.

4. Section 51 is deleted and replaced in its entirety as follows:

Current: Your accumulation of Aventura Points does not entitle you to any vested rights. Aventura Points have no monetary value and, other than in connection with a "Payment with Points" or Shopping with Points redemption, cannot be exchanged for cash or credit against your Credit Card Account balance. Aventura Points cannot form the basis of a monetary claim against us.

Effective October 28, 2025: Your accumulation of Aventura Points does not entitle you to any vested rights. Aventura Points have no monetary value (other than in connection with a redemption at a Specific Merchant) and, other than in connection with a Payment with Points or Shopping with Points redemption, cannot be exchanged for cash or credit against your Credit Card Account balance. Aventura Points cannot form the basis of a monetary claim against us.

5. Section 53 is deleted and replaced in its entirety as follows:

Current: In the event of the Primary Cardholder's death where his or her spouse or common-law or civil union partner is an Authorized User of the same Credit Card Account, and such spouse or partner applies and is approved as the replacement Primary Cardholder, all Aventura Points will remain in the Aventura Account. Otherwise, the Aventura Account will be closed and the Aventura Points in it will be available for redemption by the Primary Cardholder's estate, in accordance with this provision and these Aventura Program Terms, no later than twelve months after the Aventura Account is closed. From the date of death of the Primary Cardholder to twelve months after the date the Aventura Account is closed, the Aventura Points can only be redeemed for a Lifestyle Reward, Payment with Points and Shopping with Points and they all must be then redeemed in a single transaction unless otherwise advised by us. The Primary Cardholder's estate will not be able to redeem the Aventura Points for an Airline Travel Reward or a Flexible Travel Reward. If the Aventura Points are not redeemed by that date for any reason (including due to a dispute among the legal representative(s), beneficiary(ies) or other claimants), the Aventura Points will be cancelled.

Effective October 28, 2025: In the event of the Primary Cardholder's death where his or her spouse or common-law or civil union partner is an Authorized User of the same Credit Card Account, and such spouse or partner applies and is approved as the replacement Primary Cardholder, all Aventura Points will remain in the Aventura Account. Otherwise, the Aventura Account will be closed and the Aventura Points in it will be available for redemption by the Primary Cardholder's estate, in accordance with this provision and these Aventura Program Terms, no later than twelve months after the Aventura Account is closed. From the date of death of the Primary Cardholder to twelve months after the date the Aventura Account is closed, the Aventura Points can only be redeemed for a Lifestyle Reward (excluding redemptions at Specific Merchants), Payment with Points and Shopping with Points and they all must be then redeemed in a single transaction unless otherwise advised by us. The Primary Cardholder's estate will not be able to redeem the Aventura Points for an Airline Travel Reward, a Flexible Travel Reward or at a Specific Merchant. If the Aventura Points are not redeemed by that date for any reason (including due to a dispute among the legal representative(s), beneficiary(ies) or other claimants), the Aventura Points will be cancelled.

6. Section 58 h) is added to Section 58 as follows:

58. h. act, errors, or omissions of the Specific Merchant including, but not limited to, shipping, cancellation and refund policies.

7. Section 62 is deleted and replaced in its entirety as follows:

Current: CIBC is not a travel supplier or a travel agency. Independent third party service providers and suppliers may provide supplies and services for the Program, including the Centre and the Website. [CIBCbyExpedia.com](https://www.cibcbyexpedia.com) website is operated by Expedia, Inc. All travel services are provided by Expedia, Inc., Tour East Holidays (Canada) Inc. (as air ticket fulfilment service provider for Expedia, Inc.) or Merit Travel Group, which are independent travel agencies. Merit Travel Group's Registration Numbers: ON-4499356 | BC-34799 | QC-703563.

Effective October 28, 2025: CIBC is not a travel supplier or a travel agency. Independent third party service provider and supplier may provide supplies and services for the Program, including the Centre and the Website. CIBCByExpedia.com website is operated by Expedia, Inc. All travel services are provided by Expedia, Inc., Tour East Holidays (Canada) Inc. (as air ticket fulfilment service provider for Expedia, Inc.).

8. Subsection (q) of section 64 is deleted and replaced in its entirety as follows:

Current: Lifestyle Reward means any gift card, charitable donation, merchandise item or any reward that is identified as a “lifestyle reward” on the Website or otherwise that may be obtained in exchange for Aventura Points.

Effective October 28, 2025: Lifestyle Reward means any gift card, charitable donation, merchandise item or any reward that is identified as a “lifestyle reward” on the Website or otherwise that may be obtained, whether directly through CIBC or a Specific Merchant, in exchange for Aventura Points.

9. The following Specific Merchant definition is added to section 64 in alphabetical order as follows:

Specific Merchant means any third party merchant who has a partnered program with CIBC for the redemption of Aventura Points for goods or services offered by or through such third party merchant.

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