

EXPLORE PROGRAM RULES

The following terms and conditions apply to the Laurentian Bank EXPLORE program. The merchandise and trips available for order are described in the user guide or in other valid documents designated from time to time by Laurentian Bank of Canada (the "Bank") as being in effect. On occasion, points can also apply to special offers. These offers are subject to specific rules, if applicable. You will be informed of these opportunities and how you can benefit from them.

PROGRAM ELIGIBILITY

1. **EXPLORE PROGRAM:** All Laurentian Bank Visa* EXPLORE cardholders whose accounts are in good standing are eligible for the EXPLORE program. No registration or membership application is required. Participation in the EXPLORE program is free of charge and is in addition to other privileges reserved for Laurentian Bank Visa EXPLORE cardholders.

EARNING POINTS

2. The program is based on a points accumulation system tied to the amount of goods and services charged to your Visa EXPLORE account.

Points are awarded as follows:

- (i) 2 points for every dollar in net purchases charged as recurring payments to your VISA EXPLORE account by certain merchants for services such as:
 - Telephone
 - Cable TV
 - Utilities
 - Auto and home insurance
 - Magazine and newspaper subscriptions

A recurring payment is an operation whereby a merchant registers under a specific category code for automatic or recurring payments charged to your Visa EXPLORE account; this type of operation is designated also known as a pre-authorized debit.

You may register for recurring payments by contacting your service providers or by checking the list of providers at www.visa.ca/en/personal/bill-pay. You can modify your registered recurring payments at any time. Not all merchants offer recurring payments. Please contact your service provider to set up a recurring payment.

The Bank does not charge fees for this service. Additionally, the Bank is not responsible for assigning a merchant's category code with regard to this type of recurring payment. Some merchants may offer periodic payment options for products / services but do not process these transactions as recurring payments as defined under Visa's rules, in such cases, 1 point will be awarded.

- (ii) 2 points for every dollar on purchases from merchants registered with Visa Inc. (Visa) under the « Transportation » and « Travel » categories. The « Travel » category includes most merchants operating as:

- Airlines (codes 3000-3299)
- Hotels/Motels/Inns/Resorts, timeshares, trailer parks and campgrounds (codes 3501-3828 and 7011-7012 and 7033)
- Airlines, air carriers (codes 4511 and 4582)
- Travel agencies (codes 4722 and 4723)
- Mobile home dealers (code 5271)
- Duty free stores (code 5309)
- Steamship and Cruise Lines (code 4411)

The « Transportation » category includes most merchants operating in the following domains as:

- Car rental (codes 3351-3441 and 7512)
- Railroads, passenger railways (codes 4011 and 4112)
- Commuter transport, ferries (code 4111)
- Taxicabs/limousines (code 4121)
- Bus lines (code 4131)
- Boat rentals and leases (code 4457)
- Motor freight carriers and trucking and storage companies (code 4214)
- Truck/utility trailer rentals (code 7513)

Some merchants may sell these goods/services or are separate merchants who are located on the premises of these merchants, but are coded in another manner, in which case this advantage would not apply. The 2 points will thereby be awarded based on these merchant category codes. A merchant's category code is subject to modification without notice. The Bank cannot guarantee a merchant's category code and in no event will the Bank be liable or responsible for any claims with respect to the purchase of goods/services from a merchant assigned to a different category.

The Bank does not endorse any of the merchants listed nor their goods/services and the merchants listed do not endorse the Bank nor its goods/services.

- (iii) 1 point for every dollar on all other qualifying net purchases charged to your Visa account.

The points corresponding to some purchases or transactions processed near the end of a billing cycle may not be posted to your statement of account and may be delayed to the next statement of account.

3. Your Visa EXPLORE account statement will indicate the points balance carried over from the previous statement, the number of points earned, exchanged and rectified during the period covered by the statement, as well as your new points balance. You can also obtain this information by calling Customer Service for the Laurentian Bank Reward Zone at 1-888-642-8171 between 8 a.m. and 9 p.m. (Eastern Time) Monday to Friday, and Saturdays between 8 a.m. and 5 p.m. You can also visit the program website at www.laurentianbank.ca/rewardzone at any time.
4. You are responsible for checking your statements for the number of points awarded and the total number of points earned. Any errors, omissions or claims regarding a statement must be communicated in writing to the Bank within 30 days of the statement date; otherwise the Bank will deem the statement accurate and will be released from any claims pertaining to this statement. In addition, the Bank may use a microfilm or other electronic copy of your statement as evidence of said statement, or any other relevant document.

5. The Bank cannot be held responsible for mail that is lost or delivered late, nor for any inconvenience arising from these circumstances. You must inform the Bank of any change of address.
6. If your Visa EXPLORE account is credited after you return merchandise, obtain a travel credit or recover an amount related to a previously billed charge, the number of points awarded for this purchase will be deducted from or adjusted in your points balance.
7. If purchases are made using an additional card, the corresponding points will be credited to the account. Points cannot be transferred from one Visa EXPLORE account to another cardholder's account. A cardholder who has more than one account eligible for the program cannot combine points earned in these different accounts.
8. Points cannot be exchanged for cash or used as partial or total payment of your account, unless otherwise indicated by the Bank.
9. Points are not awarded for annual fees, interest charges, administrative fees, cash advances, Visa cheques, balance transfers or payments, unless otherwise indicated by the Bank.

ORDERING MERCHANDISE

10. You can acquire an item available through this program by using points or a combination of points and dollars charged to your Visa EXPLORE card. For gift cheques and certain merchandise, payment is accepted in points only.
11. All applicable taxes and shipping charges are included in the number of points required to order an item.
12. You can order merchandise by contacting Customer Service for the Laurentian Bank Reward Zone: online at www.laurentianbank.ca/rewardzone (available 24/7); by phone at 1-888-642-8171 (toll-free) Monday to Friday between 8 a.m. and 9 p.m. (Eastern Time), Saturdays between 8 a.m. and 5 p.m.; or through our Interactive Voice Response (IVR) system (24/7).
13. **MERCHANDISE AVAILABILITY:** All items appearing in this program are subject to availability. If the item ordered is no longer available, a similar item of equal value will be shipped to you. If a replacement is not possible, we will suggest that you order another item or cancel your order. If the order is cancelled, the number of points used will be credited to you. If the item is temporarily unavailable, we will inform you as to the anticipated delivery date. Manufacturers may change item models and their prices at any time without prior notice.
14. **MERCHANDISE DELIVERY:** The merchandise ordered will be shipped via prepaid delivery to the address indicated on your order. Allow up to 4 to 6 weeks after the date your order is received for delivery of merchandise, and 5 to 10 business days for gift cheques. The Bank cannot be held responsible for delays caused by situations beyond its control. Items cannot be delivered outside Canada or be addressed to a post office box.

MERCHANDISE RETURNS AND CANCELLATIONS

15. If you are not completely satisfied with the item you ordered, you can return it at no charge within 30 days of receipt^f. You must contact Customer Service for the Laurentian Bank Reward Zone for instructions on returning the item. All merchandise must be in resalable condition (unused and returned in its original packaging). If you do not wish to replace the item, the number of points used will

be credited to you. When returning an item ordered using a combination of points and dollars or dollars only, the credit will be issued exclusively as points. In such case, you are required to settle the amount charged to the account.

†*Except items indicated.*

16. In the event the item arrives damaged or with parts missing, you must contact Customer Service for the Laurentian Bank Reward Zone, in the 48 hours after receiving the item, for replacement without additional charge.
17. Items acquired through this program are covered by purchase insurance and extended warranty. This coverage is provided at no charge to Visa EXPLORE cardholders participating in the rewards program. For further details, please refer to your insurance certificate.

BOOKING TRIPS WITH VISION 2000

18. The travel agency for the program is VISION 2000. This leading agency provides a full range of travel services, including airline tickets, all-inclusive packages, car rentals, hotel bookings, cruises, etc.
19. You can pay for a trip booked through VISION 2000 in the following ways: i) points only, ii) a combination of points and a dollar amount charged to your Visa EXPLORE account (minimum of 10,000 points required), or iii) charging the full amount to your Visa EXPLORE account. Every 100 points reduces the price of the trip by \$1.
20. Bookings must be made through Customer Service for the Laurentian Bank Reward Zone. No other booking is accepted for this program, and the Bank assumes no responsibility for such arrangements.
21. To book a trip, you must call Customer Service for the Laurentian Bank Reward Zone, toll-free at 1-888-642-8171, Monday to Friday between 8 a.m. and 9 p.m. (Eastern Time) and Saturdays between 8 a.m. and 5 p.m.
22. In the event of any change made to travel bookings once reservations are confirmed and tickets are issued, charges may be billed to the cardholder by the airline or travel services provider.
23. All travel rewards described in this program are subject to availability by the travel suppliers.
24. Your tickets and related travel documents will be sent to you by mail or email to the address you indicated. Delivery charges may apply.
25. Tickets cannot be delivered outside Canada.
26. Travel bookings are subject to the cancellation terms and conditions of the suppliers. Cancellation of a reservation may result in non-refundable fees, which will be charged to your Visa EXPLORE account.
27. All trips reserved through the EXPLORE program are covered by hospital, medical and paramedical insurance, public transport vehicle accident insurance, trip cancellation/interruption insurance, delayed luggage insurance and collision and damages to a rental vehicle insurance. This coverage is provided at no extra charge to Visa EXPLORE cardholders. For further details, please refer to your insurance certificate.

TRAVEL CREDITS AT THE AGENCY OF YOUR CHOICE

28. You can redeem your points for a travel credit when you book through the agency of your choice. Bookings must be made through an agency holding a valid license in Canada, an online agency, an airline or a hotel.
29. For the travel credit to apply, you must have booked your trip and paid using your Visa EXPLORE card.
30. To obtain your travel credit, you must contact us by phone at 1-888-642-8171 within 60 days after receiving your account statement, and a credit will be posted to your account within 72 business hours. At all times, you are required to settle the balance due on your Visa EXPLORE statement.
31. A minimum of 10,000 points (equivalent to a credit of \$100) are required to obtain a travel credit.

OTHER INFORMATION

32. Only the primary cardholder can redeem points while the Laurentian Bank program is in effect, provided that the Visa EXPLORE account is in good standing. Points earned by the co-holder are credited to the primary cardholder's account and remain the property of the primary cardholder, even in the case of divorce, separation, or any other dispute arising between the primary cardholder and the co-holder.
33. The Bank reserves the right to terminate or suspend programs at any time or change program terms and conditions upon providing notice between the 90th and the 60th day before the coming-into-force date of the change. The Bank will not change to your detriment the number of points you have received and accumulated in the program, nor the conversion factor identified in the program that applies to the points awarded. The Bank will not increase the points required to obtain goods or services in a manner that is disproportionate with the increase of the retail value of the goods or services. All other program terms and conditions may be changed upon prior notice, as herein provided.
34. If the program ends or if you close your Visa EXPLORE account, you can redeem your points for merchandise or trips offered through the program within a period of 90 days following the program termination date or the account closing date, as the case may be, provided that your account is in good standing. Points that remain unused after this period will be automatically cancelled. In the case of death, the date of death is deemed to be considered the account closing date. Your points will be automatically cancelled and cannot be claimed by legal heirs as part of your estate.
35. If your Visa EXPLORE account is closed at the request of the Bank or if you declare bankruptcy, points earned will be automatically cancelled.
36. No points will be awarded after the closing date of your Visa EXPLORE account or the program termination date.
37. In the case of loss or theft of your Visa EXPLORE card, points earned will be automatically transferred to your new account.
38. All cardholders are responsible for declaring the total value of merchandise or trips received through this program to the relevant tax authorities. Any federal or provincial income tax payable is the sole responsibility of the cardholder, and the Bank is released from all liabilities in this regard.

39. Points earned are not transferable.
40. Points earned through Laurentian Bank Visa programs cannot be transferred to another Laurentian Bank reward program, except in the case of closure of the Visa account.
41. Any case of fraud, abuse or violation of rules in the context of the program may result in the closing of your Visa EXPLORE account and the cancellation of points earned.
42. The Bank cannot be held responsible for losses, damages, illnesses, injuries, accidents, delays or other inconveniences suffered by a cardholder in connection with trips or merchandise obtained through the program. Furthermore, the Bank makes no warranties or representations with respect to the nature or quality of any merchandise or trip obtained through the program.
43. The Bank cannot guarantee that merchandise or trips obtained through the program are not sold at a lower price elsewhere.
44. Every reasonable and required effort has been made to ensure that the information contained in this document is accurate. The Bank declines all responsibility for any errors or omissions.
45. All suppliers are chosen based on their good reputation and willingness to provide quality service. However, the Bank assumes no responsibility in the event a supplier fails to fulfil the commitments stated herein. All efforts will be made to replace the item ordered with another of equivalent value, or to credit the number of points used and the amount charged to your Visa EXPLORE account, if applicable. The Bank declines any responsibility regarding charges you might incur in connection with a reward.
46. No delay or omission by the Bank in exercising a right or recourse stipulated herein will constitute a waiver of this right or recourse and must not be interpreted as such. The Bank can, at its discretion, deviate from the strict observance of the conditions stipulated herein, or extend a delay or other term agreed to, explicitly or implicitly. Such deviations or delays are valid only in circumstances determined by the Bank, cannot be put forward in order to obtain any benefit or additional delay, and in no way constitute a waiver of the Bank's rights and recourses in the event of a breach of the terms stipulated herein.

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CONTACTS

Feel free to share your comments or complaints with us anytime. As needed, start by contacting your branch by dialling 514-252-1846 or 1-800-252-1846, or contact our headquarters:

LAURENTIAN BANK OF CANADA INQUIRIES DEPARTMENT
1360 René-Lévesque Boulevard West, Suite 600, Montréal, Quebec H3G 0E5
Telephone: 514-284-3987 • 1-877-803-3731 (toll-free)
Fax: 514-284-3988
Email: customer_inquiries@laurentianbank.ca

Still not satisfied with how things turned out? Contact our Ombudsman, preferably in writing:

LAURENTIAN BANK OF CANADA'S OMBUDSMAN
1360 René-Lévesque Boulevard West, Suite 600. Montréal, Quebec H3G 0E5
Telephone: 514-284-7192 • 1-800-479-1244 (toll-free)
Fax: 514-284-7194 • 1-800-473-4790 (toll-free)
Email: ombudsman@laurentianbank.ca

Still not satisfied? You can get in touch with the Ombudsman for Banking Services and Investments using the following contact information:

OMBUDSMAN FOR BANKING SERVICES AND INVESTMENTS (OBSI)
20 Queen Street West, Suite 2400, P.O. Box 8, Toronto, Ontario M5H 3R3
Telephone: toll-free 1-888-451-4519, ext. 2259
Fax: 416-225-4722 • or toll-free 1-888-422-2865
Email: ombudsman@obsi.ca

You can also get in touch with the Financial Consumer Agency of Canada (FCAC) using the following contact information:

FINANCIAL CONSUMER AGENCY OF CANADA
427 Laurier Avenue West, 6th floor, Ottawa, Ontario K1R 1B9
Telephone: 613-996-5454 • 1-866-461-2232 (toll-free)
Fax: 613-941-1436 • 1-866-814-2224 (toll-free)
Website: www.fcac-acfc.gc.ca

OTHER RECOURSES

To file a complaint regarding the protection of your personal information, you can contact the Office of the Privacy Commissioner of Canada at:

30 Victoria Street, Gatineau, Quebec K1A 1H3
Phone: 819-994-5444 or toll-free 1-800-282-1376
Phone (TTY): 819-994-6591
Fax: 819-994-5424