



## 1. Definitions

“**You**” or “**your**” means: (i) the Personal Applicant on a Personal Account; (ii) the Business Applicant on a Business Account; and (iii) the Commercial Applicant on a Commercial Account; and “**we**”, “**our**”, “**us**” or “**Royal Bank**” means Royal Bank of Canada.

“**Account**” means an RBC Visa<sup>‡</sup> Cash Back, RBC Cash Back Mastercard<sup>‡</sup>, RBC Cash Back Preferred World Elite Mastercard, RBC Business Cash Back Mastercard or RBC Commercial Cash Back Visa account.

“**Account Statement**” means the paper or electronic statement(s) of the Account that we prepare approximately every four (4) weeks (the period covered by each Account Statement will vary between twenty-seven (27) days and thirty-four (34) days).

“**Annual Calculation Date**” means December 31 of each Annual Period.

“**Annual Period**” means the twelve (12)-month period starting on January 1 of each year or, if you have been an Account holder for less than a year, the period starting on the day your Account is open, until the end of the Annual Calculation Date.

“**Applicant**” means a Personal Applicant, Business Applicant or Commercial Applicant.

“**Automatic Crediting**” has the meaning given to it in Section 11(a)i.

“**Banking Deposit Account**” means a business banking deposit account that a Commercial Applicant holds at any Canadian financial institution and that is designated for the purpose of crediting Cash Back Rewards.

“**Business Account**” means an RBC Business Cash Back Mastercard account.

“**Business Applicant**” means the person or entity that applies for a Business Account, and in whose name the Business Account and the Cash Back Account are established.

“**Card**” means any credit card we issue on an Account and all renewals of, and replacements for, that credit card.

“**Cardholder**” means an individual to whom we have issued a Card on an Account.

“**Cash Advance**” means a type of transaction made with or in connection with a Card, such as a cash withdrawal, a balance transfer, certain bill payments and a Quasi-Cash Transaction, that is charged to the Account.

“**Cash Back Account**” means the nominal account tied to an Account that we open and maintain in the name of the Personal Applicant, Business Applicant or Commercial Applicant, and that is used for the accrual of Cash Back Credits earned in connection with the Program.

“**Cash Back Credit**” means a certain percentage of each Net Purchase that is earned for the benefit of the Applicant, in accordance with these Terms.

“**Cash Back Reward**” means the dollar amount that is credited back to the Applicant in accordance with these Terms, representing the sum of all Cash Back Credits earned since the beginning of an Annual Period.

“**Commercial Account**” means an RBC Commercial Cash Back Visa account.

“**Commercial Applicant**” means the entity that applies for a Commercial Account, and in whose name the Commercial Account and the Cash Back Account are established.

“**Good Standing**” has the meaning given in the “Accounts and Cards in Good Standing” section of these Terms.

“**Grocery Store Purchase**” means a Net Purchase made at a merchant that is classified, by such merchant, as “grocery stores and supermarkets” (i.e. Merchant Category Code (“MCC”) # 5411), which may include: grocery stores, convenience stores and specialty grocery stores.

“**Mastercard Account**” means an RBC Cash Back Mastercard, an RBC Cash Back Preferred World Elite Mastercard or an RBC Business Cash Back Mastercard account.

“**Merchant Category Code**” or “**MCC**” means the code established by a payment network that identifies and classifies goods or services offered by a merchant.



“**Net Purchase**” means the full amount charged to an Account for a purchase of goods and/or services made by a Cardholder, excluding: (i) Cash Advances; (ii) interest charges; (iii) fees; (iv) adjustments; and (v) for the RBC Visa Cash Back and the RBC Business Cash Back Mastercard accounts only, any amount charged once the maximum Cash Back Credit earned during an Annual Period has been reached, in accordance with these Terms.

“**New Cash Back Balance**” means the net new total of Cash Back Credits earned year to date, during an Annual Period, currently held in the Cash Back Account and indicated as such on the Account Statement.

“**Personal Account**” means an RBC Visa Cash Back account, an RBC Cash Back Mastercard account or an RBC Cash Back Preferred World Elite Mastercard account.

“**Personal Applicant**” means the individual who has applied for a Personal Account and who is the primary Cardholder on the Personal Account, to whom we have issued a Card and in whose name the Personal Account and the Cash Back Account are established.

“**Program**” means the RBC Cash Back Program.

“**Quasi-Cash Transaction**” means a transaction that is similar or easily converted to cash and that we treat as a Cash Advance, such as a money order, wire transfer, travellers’ cheque and gaming transactions (including betting, off-track betting, race track wagers and casino gaming chips).

“**Statement Date**” means the date on which the Account Statement is prepared, which corresponds to the last day of the Account Statement period.

“**Terms**” means these RBC Cash Back Program Terms and Conditions.

You agree with us as follows:

## 2. General Terms

Cash Back Credits are earned on any Net Purchase charged to your Account by any Cardholder, everywhere the Card is accepted, worldwide, beginning as soon as your Account is open and up to the Annual Calculation Date.

While you are responsible for any charges and fees applicable to your Account, the Program is offered to you at no extra cost and is in addition to the other benefits that come with your Account and Card(s).

The Program is an annual program, which ends on the Annual Calculation Date of each Annual Period and re-starts on the following day.

## 3. Acceptance of Terms

These Terms apply solely to the Program. The agreements applicable to your Account and the Cards are issued separately.

If you activate, sign or use your Card or, for Commercial Applicants, as soon as any Cardholder on your Account uses their Card, it will mean that you have read these Terms and that you understand and agree with us to everything written here. Notwithstanding any other section of these Terms, the posting of the current version of the Terms at [rbc.com/cashbackterms](http://rbc.com/cashbackterms) is deemed notice to you of such Terms, where notice is required or permitted to be given hereunder. These Terms replace all prior terms and conditions with respect to the Program.

## 4. Accounts and Cards in Good Standing

To earn Cash Back Credits on Net Purchases, a Cardholder’s Card must be in Good Standing, which means that it must not be more than two (2) consecutive Account Statement periods past due, closed, charged off or in credit revoked status at the time the Net Purchase is posted to your Account, in accordance with our credit risk policies, which may change from time to time.

For a Cash Back Reward to be credited to a Personal Account, the Personal Account must not be more than ninety (90) days past due at the time of the Automatic Crediting or, for the RBC Cash Back Mastercard and RBC Cash Back Preferred World Elite Mastercard accounts, at the time of the Credit Request.

For a Cash Back Reward to be credited to a Business Account, the Business Account must not be more than ninety (90) days past due at the time of the Automatic Crediting or the Credit Request.

For a Cash Back Reward to be credited to a Commercial Account or a Banking Deposit Account, as the case may be, the Commercial Account must not be more than ninety (90) days past due at the time of the Automatic Crediting or the Credit Request.



## 5. Eligibility

While all Cards are automatically included in the Program for the purpose of earning Cash Back Credits, there is only one Cash Back Account per Account and the Cash Back Credits earned by Cardholders are solely for the benefit of the Applicant. In other words, only Applicants are participants in the Program and Cardholders on your Account have no rights on the Cash Back Credits or on the Cash Back Account, nor against us under these Terms.

## 6. Cash Back Credits

The Program is based on Cash Back Credits. Cash Back Credits earned through the Program have no cash value, and you have no property rights nor other legal interest in the Cash Back Credits for any purpose until such time as a Cash Back Reward is credited back to you.

You don't earn interest on the Cash Back Credits nor on a Cash Back Reward.

## 7. Earning Cash Back Credits on Net Purchases

Cash Back Credits are earned during the operation of the Program, as follows.

For the purpose of calculating the Cash Back Credits, Grocery Store Purchase and Net Purchase amounts are rounded (up or down) to the nearest cent.

### (a) For RBC Visa Cash Back Accounts:

#### i. On Net Purchases:

- (A) Cash Back Credits are earned at the rate of 1% (for every \$100.00 in Net Purchases charged to an Account, the Personal Applicant earns back \$1.00), on the maximum amount of \$25,000.00 in Net Purchases and for a maximum Cash Back Reward of \$250.00, per Annual Period.

### (b) For RBC Cash Back Mastercard Accounts:

#### i. On Grocery Store Purchases:

- (A) Cash Back Credits are earned at the rate of 2% (for every \$100.00 in Grocery Store Purchases charged to an Account, the Personal Applicant earns back \$2.00), on the maximum amount of \$6,000.00 in Grocery Store Purchases and for a maximum Cash Back Reward of \$120.00, per Annual Period; and
- (B) Cash Back Credits are earned at the rate of 1% (for every \$100.00 in Grocery Store Purchases charged to an Account, the Personal Applicant earns back \$1.00) for every Grocery Store Purchase charged to an Account in excess of the maximum amount of \$6,000.00 in Grocery Store Purchases described in (A) above, unlimited.

The Personal Applicant acknowledges that even though a merchant may sell groceries, purchases made at such merchant may not necessarily qualify for Grocery Store Purchases if the merchant is not classified with the MCC #5411. Also, merchants that are not classified with the MCC #5411 may be located on the premises of merchants that are classified with the MCC #5411, and purchases made at these locations may not qualify for Grocery Store Purchases.

#### ii. On all other Net Purchases:

- (A) Cash Back Credits are earned at the rate of 0.5% (for every \$100.00 in Net Purchases (other than Grocery Store Purchases) charged to an Account, the Personal Applicant earns back \$0.50), on the maximum amount of \$6,000.00 in Net Purchases (other than Grocery Store Purchases) and for a maximum Cash Back Reward of \$30.00, per Annual Period; and
- (B) Cash Back Credits are earned at the rate of 1% (for every \$100.00 in Net Purchases (other than Grocery Store Purchases) charged to an Account, the Personal Applicant earns back \$1.00) for Net Purchases (other than Grocery Store Purchases) charged to an Account in excess of the maximum amount of \$6,000.00 in Net Purchases described in (A) above, unlimited.

### (c) For RBC Cash Back Preferred World Elite Mastercard Accounts:

#### i. On Net Purchases:

- (A) Cash Back Credits are earned at the rate of 1.5% (for every \$100.00 in Net Purchases charged to an Account, the Personal Applicant earns back \$1.50) on the maximum amount of \$25,000.00 in Net Purchases and for a maximum



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Cash Back Reward of \$375.00 per Annual Period; and

- (B) Cash Back Credits are earned at the rate of 1% (for every \$100.00 in Net Purchases charged to an Account, the Personal Applicant earns back \$1.00) for Net Purchases charged to an Account in excess of the maximum amount of \$25,000.00 in Net Purchases described in (A) above, unlimited.

**(d) For the Business Cash Back Mastercard Account:**

**i. On Net Purchases:**

- (A) Cash Back Credits are earned at the rate of 1% (for every \$100.00 in Net Purchases charged to a Business Account, the Business Applicant earns back \$1.00), for a maximum Cash Back Reward of \$650.00, per Annual Period.

**(e) For the RBC Commercial Cash Back Visa Account:**

**i. On Net Purchases:**

- (A) Cash Back Credits are earned at the rate of 0.5% (for every \$100.00 in Net Purchases charged to a Commercial Account, the Commercial Applicant earns back \$0.50), unlimited.

**8. Promotional Cash Back Credit offers**

We may, but are not obligated to, offer special promotions or additional opportunities from time to time for Cardholders to earn Cash Back Credits at a higher rate than those specified in these Terms. We may even decide that some promotions will allow Cardholders to earn Cash Back Credits in excess of the maximum Cash Back Reward amounts specified in section 7 above.

**9. Posting the Cash Back Credits**

A Cash Back Credit earned during an Account Statement period appears on the Account Statement listing the Net Purchase for which the Cash Back Credit was earned.

If a Net Purchase is made prior to the Statement Date but is not processed by the merchant, the payment card network (Visa or Mastercard) or Royal Bank by the Statement Date, it will not appear on that Account Statement. As a result, the posting of some Net Purchases and the accumulation of Cash Back Credits for those Net Purchases may be delayed to the next Account Statement.

**10. Returns or adjustments**

Credits for returns or adjustments reflected on an Account Statement during the operation of the Program reduce or cancel the Cash Back Credits earned on the Net Purchases originally charged.

The New Cash Back Balance is deducted based on the appropriate earn rate for your Account type at the time of the return or adjustment, even though the return or adjustment may relate to a Net Purchase that earned a Cash Back Credit at a different rate.

**11. Crediting the Cash Back Reward:**

The Cash Back Reward is credited as follows.

**(a) Automatic Crediting**

**i. For RBC Visa Cash Back Accounts:**

The Cash Back Reward, representing the New Cash Back Balance, is automatically credited to your Account at the end of each Annual Period (“**Automatic Crediting**”) and appears on your January Account Statement, provided your Account is in Good Standing at the time the Cash Back Reward is credited to your Account.

Only one (1) Cash Back Reward is credited per Account, per Annual Period, regardless of the number of Cards issued on the Account.

**ii. For Mastercard Accounts:**

The Cash Back Reward, representing the New Cash Back Balance, is automatically credited to your Account at the end of each Annual Period and appears on your January Account Statement, provided your Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater on the Annual Calculation Date.

The New Cash Back Balance is automatically carried over to the next Annual Period if the New Cash Back Balance on the Annual Calculation Date is less than \$25.00.



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**iii. For Commercial Accounts:**

The Cash Back Reward, representing the New Cash Back Balance, is automatically credited to: (i) your Commercial Account at the end of each Annual Period, and appears on your January Account Statement, or: (ii) to a Banking Deposit Account, through an electronic fund transfer, within three (3) business days from the end of each Annual Period, provided your Commercial Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater on the Annual Calculation Date.

The New Cash Back Balance is automatically carried over to the next Annual Period if the New Cash Back Balance on the Annual Calculation Date is less than \$25.00.

If you have opted for “corporate billing” as the billing type for the Commercial Account, the Cash Back Reward can either be credited to your Account, or to a Banking Deposit Account through an electronic fund transfer, at your choice.

If you have opted for “individual billing” as the billing type, the Cash Back Reward can only be credited to your Business Deposit Account, through an electronic fund transfer.

**iv. For all Accounts:**

The day after the Annual Calculation Date, the New Cash Back Balance resets to zero, unless the New Cash Back Balance on the Annual Calculation Date is less than \$25.00 and automatically carries over to the next Annual Period.

When the Cash Back Reward is credited to your Account, it does not count towards the minimum monthly payment and you are still responsible for making the minimum monthly payment for that Account Statement period.

If your Account is not in Good Standing on the Annual Calculation Date, the New Cash Back Balance is cancelled and purged.

**(b) Credit Requests****i. For Mastercard Accounts and Commercial Accounts:**

As soon as the New Cash Back Balance reaches \$25.00 or more, you can request your Cash Back Reward, representing the New Cash Back Balance, to be credited right away, without having to wait until the end of the Annual Period (“**Credit Request**”).

If you opt for a Credit Request, the Cash Back Reward will be credited within five (5) business days from the Credit Request made by calling the number indicated in the “How to contact Royal Bank” section of these Terms, provided your Account is in Good Standing at the time of the Credit Request.

However, if a Credit Request is made one (1) business day or less prior to the Statement Date, the Cash Back Reward amount may appear on the Cash Back Summary portion of your Account Statement for that month, but may not actually have been credited to your Account or Banking Deposit Account, as the case may be, by the Statement Date. In that case, the Cash Back Reward amount will be displayed as “**Cash Back Credit**” in the transactions section of your next Account Statement.

The New Cash Back Balance will reset to zero at the time of your request, as a Credit Request can only be for the entire New Cash Back Balance.

There is no maximum number of Credit Requests that can be made during an Annual Period.

**12. Account Statement verification:**

A section on each Account Statement shows the previous Cash Back Credit balance from the last Account Statement, the amount of Cash Back Credits earned, adjusted or credited during the Account Statement period, bonus Cash Back Credits earned during the Account Statement period, if applicable, as well as the New Cash Back Balance (all of the above referred to as the “**Cash Back Summary**”). You can also obtain information on your cash Back Credits by calling the number indicated in the “How to contact Royal Bank” section of these Terms.

Each month, you will examine promptly the Cash Back Summary and each amount recorded on it. If you do not notify us in writing of any error, omission or objections to a Cash Back Summary within sixty (60) days from the Statement Date, we are entitled to treat the Cash Back Summary, and each transaction and balance recorded on it, as complete, correct and binding on you, and we are released from all claims that may be asserted by you in respect of such Cash Back Summary.



You will not obtain any adjustment for erroneous or omitted Cash Back Credit transactions if you do not notify us of the error or omission within sixty (60) days of the date of the erroneous or omitted transaction.

However, Royal Bank reserves the right to make any adjustments and correct any errors pertaining to your Cash Back Credits, at any time and for any reason, including if a Cash Back Reward has been erroneously credited to you or if you have erroneously earned Cash Back Credits at an incorrect, higher earn rate.

You agree to review the status of your Account and the Cash Back Summary on every Annual Calculation Date, and following each Credit Request.

### **13. Records of Cash Back Credits:**

Our records of your Cash Back Credits and Cash Back Rewards are final, conclusive and binding on you. We may use a microfilm, an electronic or other reproduction method of any Cash Back Summary or other document to establish your Cash Back Credit transactions and balances.

### **14. Transferring the Cash Back Credits:**

- (a) Except as otherwise stated in these Terms, Cash Back Credits are not transferable from a Cash Back Account to another Cash Back Account.
- (b) However, for Personal Applicants and Business Applicants, if your Card is lost or stolen, the New Cash Back Balance at the time of loss or theft will be automatically transferred to your new Cash Back Account, provided your Account was in Good Standing at the time of loss or theft.
- (c) If you change your Personal Account for another Personal Account at any time during the operation of the Program, the New Cash Back Balance at the time of the change will be automatically transferred to the Cash Back Account of your new Personal Account, provided your Personal Account is in Good Standing at the time of the Account change.
- (d) For any other type of Account change, other than from a Personal Account to another Personal Account, your Account will be closed, the New Cash Back Balance at the time of the Account closure may or may not be credited back to you, as explained in greater details in the "Death, divorce and closure of an Account" section of these Terms.
- (e) The Program is managed separately from the RBC Rewards program and Cash Back Credits in a Cash Back Account may not be combined with, converted to, or exchanged for RBC Rewards points.

### **15. Death, divorce and closure of an Account:**

#### **(a) For Personal Accounts**

Upon the death of a Personal Applicant, that Personal Applicant's participation in the Program terminates, the Personal Account is closed and the Cash Back Reward, representing the New Cash Back Balance at the time of death, is payable to the Personal Applicant's estate, by cheque, provided the Personal Account is in Good Standing at time of the Personal Applicant's death.

Upon the closure of an RBC Visa Cash Back account for any other reason, voluntarily or involuntarily, the New Cash Back Balance that is not yet creditable is automatically cancelled and purged, without prior notice to you.

Upon the closure of an RBC Cash Back Mastercard or an RBC Cash Back Preferred World Elite Mastercard account for any other reason, voluntarily or involuntarily, the Cash Back Reward, representing the New Cash Back Balance, is credited to your Account prior to the Account closure, provided your Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater at the time of Account closure. If the New Cash Back Balance at the time of Account closure is less than \$25.00, the New Cash Back Balance is automatically cancelled and purged, without prior notice to you.

#### **(b) For Business Accounts**

If the Business Applicant is a sole proprietorship, upon the death of the sole Cardholder, the Business Applicant's participation in the Program terminates, the Business Account is closed and the Cash Back Reward, representing the New Cash Back Balance at the time of the Cardholder's death, is credited to the Account prior to the Account closure, provided the Business Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater at the time of the Cardholder's death.

If the Business Applicant is a partnership or a corporation, upon the death of one (1) Cardholder, the Business Applicant's participation in the Program terminates, the Business Account is closed and the Cash Back Reward, representing the New Cash Back Balance at the time of the Cardholder's death, is credited to the Account prior to the Account closure, provided the Business Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater at the time of the Cardholder's death.





If no outstanding balance is due at the time of Account closure, the Cash Back Reward, representing the New Cash Back Balance at the time of the Cardholder's death, would be payable by cheque.

Upon the closure of a Business Account for any other reason, voluntarily or involuntarily, the Business Applicant's participation in the Program terminates and the Cash Back Reward, representing the New Cash Back Balance at the time of Account closure, is credited to your Account prior to the Account closure, provided the Business Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater at the time of the Account's closure.

**(c) For Commercial Accounts**

Upon the closure of a Commercial Account for any reason, voluntarily or involuntarily, the Commercial Applicant's participation in the Program terminates and the Cash Back Reward, representing the New Cash Back Balance at the time of Account closure, is credited to your Account or your Business Deposit Account, as the case may be, prior to the Account closure, provided the Commercial Account is in Good Standing and the New Cash Back Balance is \$25.00 or greater at the time of Account closure.

**(d) For all Accounts**

Cash Back Credits in a Cash Back Account are not divisible in the case of death, divorce, separation, legal proceeding or closure of an Account.

Cash Back Credits cannot be earned once an Account is closed.

## **16. Changing the Program and these Terms**

We may change the Program and these Terms, in whole or in part, at any time without giving you prior notice. Program changes may include, but are not limited to, changes to: (i) any earn rate; (ii) the maximum Cash Back Reward per Annual Period; (iii) the eligible Net Purchase amounts per Annual Period; or (iv) the formula upon which Cash Back Credits are earned.

## **17. Suspension or termination of the Program**

We may suspend or terminate the Program at any time, upon a ninety (90) days prior notice to you. Provided that your Account is in Good Standing at the time of the termination of the Program, your Account would be closed and the Cash Back Reward would be credited to you in accordance with the "Death, divorce and closure of an Account" section of these Terms.

Should events beyond our control, such as strikes, acts of God, terrorism, civil disturbance, war or changes in economic or business conditions, materially affect our willingness to continue the Program as it is then constituted, the Program may be suspended or terminated, in whole or in part, and the Cash Back Credits in the Cash Back Account may be cancelled and purged, without prior notice to you.

We may, without notice to you, suspend or terminate your participation in the Program, close your Account, cancel and purge your Cash Back Account and your Cash Back Credits without compensation to you upon: (i) fraud or abuse by you or any Cardholder on the Account, relating to the Program; (ii) misrepresentation of information to us; (iii) failure by you to comply with these Terms; (iv) your bankruptcy; or (v) failure by you to earn any Cash Back Credits in any three (3) consecutive years.

Cash Back Credits cannot be earned once the Program is terminated.

## **18. Limitation of our responsibility**

In no event will Royal Bank be liable or responsible for, and you release us from, all claims in respect of any loss or damage suffered in connection with the Program, by you or others, that is caused:

- (a) by our failure to calculate Cash Back Credits or credit a Cash Back Reward in accordance with these Terms, for whatever reason, including as a result of a mistake, error, omission, interruption, deletion of files or email, defect, viruses, delay in operation or transmission, whether resulting or not from an Act of God, or from theft, destruction or unauthorized access to our records, programs or services;
- (b) by the fact that a purchase is not considered a Grocery Store Purchase for the purpose of earning Cash Back Credits, as a result of the Merchant Category Code that identifies and classifies a merchant;
- (c) by the suspension or termination of your participation in the Program, the closure of the Account or the cancellation or invalidation of any or all of the Cash Back Credits in accordance with these Terms, for any reason;
- (d) by the suspension or termination of the Program, for any reason;
- (e) by our failure to provide you with one or more Cash Back Summaries;



- (f) by your failure to notify us in writing of any error, omission or objections to a Cash Back Summary within sixty (60) days from the Statement Date; or
- (g) by our failure to send you any communication as set out in these Terms.

## 19. Currency

All references to dollar amounts in these Terms are expressed in Canadian dollars.

## 20. Communications

Royal Bank may communicate with you if you have provided consent and your contact information for receiving Program offers and promotions that will be of interest to you and to communicate to you Program information through various channels, including by mail or email.

Also, if you are a Commercial Applicant and opt for the Cash Back Reward to be credited to a Business Deposit Account, Royal Bank will be sending you a confirmation each time a Cash Back Reward has been credited to your Business Deposit Account.

So that you do not miss any communication from us about the Program, you will immediately notify us of any changes to your mailing address, email address and other contact information you may have provided to us in connection with the Account. We have no liability for any misdirected, lost or delayed mail resulting from your failure to provide us with such notice.

We may also communicate with you electronically, and any notice or Account Statement we provide to you, or agreement we make available electronically, will be considered to be "in writing", signed and delivered for all purposes.

## 21. Use of Information

You understand that we may exchange information relating to the Program, the Cash Back Account and the Account transactions with other parties, such as service providers, in order to effectively operate and administer the Program, including for purposes of earning and crediting Cash Back Credits.

We may also be required to exchange your information such as information about your Account, RBC Cash Back Account and any transactions, purchases, returns or Cash Back Rewards, with these third parties in some situations, such as required to administer the Program and to provide you with Program information.

All collection, use or disclosure of your personal information, if applicable, will be in accordance with the applicable Account agreement and the RBC Privacy Policy that is available at [www.rbc.com/privacy](http://www.rbc.com/privacy).

## 22. Waiver

Any waiver by us of the strict observance, performance or compliance by you of any portion of these Terms and any extension of time or other indulgence granted by us, either expressly or by course of conduct, will not alter, affect or prejudice any of our other rights or remedies and will be effective only in the specific instance and for the purpose for which it was given and will not be deemed to be a waiver of any of our rights and remedies arising in respect of any other breach of these Terms. No delay or omission by us in exercising any right or remedy hereunder shall operate as a waiver of that or any other right or remedy.

## 23. Tax

Any federal and/or provincial tax liability and reporting obligations for any taxes (including personal and business income tax reporting) arising from the accrual or crediting of Cash Back Credits and New Cash Back Balance is your responsibility and we are released of all liabilities in this regard. You understand that we will not issue tax receipts, unless otherwise required by applicable law.

## 24. Interpretation

All questions or disputes regarding the Program and the interpretation of these Terms will be resolved by us in our sole discretion.

The division of these Terms into sections, subsections and other subdivisions, and the insertion of headings, are for convenience of reference only and should not affect their interpretation. Also, the word "including" means "including without limitations".





## 25. How to Contact Royal Bank

If you need help or have questions about the Program, or for any Credit Request, please call during regular business hours, at:

For RBC Visa Cash Back, RBC Cash Back Mastercard or RBC Cash Back Preferred World Elite Mastercard accounts:	1-800 ROYAL® 1-2 (1-800-769-2512)
For RBC Business Cash Back Mastercard accounts:	1-800 ROYAL® 1-2 (1-800-769-2512)
For RBC Commercial Cash Back Visa accounts:	At the number indicated on your Account Statements. You can also visit: <a href="http://www.rbc.com/corporatecardservices">www.rbc.com/corporatecardservices</a>

These Terms are current as of **September 17, 2020** and are subject to change. You may always view the current Terms by visiting [rbc.com/cashbackterms](http://rbc.com/cashbackterms) or you may call the Cards Centre to request a paper copy.

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