

If you have a President's Choice Financial no fee bank account, you may make payments by telephone or Internet banking free of charge. If you prefer, mail the top portion of your statement along with your cheque or money order payable to "President's Choice Financial MasterCard" to:

President's Choice Financial MasterCard
P.O. Box 4405, STN A
Toronto, ON M5W 5Y6

- When paying by mail, please allow sufficient time for delivery.
- Please do not send cash through the mail.
- Please write your account number on the front of the cheque.
- Please do not staple cheque to payment stub.

Customer Service questions?

Call 1-866-246-PCMC (7262)

Fax to 1-866-437-6576

Write to: President's Choice Financial MasterCard
P.O. Box 4403, STN A
Toronto, ON
M5W 5Y4

Lost or stolen cards /unauthorized use of account

You must inform us immediately of any actual or suspected loss or theft or unauthorized use of any cards, convenience cheques, PIN or passwords for your account and of any actual or suspected unauthorized use of any such cards, convenience cheques, PIN, passwords or account by calling one of these 24-hour numbers:

Canada and U.S. (toll free) 1-866-246-PCMC (7262)
Elsewhere (call collect) 647-426-1343

PC® points

Your statement shows the PC points you have earned in that month using your account. For complete details on the PC points rewards program and on the PC points you have earned, visit pcpoints.ca.

Your statement

Below is information about your statement. For more details, and in particular regarding how we apply payments to your account, see your Cardholder Agreement.

Disputed items

You must notify us in writing within 30 days of your statement date of any errors or missing information in your statement, otherwise your statement will be considered to be correct after the 30 days, except for any improper credits to your account or any transfers that are still being processed. Please provide your account number and the date(s) appearing beside the item you are inquiring about on your statement. It may take up to 40 days for us to obtain a copy of a sales draft from a merchant, if required.

Payments

You may pay your account balance in full at any time. However, each billing period you must pay at least the amount shown as the "minimum payment due" on your statement by the "payment due by" date shown on your statement. You are responsible for selecting a payment method which ensures that your payment is received and applied by us to your account by the payment due date. The minimum payment due is any past due amounts, plus: if your statement balance is more than \$10, the greater of: (a) \$10, (b) 2.2% of your total statement balance, or (c) the interest charges and fees billed on the current statement plus \$1; or if your statement balance is \$10 or less, the full amount. Payments must be made in Canadian currency.

Credits from merchants (refunds)

If you return a purchase and we receive a credit from the merchant, we will deduct the amount of the credit from the amount you owe on your account. Credits will not be treated like a payment made by you, and do not count towards your minimum payment due or towards payment in full of your statement balance. Please see section 14.3 "Merchant issues" in your Cardholder Agreement for more details.

Credit Balance

If you have a credit balance on your account, due to a correction, a refund or a preload (when this service is available), your total balance will be negative on your statement. We will apply this credit balance to future transactions, including cash advances, or refund it if you notify us.

Interest rates

The most current rates applicable to your account as of your statement date appear on your statement.

How we calculate interest

Different rates of interest may apply to different types of interest-bearing transactions. For each type of interest-bearing transaction, the applicable "daily interest rate" is the rate of interest that applies to that type of transaction divided by the number of days in the year (365 days, except in a leap year, when it is 366 days). Your statement shows the annual rate of interest and the daily interest rate for each type of interest-bearing transaction made during the billing period covered by the statement. For each type of interest-bearing transaction, the "average daily balance" is the sum of all daily balances for that particular type of transaction during that billing period divided by the number of days in that billing period. Interest is calculated at the end of each billing period for each type of interest-bearing transaction by multiplying together: (i) the average daily balance for that type of transaction, (ii) the applicable daily interest rate, and (iii) the number of days in the billing period. The interest calculated for each type of interest-bearing transaction is then added together, and the total is added to your account balance at the end of your billing period.

Interest-free grace period on purchases

No interest will be charged on new purchases (meaning purchases which have not appeared on any previous statement) if you pay your entire statement balance by the payment due date. If you do not pay your entire statement balance in full by its payment due date, the interest-free grace period will not apply and

interest will be charged, until you pay your entire statement balance in full, on all billed purchases on the account (meaning purchases which have not yet been paid in full and have been shown either on your current statement or on a previous statement).

Interest on your statement

For all items on your account that are subject to interest, interest will be calculated as follows:

- for transactions shown on a statement up to and including your July 2011 statement, interest will be calculated from the posted date; and
- effective as of the date following your July 2011 statement date, for transactions shown for the first time on a statement as of August 2011, interest will be calculated from the transaction date.

The interest shown covers the period up to the statement date. Interest for the period after the statement date will appear on your next statement.

Available credit as noted on your statement

This is the credit available to you as of the end of the period covered by your statement, and it does not reflect transactions or payments made after that date, or payments that were made prior to that date but that had not yet cleared. It does take into account outstanding credit authorizations (such as a deposit for a car rental) for transactions that have not yet been charged to your account.

Transactions in a foreign currency

Any transaction (debit or credit), made in a foreign currency will be applied to your account at the exchange rate in effect when we process the transaction. Transactions made in U.S. dollars are converted to Canadian dollars and transactions in a foreign currency other than U.S. dollars are first converted to U.S. dollars and then to Canadian dollars, in each case before being applied to your account. As a result, the amount of the purchase and the refund, for examples may differ if the exchange rate has changed. If the amount of the refund is less than the amount of the purchase, you will be required to pay the difference. The exchange rate used consists of the MasterCard International Incorporated conversion rate and the foreign currency conversion markup percentage. The exchange rate is incorporated in the transaction amount on your statement.

Additional fees, or credit changes

Additional fees, premiums or markups may apply to your MasterCard account. They are described in the card carrier which contained your card, and may change from time to time.

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PC points program is provided by President's Choice Services Inc.