



## Important information on upcoming changes to your CIBC Credit Card Account

We are making changes to your CIBC Cardholder Agreement (your "Agreement"), including changes to the Summary of Rates and Fees (together, your "Agreement"), effective **August 1, 2026** (or a later date as described below). The updates also include information about Click to Pay, a faster online checkout option, available starting **October 21, 2026**.

Below is a summary of the changes, with additional details provided in the Notes section of this message.

### Introduction of New Fees

1. The following fees are being introduced effective **August 1, 2026** and we are changing the "Other Fees" section of your Summary of Rates and Fees to add the following under the heading 'The following fees are posted to your Account when, or soon after, the Transaction or other activity occurs:':

Mailed Statement fee: **\$2.25** for each monthly statement. There is no fee for eStatements.

This fee is not applicable to Quebec residents, accounts set up to receive accessible statements, and for clients aged 65 and older.

Rush Card fee: **\$20** is charged for each rush card delivery that is requested. This fee is not applicable to Quebec residents.

### Other Changes to your Agreement and Introduction of Click to Pay

2. We removed an outdated reference by deleting the third sentence of section 6(a), Credit and Cash Limits.
3. We amended section 10(e) to change the way interest is charged on cash advance fees on your account. (Refer to Note A)
4. We amended section 20, Dispute Resolution with CIBC, to address required regulatory updates. (Refer to Note B)
5. We are making some changes to your Agreement effective **October 21, 2026**, to reflect the new Click to Pay functionality included with your Card. Click to Pay will provide a faster checkout experience by letting you make online purchases without manually entering your Card Details. If you'd rather not use it, you can opt out at any time. (Refer to Notes C, D and E)

### Foreign Currency Conversion

6. We are clarifying information on the foreign currency conversion disclosure. (Refer to Note F)

All other fees, rates and terms remain unchanged. Your continued use of your credit card account on and after the changes take effect means that you agree to the changes set out above. If you do not agree to the above changes, within 30 days of the changes taking effect, you may cancel your credit card account without cost or penalty by contacting us at [1 800 465-4653](tel:18004654653) (or for CIBC Costco

Mastercard clients at [1 866 346-2999](tel:18663462999)) in Canada & the U.S., or from elsewhere collect at [514 861-4653](tel:5148614653) (or for CIBC Costco Mastercard clients at [416 784-0116](tel:4167840116)); alternatively you may contact your CIBC Advisor.

You remain responsible for repaying all amounts outstanding on your credit card account on the date of cancellation. Capitalized terms used in this message have the meanings set out in your Agreement unless otherwise defined.

We appreciate your business and look forward to meeting your financial needs.

## Notes

A. **Current: Fees.** Fees are treated like Purchases for the purposes of charging interest.

**Effective August 1, 2026: Fees.** Cash Advance fees are treated the same as Cash Advances when calculating interest. This means interest is always charged on Cash Advance fees, starting from the day the fee is posted to your Account. All other fees are treated the same as Purchases for the purposes of charging interest.

B. **Current:** At CIBC, we're committed to providing you with the best possible service whenever and however you bank with us. If you have a concern, we encourage you to follow the complaint process outlined below. As a first step, you can speak with your advisor, relationship manager or other CIBC team member who you are dealing with about your complaint. You can also visit your local banking centre or call CIBC Credit Card Services at [1 800 465-4653](tel:18004654653). If the problem is not resolved to your satisfaction, then as a second step, you can contact the CIBC Client Care Centre at [1 800 465-2255](tel:18004652255) or online at <https://www.cibc.com/escalate>. Your complaint will automatically be escalated to CIBC Client Care if your complaint isn't resolved within 14 days. If you remain unsatisfied, you can take a third step by further escalating your concern to the CIBC Client Complaint Appeals Office at [1 888 947-5207](tel:18889475207) or [ClientComplaintAppeals@cibc.com](mailto:ClientComplaintAppeals@cibc.com). The CIBC complaint handling process, including how to contact us in writing, is described in full at [www.cibc.com](http://www.cibc.com) and in the "Our Service Commitment to You" brochure available online or at any CIBC banking centre. You can contact the Ombudsman for Banking Services and Investments (OBSI) whose purpose is to review your complaint if you do not accept the decision of the Client Complaint Appeals Office, or when 56 days have elapsed since you first made a complaint to CIBC. You can reach OBSI by Telephone at [1 888 451-4519](tel:18884514519) or by email at [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca). In addition, there are external agencies that monitor Canada's financial industry. If you have a regulatory complaint or a complaint concerning a voluntary code of conduct or public commitment, you can contact the Financial Consumer Agency of Canada at: 427 Laurier Avenue West, 6th Floor, Ottawa, Ontario K1R 1B9; [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca) or [1 866 461-3222](tel:18664613222) (English) or [1 866 461-2232](tel:18664612232) (French).

**Effective August 1, 2026:** At CIBC, we're committed to providing you with the best possible service whenever and however you bank with us. If you have a concern, we encourage you to follow the complaint process summarized below. Full details, including how to contact us in writing, are available at [www.cibc.com/complaints](http://www.cibc.com/complaints) and in the [Our Service Commitment to You](#) brochure, available online or at any CIBC banking centre. As a first step, you can speak with your advisor, relationship manager or other CIBC team member who you are dealing with, visit your local banking centre or call CIBC Credit Card Services at [1-800-465-4653](tel:18004654653). If the problem isn't resolved to your satisfaction, you can contact CIBC Client Care at [1-800-465-2255](tel:18004652255). Any complaint not resolved within 14 days of being reported to CIBC will be automatically escalated to CIBC Client Care.

If you remain unsatisfied, you can contact the CIBC Client Complaint Appeals Office (CCAO) at [1-888-947-5207](tel:1-888-947-5207). If you do not accept the decision of the CCAO or 56 days have elapsed since you first reported your complaint to CIBC, you can contact the external complaints body, the Ombudsman for Banking Services and Investments (OBSI), whose purpose is to review your complaint. You can call OBSI at [1-888-451-4519](tel:1-888-451-4519) or email [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca). The Financial Consumer Agency of Canada (FCAC) supervises all federally regulated financial institutions, which includes banks, for compliance with federal consumer protection laws. For information about your rights or the complaint-handling process of a financial institution, you can contact the FCAC at: 427 Laurier Avenue West, 5th Floor, Ottawa, Ontario K1R 7Y2, visit [www.canada.ca/fcac](http://www.canada.ca/fcac), or call [1-866-461-3222](tel:1-866-461-3222) (English) / [1-866-461-2232](tel:1-866-461-2232) (French).

- C. The following new Section 16, Click to Pay, is added immediately after Section 15, Mobile and Contactless Payments, of the Agreement:

## **16. Click to Pay**

- a) **Click to Pay Terms.** Click to Pay is a feature of your Card that allows you to make online purchases without manually entering your Card Details.

There are two components to Click to Pay:

1. the creation and management of your Click to Pay Profile containing your Profile Information (the "Click to Pay Profile Management Solution"); and
2. your use of the Profile Information and Click to Pay during online checkout, which includes the transmission of the applicable Profile Information from your card network to a participating merchant to process an e-commerce transaction at checkout.

These terms apply only to the Click to Pay Profile Management Solution component of Click to Pay.

- b) **Click to Pay Checkout Terms.** Your use of Click to Pay during online checkout is governed by separate terms of use between you and your card network.

c) **Click to Pay Enrollment.**

1. Your Card is eligible to be enrolled in Click to Pay if:
  - you are a Cardholder and your Card is eligible to be used with Click to Pay;
  - you are at least 14 years of age;
  - we have received from you all Profile Information required to enroll your Card in Click to Pay with your card network.
2. If you meet the eligibility criteria set out in section 16(c)(1), when your Card is activated, we will automatically share your Profile Information and Card Details with the applicable card network, for the purposes of enrolling your Card in Click to Pay.
3. If you are not eligible to have your Card enrolled in Click to Pay at the time your Card is activated, but you become eligible at a later date, you can enroll your Card in Click to Pay through CIBC Online Banking or CIBC Mobile Banking.
4. We will use the Profile Information we have in our records to enroll your Card in Click to Pay. You can view the Profile Information we have sent to your card network through CIBC Online Banking and Mobile Banking. You are responsible for maintaining up-to-date and accurate Profile Information with us.

5. **Authorized Users.** As the Primary Cardholder, you authorize CIBC to use the Profile Information we have on file to enroll Authorized User cards in Click to Pay. You also confirm that you have informed the Authorized User of their enrollment in Click to Pay. Authorized Users may view and manage Click to Pay enrollment for their own card, including opt out, through CIBC Online Banking or CIBC Mobile Banking or by calling us.
- d) **Transactions Using Click to Pay.** While Click to Pay facilitates the Transaction between you and a merchant, CIBC and your card network are not parties to the Transaction. A payment to or from a merchant in connection with your use of Click to Pay, including the purchase or return of goods or services, is solely between you and the merchant.
- e) **Card Expiry and Replacement.** If we replace your Card at any time (such as due to card expiry or it being lost or stolen) and the Card is enrolled in Click to Pay, CIBC will automatically update your Click to Pay Profile and send your new Card Details to your card network.
- f) **Card Network-Offered Click to Pay.** If your Card is already enrolled under a Click to Pay profile you created directly with your card network, your Card may be removed from that Click to Pay profile.
- g) **Changes to Click to Pay.** CIBC reserves the right to discontinue the Click to Pay Profile Management Solution, at any time without notice and without liability to you.
- h) **Removing your Card from Click to Pay.** If you would like to remove an enrolled Card from Click to Pay, you may do so at any time through CIBC Online Banking or CIBC Mobile Banking or by calling us.
- D. The following new paragraph (f) is added to Section 22, Your Privacy, immediately after paragraph (e) of the Agreement:
- f) To enable the Click to Pay feature on your Card, you consent to CIBC sharing your Profile Information and Card Details with your card network, and to your card network sharing your Profile Information and de-identified Card Details with participating merchants, as may be reasonably necessary to process Transactions. The use of your Profile Information in the Click to Pay online checkout will be subject to the applicable terms and conditions and privacy policies of your card network and participating merchants. Your consent is optional, and you can opt out at any time by removing an enrolled Card from Click to Pay through CIBC Online Banking or CIBC Mobile Banking or by calling us.
- E. The following new definitions of Click to Pay, Click to Pay Profile, and Profile Information are added alphabetically to Section 24, Definitions:
- Click to Pay** means an online payments solution enabled by your card network that allows a Cardholder to make online purchases using their Card at participating merchants without manually entering their Card Details.
- Click to Pay Profile** means your profile containing your Profile Information related to Click to Pay and viewable on CIBC Online Banking or CIBC Mobile Banking.
- Profile Information** means the information contained in your Click to Pay Profile which includes: your first and last name; your email address; your mobile phone number; your address.

F. **Current:** Foreign currency Transactions (except CIBC Convenience Cheques) are converted to Canadian dollars on or after the Transaction date and before the Transaction posting date. You are charged the same conversion rate CIBC must pay, plus a fee of **2.5%** of the converted amount, on both debits and credits. This fee is charged on the Transaction posting date. A foreign currency Convenience Cheque or payment is converted at CIBC's branch selling rate for Canadian dollars in effect at the time it is processed by CIBC.

**Effective August 1, 2026:** Foreign currency Transactions (except CIBC Convenience Cheques) are converted to Canadian dollars on or after the Transaction date and no later than the Transaction posting date. You are charged the same conversion rate CIBC must pay, on both debits and credits. You are charged a fee of **2.5%** of the converted amount, on both debits and credits. This fee is charged on currency conversion. A foreign currency Convenience Cheque or payment is converted at CIBC's branch selling rate for Canadian dollars in effect at the time it is processed by CIBC.

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