

# À LA CARTE REWARDS PLAN REGULATIONS

## 1. HOW TO ENROLL IN THE À LA CARTE REWARDS PLAN

1.1 The À la carte Rewards Plan (“**À la carte Plan**”) is the rewards program of MasterCard credit cards issued by National Bank of Canada.

1.2 Any holder of a MasterCard credit card with the À la carte Plan issued by National Bank of Canada (“**Credit Card**”) whose account is in good standing and who has paid all related annual fees (as applicable) is automatically enrolled in the À la carte Plan.

1.3 The À la carte Plan is part of the benefits reserved for holders of a Credit Card.

1.4 The items available for order are described in the catalogue, seasonal newsletters, Rewards section of the website, and all other valid documents that may be designated as effective from time to time (“**Communications**”). Occasionally, points may also be applied to special offers that will be governed by specific rules, as applicable. Visit [www.nbcrewards.ca](http://www.nbcrewards.ca) at any time to take advantage of current offers and promotions.

1.5 To get the À la carte Plan, visit [www.nbcrewards.ca](http://www.nbcrewards.ca) or call **MasterCard Customer service at 514-394-1427** or at **1-888-969-2273**.

## 2. HOW TO EARN POINTS

2.1 The À la carte Plan uses a simple points accumulation system based on the amount charged to your Credit Card each month. Points are awarded for every \$1 in purchases charged to your Credit Card; the number of points varies according to your Credit Card. Consult your *Cardholder's Guide* for further information.

2.2 A detailed points calculation appears each month on your Credit Card statement.

2.3 If the calculation of your points includes a decimal, the balance will be rounded off to the nearest whole number, i.e., balances with a decimal of 0.50 or higher will be rounded up and those with a decimal of 0.49 or lower will be rounded down.

2.4 If you detect any errors on your monthly account statement that could affect your points balance, you must notify us **in writing** at the address indicated below within thirty (30) days of the statement date. If you do not notify us within 30 days, we will consider the accumulated points total to be correct and definitive, and you will be unable to contest the number of points on your account statement.

NATIONAL BANK FINANCIAL GROUP

**MasterCard Customer Service**

700 de La Gauchetière Street West, Suite 18474

Montreal, Quebec H3B 3B5

Or via our website at [www.nbcrewards.ca](http://www.nbcrewards.ca)

2.5 If you receive a credit on your Credit Card account for returned merchandise, a travel discount or any other reason, the number of points in connection with the amount of this credit will be deducted from your accumulated balance.

2.6 When purchases are made using an additional card, the corresponding points are credited to the account of the main cardholder or the company having applied for the Credit Card, whichever applies. The points remain the property of the main cardholder or the company at all times, even in the event of voluntary or involuntary departure, divorce, separation, or any other legal action

that may involve the main cardholder, the company, the authorized signatory(ies) or any secondary cardholder.

2.7 Only purchases made using a Credit Card featuring the À la carte Plan are eligible for À la carte points.

2.8 Interest charges, cash advances, annual fees, service charges, balance transfers, insurance charges, and MasterCard promotional cheques are not eligible for points, unless otherwise indicated.

### **3. HOW TO OBTAIN YOUR REWARDS**

3.1 When ordering items, travel packages, gift cards, travel discounts, or any other incentive (“**Reward**”) offered in Communications, the order must be placed by the main cardholder or the authorized signatory of the business account, as the case may be. In addition, your account must be in good standing and must not be subject to any restrictions. To obtain a Reward, you must have at least the number of points required for that Reward; otherwise points may be purchased to make up the difference, as mentioned in Subsection 3.4. The number of points required to obtain a Reward is indicated in Communications.

3.2 To place an order, choose one of the following methods:

**A. À la carte Rewards Plan website:** Orders may be placed via [www.nbcrewards.ca](http://www.nbcrewards.ca), 24 hours a day, 7 days a week.

**B. À la carte Rewards Centre:** Simply call **1-800-341-8083** toll-free in Canada or **514-847-8280** in the Montreal area and follow the step-by-step instructions.

**Automated phone service:** Available 24 hours a day, 7 days a week.

**To speak with an agent:**

**October 2010 to January 2011:**

Monday to Friday, 8 a.m. to 9 p.m., and Saturday, 8 a.m. to 5 p.m. (EST).

**Starting February 2011:**

Monday to Friday, 8 a.m. to 6 p.m.

**NOTE:** Whichever method you choose, please have your Credit Card number on hand, as well as the product number of the Reward you are ordering.

3.3 If you redeem your points for a travel discount or any other package or discount offered by a supplier, no cash refund will be made and no credit will be applied if the value of the discount is not completely used.

3.4 Points may be purchased at a unit price of 2¢ to make up the difference between the price of the desired Reward and your points balance. The purchase of points only is not permitted. The purchase must be made when you are ordering the Reward for which you are missing points. Purchases may be made via the À la carte Plan website ([www.nbcrewards.ca](http://www.nbcrewards.ca)) or the À la carte Rewards Centre (**1-800-341-8083** or **514-847-8280**). You must first provide the product number of the item you wish to purchase, then the total number of points required and the number of points you are missing. The transaction must be paid for with your Credit Card or any other National Bank MasterCard. The maximum number of points purchased for a Reward may not exceed the total number of points required to purchase said Reward, less one point. For example, to purchase a Reward worth 20,000 points, the maximum number of points that can be purchased at the unit price of 2¢ is 19,999. If an order comprises more than one Reward, points may only be purchased for one of the Rewards.

3.5 When you return a Reward obtained in part by purchasing points, the portion paid for in purchased points will be reimbursed in points. All points used to buy a Reward will be reimbursed. You will be obliged to pay the amount charged to your Credit Card account for the points purchased.

3.6 Points may be combined with the points earned using another Credit Card with the À la carte Plan, **provided that you are the main cardholder of both cards or that both cards have been issued to the same Company**. You must contact the Customer Contact Centre at **1-888-9MY-CARD** or **514-394-1427**. PREMIA cardholders must contact Business Services at **1-800-363-3339** or **514-394-1410**. You must inform the agent to which card you would like the points transferred. **After twenty-four (24) hours (one business day)**, you will be able to redeem your points on the À la carte Plan website or via the À la carte Rewards Centre.

3.7 All Rewards presented in Communications are available in limited quantities. If an item you order is no longer available, a similar item of equal or greater value will be substituted. If you are not satisfied with the substituted item, you must contact the À la carte Rewards Centre within forty-eight (48) hours of receipt; items may be returned without charge. If we cannot offer you an item of equal or higher quality, we will contact you to suggest that you cancel your original order and place a new one. If the item is temporarily unavailable, you will be notified of the estimated delivery date.

3.8 Allow four (4) to six (6) weeks for delivery of merchandise, five (5) to ten (10) business days for delivery of gift certificates and six (6) to eight (8) weeks for TVA Publication magazines. Orders are delivered during normal business hours to the address provided at the time the order was placed; they cannot be delivered to a post office box or to an address outside Canada. National Bank is not liable for any delays caused by situations beyond its control. The price of Rewards in points includes shipping costs and applicable taxes.

3.9 If you receive an item that is defective, damaged or incomplete, you must contact the À la carte Rewards Centre within forty-eight (48) hours of receipt to arrange for a replacement item to be shipped at no charge. Items may be exchanged at no charge within thirty (30) days of receipt. To exchange an item, contact the À la carte Rewards Centre and request a return waybill. Once you receive the waybill, return the item in its original condition, packaging and box, ensuring that the waybill is clearly visible on the outside. **Returns will not be accepted unless the item is returned in its original packaging and box with the return waybill**. If no other identical or equivalent item is available, your account will be credited with the points initially deducted and they will appear on your next statement. The À la carte Plan covers all shipping costs for the return of defective items.

3.10 Manufacturers and suppliers may change item models and/or features at any time without prior notice.

3.11 Items with which you are dissatisfied may also be returned **at your own expense** within thirty (30) days of receipt, except for non-returnable items, as specified in Communications. You must first contact the À la carte Rewards Centre for return instructions. **Returned items must be in resellable condition (i.e., unused and in their original packaging)**. If you do not wish to replace the item in question, the points deducted will be credited to your account.

3.12 National Bank assumes no liability for the terms and conditions issued by gift certificate suppliers.

3.13 For any À la carte extras exchange completed by phone, the transaction and the points cannot be cancelled unless there is a restriction on the MasterCard account.

3.14 All orders are subject to verification by National Bank.

#### 4. HOW TO MAKE TRAVEL ARRANGEMENTS VIA THE À LA CARTE PLAN'S DEDICATED TRAVEL AGENCY

4.1 À la carte Rewards Travel is the dedicated À la carte Rewards Plan's Travel Agency ("Travel Agency"), which is operated by Transat Distribution Canada Inc. (Quebec permit No. 753141).

4.2 Your Travel Agency gives you access to all travel services (all-inclusive packages, airline tickets, hotels, car rentals, insurance, etc.) offered by a travel agency.

4.3 To pay your Travel Agency invoice, you may use your points, your Credit Card or a combination of both.

4.4 Subject to Section 7, to obtain your travel discount, your travel purchase must be made by communicating by phone only with an À la carte Rewards Travel Agency consultant. Travel Discounts are available in increments of \$100, as follows:

PRODUCT NUMBER	TRAVEL DISCOUNT	POINTS REQUIRED
67001	\$100	11,000 points

4.5 An invoice will be sent to you after each reservation. You must take the time to review all the information on this invoice to ensure that all reservation details as well as all passenger information are accurate, then immediately return this invoice to À la carte Rewards Travel identifying any errors you have noticed, as applicable.

4.6 Your travel documents will be sent to you at least seven (7) days prior to your departure date. Be sure to check all details and notify the Travel Agency **immediately** in case of any errors. National Bank and its various suppliers cannot be held responsible for undetected errors. For certain reservations, the Travel Agency reserves the right to send travel documents electronically only (by e-mail or fax).

4.7 If your reservation is confirmed less than seven (7) days before your departure date, your travel documents might only be available for pickup at the airport on the departure day. Your travel consultant will keep you informed.

4.8 Travel documents cannot be sent to an address outside Canada.

4.9 For information concerning travel reservations, destinations of interest and services offered, contact the Travel Agency at **1-800-561-3653**.

4.10 Air travel reservations made with the Travel Agency are subject to a reservation fee of \$30 per person, before taxes. A fee of \$25 per person, before taxes, applies to all other travel reservations (packages, hotels, etc.). **Reservation fees apply to all cardholders who use the services of the Travel Agency.**

#### THE FOLLOWING SECTION CONCERNS THE PREMIA WITH THE À LA CARTE REWARDS PLAN CARDHOLDERS ONLY

#### 5. HOW TO ENROLL IN THE À LA CARTE REWARDS PLAN: PREMIA

5.1 To enroll in the À la carte Plan, or for further information, call **1-800-363-3339** (toll free) or **514-394-1410**, or complete the form available on the PREMIA website ([www.nbc.ca/premia](http://www.nbc.ca/premia)). Fees relating to the optional À la carte Plan for the main card and additional cards (as applicable) will be charged to your Credit Card account once a year.

5.2 If you do not renew your À la carte Plan option after the option expires and you have points remaining in your PREMIA account, you have thirty (30) days from the option end-date to redeem your points for a credit applicable to your PREMIA account or for Rewards under the À la carte Plan. If you do not redeem your points within 30 days, any remaining points will be automatically cancelled.

5.3 Your À la carte Plan will remain in effect as long as all related fees have been paid.

## 6. PREMIA WITH THE À LA CARTE REWARDS PLAN ACCOUNT CREDITS

6.1 When you earn points, you can obtain a credit on your account balance.

PRODUCT NUMBER	TRAVEL DISCOUNT	POINTS REQUIRED
67304	\$100	11,000 points

6.2 To obtain a credit on your account balance, the order must be placed by the authorized signatory. Your account must be in good standing, not subject to any restrictions and you must have the required number of points.

6.3 If you exchange your points for a credit against the balance of your account, the payment will be completed within seventy-two (72) hours of your request and will appear on your next monthly statement.

### THE FOLLOWING SECTION CONCERNS PLATINUM CARDHOLDERS ONLY

## 7. SELECT YOUR TRAVEL AGENCY AND QUALIFY FOR TRAVEL DISCOUNTS

**NOTE: To ensure proper coverage in the event of legal action, we strongly recommend that you carry out all travel-related transactions via a travel agency or airline with a valid Canadian permit.**

7.1 No matter where you are headed in the world or where you are when you cash in travel discounts, you can exchange your points for travel discounts when you make a purchase at a travel agency, online travel agency, airline or the À la carte Rewards Travel Agency. The following is a list of purchases that qualify for a travel discount: plane tickets, vacation packages, hotel stays, cruises or car rentals. Excluded from the list are: personal expenses made during trips (e.g., meals, souvenirs, excursions).

7.2 Book your trip and pay using your Platinum Credit Card.

7.3 On the À la carte Plan website, [www.nbcrewards.ca](http://www.nbcrewards.ca), log in and follow the instructions. Please make sure you enter the product number that corresponds to the Travel Discount requested. Alternatively, you may wish to call the À la carte Rewards Centre at **1-800-341-8083** (toll free) or **514-847-8280** to claim your travel discounts. **Your request must be made within sixty (60) days of purchase.** Determine the travel discount requested by consulting the following chart:

PRODUCT NUMBER	TRAVEL DISCOUNT	POINTS REQUIRED
67001	\$100	11,000 points
67002	\$500	50,000 points
67003	If more than 50,000 points are redeemed in the same	

	transaction, every additional 10,000 points redeemed gives you an additional \$100 Travel Discount.
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7.4 If you exchange your points for a travel discount, the credit will be applied within seventy-two (72) hours of your order and appear on your next monthly statement.

**THE FOLLOWING SECTION CONCERNS PLATINUM AND OVATION GOLD CARDHOLDERS ONLY**

**8. TRAVEL WITH THE DEDICATED À LA CARTE PLAN TRAVEL AGENCY**

8.1 Platinum or OVATION Gold cardholders who use the Travel Agency for their travel purchases will be awarded 5,000 À la carte points as a bonus. The bonus points will appear on the statement following the purchase. This promotion applies to travel purchases of \$1,200 or more per person (taxes included), in a double-occupancy room.

8.2 To take advantage of this points promotion, the travel purchase must be made by telephone at **1-800-561-3653**. The Travel Agency reservation fees, as provided for under Subsection 4.10, apply to all cardholders who use the services of the dedicated Travel Agency.

8.3 However, travel purchases may be subject to additional service charges imposed by airlines or other suppliers. In particular, these include surcharges due to increasing fuel costs or fees charged by hotels.

**SECTIONS 9 TO 13 CONCERN A LA CARTE EXTRAS REWARD PRODUCTS**

**9. REDEMPTION OF À LA CARTE POINTS FOR AN RRSP-ELIGIBLE INVESTMENT PRODUCT OFFERED BY NATIONAL BANK**

9.1 À la carte points may be redeemed for a \$100 contribution to an RRSP-eligible investment product offered by National Bank.

9.2 RRSP contributions to eligible investment products are offered in \$100 installments as follows:

<b>PRODUCT NUMBER</b>	<b>REWARD</b>	<b>POINTS REQUIRED</b>
92002	\$100 contribution towards an RRSP-eligible investment product offered by National Bank	11,000 points

The only investment products which are available and which are eligible for an RRSP investment are the following:

- Progress RRSP Account
- Conventional Fixed-Rate GIC
- Promotional Fixed-Rate GIC
- Variable-Return GIC
- National Bank Mutual Fund RRSP

9.3 For the purposes of this section, the points required to obtain an RRSP-eligible investment product are convertible to cash and have a cash value. They will be converted into their cash value before being applied to the cardholder's RRSP account.

9.4 National Bank Mutual Funds (the “Funds”) are offered by National Bank Securities Inc., a wholly owned subsidiary of National Bank. There may be commissions, trailing commissions, management fees and expenses associated with investment in the Funds. Please read the prospectus before proceeding with any investment. The Funds are not guaranteed or covered by the Canada Deposit Insurance Corporation or another government deposit insurer. For money market funds, there can be no assurances that a fund will be able to maintain its net asset value at a constant amount or that the full amount of your investment in a fund will be returned to you. The funds are not guaranteed, their value fluctuates frequently and past performance may not be repeated. The cardholder accepts full responsibility for the financial consequences of their investment decisions.

9.5 The exchange of points must be made by calling **TelNat at 1-888-483-5628 and selecting the Investment option**, Monday to Friday from 8:00 a.m. to 8:00 p.m. (EST). Points cannot be redeemed through a branch or online.

9.6 Subject to Subsection 9.7, only a primary cardholder with an RRSP account at National Bank in their own name may redeem their points towards an RRSP-eligible investment product. A cardholder who does not have an RRSP account but who wishes to redeem their points must first open an RRSP account at a National Bank branch and call TelNat to complete the exchange of points

9.7 The exchange of points as described in this section does not apply to cardholders of an MD Management Platinum, Promutuel Gold, Assante Gold, PREMIA, Investors Group Solutions Banking Platinum, London Life Solutions Banking Platinum, Great West Solutions Banking Platinum, or Wellington West Platinum MasterCard credit card.

9.8 If there is a restriction on the MasterCard account, only the request to redeem À la carte points will be cancelled; the purchase of the RRSP-eligible investment product will proceed. The cardholder will be advised by a Customer Service representative that the points redemption transaction has been cancelled. The cost of any À la carte points purchased to obtain the Reward will be reimbursed. The points will be returned to your MasterCard account as À la carte points.

9.9 Before redeeming À la carte points for an RRSP-eligible investment product, cardholders should consult their accountant or financial planner to ensure their eligibility and financial capacity to invest in an RRSP.

9.10 The total amount of the investment must be available in the primary cardholder’s bank account at the time of the Rewards exchange.

9.10 À la carte points may be applied to cover all or part of the investment product purchase. The value of the points redeemed may not exceed the value of the investment product purchase.

## **10. REDEMPTION OF À LA CARTE POINTS TOWARDS AN EXEMPTION FROM BANKING PACKAGE FEES**

10.1 To redeem your À la carte points for a 12-month exemption from the fixed monthly fees on a National Bank banking package, you must call TelNat at **1-888-483-5628 and select the Customer Service option**. Points cannot be redeemed in branch or online. Customer Service hours of operation are from 6:00 a.m. to midnight EST, 7 days a week.

10.2 Subject to Subsection 10.3, only a primary cardholder with a National Bank account in their name may redeem their À la carte points for an exemption from the fixed monthly fees on a banking package. Cardholders who have a joint account at National Bank may also redeem their À la carte points for their banking fees. A cardholder who does not have a bank account but

wishes to redeem their points must first visit a National Bank branch to open a bank account and then call TelNat.

10.3 The exchange of points as described in this section does not apply to cardholders of an MD Management Platinum, Promutuel Gold, Assante Gold, PREMIA, Investors Group Solutions Banking Platinum, London Life Solutions Banking Platinum, Great West Solutions Banking Platinum, or Wellington West Platinum MasterCard credit card.

10.4 If the cardholder's account is subject to a restriction, even if the transaction has gone through, a Customer Service representative will notify the cardholder that the transaction has been cancelled.

10.5 Points can be redeemed for the following three banking packages:

PRODUCT NUMBER	BANKING PACKAGE	POINTS REQUIRED
92020	Direct Access	7,500 points
92021	AccessPlus	14,500 points
92022	Virtuoso	29,000 points

Each of these Rewards includes the fixed monthly fees that would normally be charged for the corresponding banking package for the period of one full year (12 months).

10.6 The banking packages available with the À la carte Rewards Plan are not interchangeable and cannot be transferred from one bank account to another.

10.7 The exemption from fixed monthly fees for a banking package obtained with À la carte points will be applied the month the redemption transaction was completed, as of the date the monthly bank account statement is produced, and will be valid for a period of 12 months.

10.8 If you close a bank account for which an exemption from fixed monthly fees has been obtained through the redemption of À la carte points before the 12 months have expired, you will have thirty (30) days following the closure of the bank account to request a partial reimbursement of the points redeemed. To request a reimbursement, you must contact MasterCard Transaction Solutions at **1-888-969-2273** within thirty (30) days following the closure of the bank account. If you do not notify us within that time, you will not be able to request a reimbursement at a later date. Points to be reimbursed will be calculated on a pro rata basis, taking into consideration the amount of time remaining before the 12-month exemption would have come to an end. The reimbursement will be returned to your MasterCard account as À la carte points.

## **11. REDEMPTION OF À LA CARTE POINTS FOR THE PURCHASE OF NATIONAL BANK INSURANCE PRODUCTS**

11.1 The redemption of À la carte points for a \$100 rebate applies to the purchase or renewal of a two-year automobile or home insurance policy from National Bank Insurance. Points can be used in full or in part to purchase or renew a policy, until the cost is covered in full.

11.2 To redeem your À la carte points for a rebate, you must call National Bank Insurance at **1-877-871-1595** or **514-871-1595**, and mention promotion code P71. Points cannot be redeemed in a branch or online.

11.3 Customer Service hours of operation are from 8:30 a.m. to 8 p.m. EST, Monday to Thursday; 8:30 a.m. to 6 p.m., Friday; and 8:30 a.m. to 3:00 p.m., Saturday.

11.4 The Reward in this section is eligible for the following rebate:

<b>PRODUCT NUMBER</b>	<b>REBATE</b>	<b>POINTS REQUIRED</b>
92030	\$100 rebate on the purchase or renewal of a 2-year automobile or home insurance policy from National Bank Insurance.	11,000 points

11.5 Subject to Subsection 11.6, only the primary cardholder may redeem their À la carte points for a rebate on the purchase of an automobile or home insurance policy purchased for their own use.

11.6 The exchange of points as described in this section does not apply to cardholders of an MD Management Platinum, Promutuel Gold, Assante Gold, PREMIA, Investors Group Solutions Banking Platinum, London Life Solutions Banking Platinum, Great West Solutions Banking Platinum, or Wellington West Platinum MasterCard credit card.

11.7 This offer is valid for Quebec residents only. The cardholder understands that other conditions specific to the purchase of an automobile or home insurance policy may apply. These conditions will be explained to the cardholder at the time of purchase.

11.8 The cardholder's MasterCard account must be in good standing and not subject to any restrictions. If there is a restriction on the MasterCard account, only the request to redeem À la carte points for a \$100 rebate will be cancelled. This cancellation will not affect the issue of the automobile or home insurance policy, subject to the terms and conditions of the issuance.

11.9 If the cardholder decides to cancel their purchase of an automobile or home insurance policy, National Bank Insurance's cancellation policies will apply. Note that the points used to obtain this Reward are not refundable.

11.10 For additional information on automobile and home insurance, visit [www.nbc-insurance.ca](http://www.nbc-insurance.ca) or call **1-877-871-1595** or **514-871-1595**.

## **12. REDEMPTION OF À LA CARTE POINTS TOWARDS A CONTRIBUTION TO AN RRSP, SPOUSAL RRSP OR A TFSA WITH NATIONAL BANK DIRECT BROKERAGE**

12.1 À la carte points can be exchanged for investment products offered by National Bank Direct Brokerage ("NBDB") and eligible for a \$100 contribution to an RRSP, spousal RRSP or TFSA.

12.2 Investment products are available in \$100 segments, as such:

<b>PRODUCT NUMBER</b>	<b>REBATE</b>	<b>POINTS REQUIRED</b>
92010	\$100 contribution to an RRSP, spousal RRSP or TFSA with NBDB.	11,000 points

Contributions will be made to the cash balance of your account, and can then be invested in the following types of investments, which are available and eligible for contributions to an RRSP, spousal RRSP or TFSA account:

- Mutual funds
- Stocks
- Shares
- Fixed-income securities
- NBC products

12.3 The cardholder can exchange À la carte points, in full or in part, for one or more \$100 contributions, until the total value is covered in full.

12.4 For the purpose of this section, the À la carte points required to purchase a product are convertible to cash and have a cash value. To make an RRSP contribution, the required points will be converted to cash and applied to the contribution.

12.5 Before proceeding with the redemption of À la carte points towards a product in this section, the cardholder assumes the responsibility of validating their admissibility and analyzing their financial situation in relation to an investment in an RRSP or TFSA account.

12.6 NBDB is an affiliate of National Bank of Canada and offers no investment-related advice or recommendations. The client is entirely responsible for the financial consequences of their investments. CIPF member.

12.7 The exchange of points must be made by calling NBDB at **1-800-363-3511** or **514-866-6755**, options 9-2-3 (for English) or options 2-3 (for French), Monday to Friday between 8 a.m. and 8 p.m. EST. Points cannot be exchanged in branch or online.

12.8 Subject to Subsection 12.9, only the primary cardholder with a NBDB account in their name can redeem their points for a contribution to an RRSP, spousal RRSP or TFSA account.

12.9 The exchange of points as described in this section does not apply to cardholders of an MD Management Platinum, Promutuel Gold, Assante Gold, PREMIA, Investors Group Solutions Banking Platinum, London Life Solutions Banking Platinum, Great West Solutions Banking Platinum, or Wellington West Platinum MasterCard credit card.

12.10 Product orders as detailed in this section cannot be cancelled by the cardholder.

### **13. REDEMPTION OF À LA CARTE POINTS FOR A PAYMENT TOWARDS THE PRINCIPAL ON A MORTGAGE OR ALL-IN-ONE LOAN**

13.1 À la carte points can be exchanged for a \$100 payment on the principal portion of a National Bank of Canada mortgage loan or All-In-One loan.

13.2 Payments are available in \$100 segments, as such:

<b>PRODUCT NUMBER</b>	<b>REBATE</b>	<b>POINTS REQUIRED</b>
92050	\$100 payment towards the principal of an All-In-One line	11,000 points

92051	\$100 payment towards the principal of a mortgage loan	11,000 points
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13.3 The cardholder can exchange À la carte points, in full or in part, for one or more \$100 contributions, until the total value is covered in full.

13.4 The payment towards the principal on the mortgage or All-In-One loan cannot exceed the total balance (principal plus interest) in effect at the time the points are being redeemed.

13.5 The exchange of points must be made by calling **TelNat at 1-888-483-5628 and selecting the loan/financing option** (for English) or 1-888-835-6281, and selecting the Solutions de placement option (for French), 7 days a week from 7 a.m. to 10. p.m. EST. Points cannot be exchanged in branch or online.

13.6 Before redeeming À la carte points for a product in this section, the cardholder assumes the responsibility of validating the ability and limitations of paying down part of the loan principal, in accordance with the agreement governing their mortgage loan.

13.7 Subject to Subsection 13.8, only the primary cardholder who has a mortgage or All-In-One loan—solely or jointly—with National Bank can redeem points for these products.

13.8 The exchange of points as described in this section does not apply to cardholders of an MD Management Platinum, Promutuel Gold, Assante Gold, PREMIA, Investors Group Solutions Banking Platinum, London Life Solutions Banking Platinum, Great West Solutions Banking Platinum, or Wellington West Platinum MasterCard credit card.

13.9 Product orders as detailed in this section cannot be cancelled by the cardholder.

#### 14. GENERAL INFORMATION

14.1 National Bank reserves the right to terminate the À la carte Rewards Plan at any time or to change any part thereof without prior notice, including points accumulation, redemption and payment methods, Rewards, and Communications.

14.2 Subject to Subsection 14.7, in the event that the À la carte Plan ends and you have points in your account at the end date, you will have sixty (60) days following the end-date to redeem your points for Rewards offered under the À la carte Plan. After the 60-day period, any remaining points will be cancelled automatically.

14.3 National Bank is not liable for misdirected or late mail or for any related inconvenience.

14.4 All reasonable and necessary efforts have been made to ensure that the information in Communications is accurate. National Bank and its various suppliers are not liable for any inadvertent errors or omissions.

14.5 National Bank and its various suppliers assume no responsibility for any claims, losses, damages, costs, or expenses due to accidents or death. No responsibility is assumed for delayed baggage or other property or for any other delays, inconvenience, trouble, disruption, physical or mental frustration, or for any loss of enjoyment, annoyance resulting from any incident occurring during travel purchased or intended to be purchased via the À la carte Travel Agency or during an activity or trip provided under the À la carte Plan.

14.6 In the event of loss or theft of your Credit Card, any accumulated points will be automatically transferred to your new account when your new Credit Card with À la carte Plan is issued.

14.7 If your Credit Card is cancelled by the Bank, for any reasons, your points will be automatically cancelled, without any exchange possibility.

14.8 If you close your Credit Card account, you will have thirty (30) days to redeem your points for the Rewards of your choice, provided your account is in good standing. Once this period expires, you will no longer be able to redeem points.

14.9 If you decide to replace your Credit Card that has a Rewards Plan with a Credit Card that offers a cashback option, you will have 24 hours to redeem your points for an item offered by the À la carte Plan. Any points that remain after this period expires will be converted into cashback points.

14.10 If you replace your Credit Card that has a Rewards Plan with another Credit Card that has a Rewards Plan, your points will be transferred to the new Credit Card.

14.11 Any abuse or attempt to defraud in connection with the À la carte Plan may result in the cancellation of your Credit Card and the loss of your points.

14.12 National Bank assumes no liability for and will not reimburse lost gift cards.

14.13 The number of points required to obtain a Reward is subject to change without notice. You may verify the number of points required before ordering by calling our À la carte Rewards Centre at **1-800-341-8083** (toll-free) or **514 847-8280**, or visiting [www.nbcrewards.ca](http://www.nbcrewards.ca).

14.14 National Bank's inadvertent omission to apply one or several of the provisions stipulated in the À la carte Rewards Plan Regulations, or to exercise any right hereunder, shall not be construed as a waiver of the Bank's right to rely on such provision or assert any such right in that or any other instance, unless the Bank has expressly waived the right to do so, in writing. The waiver will apply only to the measure or provision indicated in said waiver.

14.15 The current catalogue is valid as of October 2010.

14.16 TO CONTACT NATIONAL BANK FINANCIAL GROUP :

NATIONAL BANK FINANCIAL GROUP

MasterCard Customer Service

700 de La Gauchetière Street West, Suite 18474

Montreal, Quebec H3B 3B5

**[www.nbc.ca](http://www.nbc.ca)**

**1-888-9MY-CARD** (toll-free) or **514-394-1427** for the Customer Contact Centre

**1-800-363-3339** (toll-free) or **514-394-1410** for Business Services