

# Changes to your Vancity Community Investment Bank™ Credit Card Agreement (for Personal Use) and Card Benefits

We have made some changes to your Vancity Community Investment Bank Credit Card Agreement (for Personal Use) (your “**Agreement**”), the Vancity Community Investment Bank Rewards™ Terms and Conditions (the “**Reward Terms**”) and the Certificate of Insurance<sup>‡</sup> (the “**Insurance Agreement**”). In many cases we have simply re-organized the wording of these documents without changing the underlying terms. Where we have made changes, we summarize and explain the change below. These changes will be effective as of Friday, January 11, 2019 (the “effective date”).

Any words that are capitalized here are defined in your Agreement.

An updated copy of your Agreement is enclosed here. The updated Agreement, Reward Terms and Insurance Agreement are available at [vancitycommunityinvestmentbank.ca/visa](http://vancitycommunityinvestmentbank.ca/visa).

To request a printed copy, please call Card Services at **604.877.4999** or toll-free **1.800.611.8472**.

What's changing?	Explanation
The Visa* cards covered by the Agreement, Reward Terms and Insurance Agreement	Your previous Agreement, Reward Terms and Insurance Agreement covered multiple Visa Cards offered by Vancity Community Investment Bank (formerly known as Citizens Bank™ of Canada) as well as Vancouver City Savings Credit Union (Vancity). We have now created different versions of the Agreement, Reward Terms and Insurance Agreement depending on the type of Visa Card you have. The enclosed Agreement applies to your Visa Card.  The Citizens Bank Amnesty™ International and Oxfam™ Canada Visa Cards are not listed in the new Agreement because we will no longer offer them as of the effective date. Instead, the name of these Visa Card accounts will become the Shared Interest Classic* Visa Card.
Sample costs of maintaining a balance on a Visa Account	We have added a section called “Cost of Credit” to your Agreement to provide you with some simple examples of the amount of interest you would pay on Purchases using your Visa Card if you did not pay your Balance in full before the Payment Due Date shown on your statement. <i>(See the page of your Agreement headed “Additional Important Information”)</i>
Primary Cardholder's Responsibility regarding Authorized Users	It is the Primary Cardholder's Responsibility to obtain the permission of each Authorized User to provide us with the Authorized User's personal information, and to ensure that each Authorized User receives a copy of the Agreement and any notices that affect the use of a Visa Card or the Visa Account. <i>(See Section 1 of your Agreement)</i>
Authorized User's Responsibility	By signing or using a Visa Card in an Authorized User's name, the Authorized User agrees to follow the terms of the Agreement. Authorized Users agree to our collection, use and disclosure of their personal information as set out the Agreement. The cards we issue to Authorized Users are sometimes called “supplementary cards” or “additional cards”. <i>(See Section 1 of your Agreement)</i>
Ability to set individual limits for Authorized Users	We have included new provisions throughout your Agreement about a function we may offer to Primary Cardholders to set individual card limits (up to your Credit Limit) for each Authorized User on a Visa Account. <i>(See Section 4A of your Agreement)</i>
Cash-like transactions now benefit from an interest-free grace period	Starting from the effective date, we will treat “cash-like transactions” (like money orders, wire transfers, travellers' cheques, cryptocurrencies, casino gaming chips and gaming transactions) like Purchases, and you will not be charged interest on these if you pay your Balance in full every statement period by the Payment Due Date. <i>(See Section 6A of your Agreement as well as the definition of “Purchases” in Section 2)</i>
The way we describe interest rates	Interest rates on Vancity Community Investment Bank Visa Cards have not changed, but we no longer refer to them as the “Regular Rate” or “Low Rate”. Interest rates remain at 19.50% or 11.25%, depending on the type of Visa Card you have. <i>(See Section 6A of your Agreement as well as the Information Box)</i>
The timing of when we charge the first annual fee	If we charge an annual fee for your Visa Card, we are changing the timing of when we first charge the annual fee.  For Visa Cards <i>with Vancity Community Investment Bank Rewards</i> , the annual fee will be charged on your first statement after opening the Visa Account (whether or not your Visa Card is activated).  For Visa Cards <i>with no Vancity Community Investment Bank Rewards</i> , the annual fee will be charged following the first transaction on the Visa Account.  In either case, once we charge the first annual fee, we will charge you the annual fee in that same month every year.  If you change the type of Visa Card that you have and the annual fee changes as a result, the new annual fee will be charged on the first statement after the change, or following the first Transaction (if there was no previous Transaction on the Visa Account and if the new type of Visa Card is <i>with no Vancity Community Investment Bank Rewards</i> ), and then in that same month every year. <i>(See Section 6B of your Agreement as well as the Information Box)</i>

<b>We have changed certain other fees</b>	<p>We have deleted the reward points transfer fee, which we previously charged to transfer reward points from one Visa Account to another.</p> <p>The fee for a Cash Advance remains the same, but no longer applies to “cash-like transactions”. (See Section 6B of your Agreement as well as the Information Box)</p>
<b>How you may make your Minimum Payment</b>	<p>You can request that we process your Minimum Payment on your Payment Due Date each month as a pre-authorized debit (“PAD”) from a deposit account in Canada in Canadian dollars with Vancity Community Investment Bank or another financial institution that you designate for that purpose. (See Section 7C of your Agreement)</p>
<b>The way we apply payments</b>	<p>We have changed the way we will apply your Minimum Payment, and any amount you pay that exceeds your Minimum Payment. (See Section 7D of your Agreement)</p>
<b>Liability for unauthorized transactions</b>	<p>You must tell us immediately if you know or suspect that your Visa Card or Visa Account is being used without your permission (not only if it has been lost or stolen).</p> <p>If anyone other than you uses your Visa Card without your permission to do so, you will not be responsible for that Transaction (unless it was at an ATM with your PIN #), but you must notify us of any such unauthorized Transaction(s) and otherwise follow your responsibilities under the Agreement, including taking care of your Visa Card and Visa Account. (See Section 10 of your Agreement as well as the page of your Agreement headed “Additional Important Information”)</p>
<b>Keeping your contact information up-to-date</b>	<p>You must promptly notify us of any change in your personal information, including any change in your legal name, telephone number(s), email address, residential address, and your mailing address (if it is different from your residential address).</p> <p>You are still responsible when we can’t contact you. If we send a statement or a notice to the Primary Cardholder and it is returned because of an invalid address, we may suspend use of the Visa Account until we have received the updated information. The Primary Cardholder is responsible for paying all amounts owing on the Visa Account even if the Primary Cardholder does not receive statements or notice of statements due to an invalid address or email address. (See Section 11 of your Agreement)</p>
<b>Vancity Community Investment Bank Rewards</b>	<p>We have changed the name of our rewards program from “My Visa Rewards Plus” to “Vancity Community Investment Bank Rewards” and updated our rewards terms and conditions. (See your Reward Terms as well as Section 4E of your Agreement)</p>
<b>Insurance Agreement</b>	<p>We’ve changed the way we define Full Fare under Travel Accident Insurance. We’ve replaced the definition of Full Fare with: Full Fare means at least 75% of the Common Carrier ticket price is charged to the Account and/or paid with Vancity Community Investment Bank Rewards points.</p> <p>The Insurance Agreement has been updated and is available at <a href="http://vancitycommunityinvestmentbank.ca/visa">vancitycommunityinvestmentbank.ca/visa</a>. No other changes have been made to the insurance coverage accompanying your Visa Card. (See your Insurance Agreement)</p>

**Please note that this information provides only a summary of the changes to your Agreement, Reward Terms and Insurance Agreement. It is your responsibility to read the full Agreement, Reward Terms and Insurance Agreement in order to understand your rights and obligations.**

**If you have any questions, please call Card Services at 604.877.4999 (Metro Vancouver) or 1.800.611.8472 (toll-free).**

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<sup>TM</sup>Amnesty International and Oxfam Canada are used by Citizens Bank under license.

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<sup>‡</sup>Insurance is provided by American Bankers Insurance Company of Florida (ABIC) and/or American Bankers Life Assurance Company of Florida (ABLAC) under Group Policy numbers VC092014 and VCL092014. ABIC, ABLAC, and their subsidiaries and affiliates carry on business in Canada under the name Assurant®. Assurant® is a registered trademark of Assurant, Inc.

