

c. If you die before the maturity of a GIC that is not held jointly with another person who is still living or that is not held in a TFSA for which you have designated a successor holder, the GIC will terminate when we have received satisfactory proof of your death, regardless of the type of GIC that you hold.

d. If at any time either (i) you advise us that you now reside outside of Canada or in the Province of Quebec, or (ii) we have reasonable grounds for believing that you reside outside of Canada or in the Province of Quebec and, within the period specified by us in a notice to you, you do not provide us with proof satisfactory to us that you reside in a province or territory of Canada other than Quebec, then in either situation we may terminate each GIC that you hold with us.

e. In the event of the termination by us of a GIC pursuant to paragraph c. or d. above, we will refund to you the principal amount of the GIC with accrued interest to the date of termination at the rate specified for the GIC.

E. ELECTRONIC TRANSACTIONS

19. General

Subject to any limitations set out elsewhere in our agreement with you relating to your Account, transfers to and from your Account may be completed electronically by using an electronic access device together with a Password or other access ID. When you want to transfer funds to or from your Account either online or by telephone, you may have to provide additional information to confirm your identity such as your customer number and your Password.

There may be a 24 to 48 hour delay in the funds being credited to your External Account when transferring funds electronically and in the funds being debited from your External Account when transferring funds electronically from such External Account into your Account. Authorized debits for other purposes that we permit may take longer.

20. Password

To protect your privacy and information about your Account, when you open an Account you must select a Password for our interactive telephone system, and a separate Password for online banking. Unless you provide the correct Password, we cannot follow your instructions regarding your Account. If you forget your Password, we may accept a combination of alternative pieces of personal identification information. You are responsible for, and give us your authorization to carry out, all instructions given to us online or for telephone banking that use your Password. We will not be liable to you for any loss or claim arising out of our relying on oral or electronic instructions provided to us using your Password. Your Password must be kept confidential. You alone are responsible for your Password security. When you give us instructions by cellular phone, email, or other non-secure methods, we cannot guarantee confidentiality because third parties can intercept those methods of communication. If you suspect that any other person has become aware of your Password, you must immediately notify us and cooperate with us in any subsequent investigation. Until you notify us, you will be liable for all transactions that are made using your Password. In addition to passwords, you may be required to adopt other security measures that we make available to protect the security of your information.

21. Other Security Measures

You must exercise safe security practices when accessing and conducting electronic transactions. This includes signing out and closing any online electronic transaction services once all transactions have been completed. You must also maintain any security measures that we recommend relating to requirements for encryption technology, virus scanning, software, firewall systems, anti-spyware software and similar safeguards to maintain security for all electronic transaction services.

22. Accuracy of Instructions

You are responsible for the accuracy of your instructions for all electronic transactions. Depending on the type of electronic transaction, instructions once sent may be final and irrevocable, so that it may not be possible to retrieve funds sent in error. It is your responsibility to ensure that your personal information registered on our system is accurate at all times. We reserve the right to update your personal information if deemed necessary by us.

23. Sufficient Funds

It is your responsibility to ensure that sufficient funds are available in your Account as at the effective time of any funds transfer or payment. Requested transactions may not be processed without sufficient funds.

24. Responsibilities

We are not responsible for any penalties, fees, interest, costs or damages imposed upon or incurred by you with respect to any transfers or payments, or for our inability to retrieve electronic payments from third party accounts with us or from other financial institutions.

F. OTHER TERMS AND CONDITIONS APPLICABLE TO ACCOUNTS

25. Account Statements/Transaction History

A statement will be mailed to you annually. In the case of a GIC, the statement will contain information on the value of your GIC at the end of the statement period. In the case of a Savings Account, the statement will contain information on all changes in the interest rate(s) on your Account during the statement period and a record of all transactions. We will also mail you statements for your Savings Account monthly if you request them. Any statement that is mailed will be sent to the person identified on the application for the Account as the primary applicant at that person's address that we have in our records.

You may also obtain information about your Account transaction history and current interest rate online or by calling us toll free at 1-866-681-2837. Your online transaction history will be available for at least 60 days. If you wish to keep a permanent record of such transactions, you should save the information on your computer or print a paper copy. Replacement paper copies of your Account statement are available upon request for a fee specified in section 30.

26. Verifying your Transactions

It is important that you promptly review your transaction history and any Account statements that you receive to ensure that we have properly acted on your instructions and that there have been no unauthorized dealings with your Account. You must inform us of any errors or omissions within 60 days of the disputed transaction(s) if you access your transaction history online and receive only an annual statement, or within 30 days of receipt of your statement if you receive monthly statements in paper form.

If you do not report any errors or omissions to us within those periods specified, each transaction (i) that is over 60 days old (if you do not receive monthly statements) or (ii) that appeared on your last monthly statement (if you have requested to receive monthly statements) will, in either case, be considered to be accepted by you. Thereafter you will not be entitled to make a claim against us for reimbursement relating to any such transaction, even if the transaction arose out of a forgery, or was otherwise fraudulent or unauthorized. If we credit your Account by mistake, we always have the right to correct that error.

27. Joint Accounts (not applicable to a TFSA)

When an Account is held jointly by two people, each person is jointly and separately liable to us for all transactions and charges related to the Account, and the following terms and conditions will apply (please note that a TFSA cannot be held jointly):

- We are entitled to act in accordance with any instruction given by either of you, without the consent or authorization of the other, until we receive written notice to the contrary from either of you. This includes instructions with respect to the closure of the Account in the case of a Savings Account, or with respect to the early redemption or renewal of a GIC in the case of a GIC.
- We can deposit in your Account all amounts received by us from either of you, or collected by us on behalf of either of you. This includes any item payable to you jointly.
- Except for a lawful claim made before repayment, the whole or any part of the balance of your Account may be withdrawn by either of you, subject to any restrictions in these Terms and Conditions.
- Subject to the law at the time, the death of either of you does not affect the right of the survivor to withdraw or order the payment of any credit balance in your Account or to give any other instruction relating to the Account. This means that the surviving joint holder of your Account will be entitled to deal with the Account and to receive payment of all money in your Account (known as the right of survivorship).

28. Right of Setoff

Our obligation to pay you (or either of you if your Account is a joint Account) the amount on deposit in your Account and accrued interest thereon is subject to the condition that we may first apply that amount (including the principal amount of a GIC that has not yet matured and accrued interest thereon) to pay any debts or other obligations that are due, owing or accruing due to us by either or both of you.

29. Service Interruptions

If for any reason there are any service interruptions or other communication malfunctions affecting access to your Account or our ability to communicate with each other, we will not be liable to you for any direct, indirect or consequential loss or damage that arises directly or indirectly as a result thereof out of your use of, or inability to access, your Account.

30. Other Charges

While your Account does not have a monthly fee, fees for acceptance a deposit or fees for closing the Account, you may occasionally need other banking services and a fee may apply. We don't want you to be surprised when you are charged for these services or for other matters related to your Account, so we've listed them here for you; these are the only fees applicable to your Account.

You agree to pay, and we may charge to your Account, the following fees and charges for the listed services or for other matters related to your Account:

Drafts / Office Cheques (Canadian dollars only)	\$5.00
Wire transfer to another Canadian financial institution (other than your External Account)	\$20.00
Wire transfer to a foreign financial institution	\$30.00
Cheque, pre-authorized debit or other payment item drawn on an Account that is returned for insufficient funds (NSF)	\$30.00
If your Account goes into overdraft	\$5.00
If a cheque drawn on another financial institution is deposited to your Account but is not honoured by that other financial institution	\$7.50
Stop Payment with complete information, for a single cheque or a range of cheques	\$10.00
Stop Payment with incomplete information (per item)	\$20.00
Copies of Past Account Statements (per copy)	\$5.00
Transfer TFSA from us to another financial institution	\$50.00

For inactive Accounts:

- after 2 years, the lesser of the balance or \$20.00. Waived if balance is greater than \$20.00
- after 5 years, the lesser of the balance or \$30.00. Waived if balance is greater than \$30.00
- after 9 years, the lesser of the balance or \$40.00. Waived if balance is greater than \$40.00

31. Our Agreement with You

Our agreement with you relating to your Account is limited to these Terms and Conditions and any notices or other communications that we may give you from time to time that are contemplated by these Terms and Conditions, unless your Account is a TFSA, in which case it is also subject to the Terms and Conditions for Demand Deposit TFSA. If you do your banking with us online, our agreement with you also includes the Terms and Conditions governing our website cfts.com.

Our agreement with you is governed by the laws of the Province of Ontario and the laws of Canada applicable therein.

32. Privacy and Your Personal Information

Personal Information about you is collected, used, and disclosed in accordance with the Canadian Tire Privacy Charter (Privacy Charter), including, in particular, to (a) process your application for a product or to provide a service; (b) assess and update your credit-worthiness on an ongoing basis; (c) process, service, analyze and audit your relationship with us, including collecting any monies you owe us; (d) verify your identity and protect against error and fraud; (e) administer the delivery, return or exchange of products, services, rewards and programs to you; (f) determine your interest and eligibility for, and where appropriate provide you with products, services, rewards and programs; (g) comply with applicable legal, regulatory and self-regulatory requirements; and (h) better understand your product and services needs and to offer relevant information, products, service and rewards to meet those needs.

As described in the Privacy Charter, Personal Information may be shared with other parties who administer accounts and with other members of the Canadian Tire family of companies to develop surveys, contests, individual and direct marketing programs and may be used to market and sell other products and services to you including by way of postal mail, e-mail, facsimile, telephone, text message, or other form of electronic message. If you decide that you do not want to receive marketing offers for products and services, you may always withdraw or refuse your consent by clicking on the unsubscribe link in our email communications or by contacting us at 1-866-846-5841. Your request will be promptly processed but may not be in time to remove you from promotions already in progress. Please note that even if you have opted out of receiving marketing communications, we may still contact you for purposes of administering your account and sending you transactional or operational messages.

The Privacy Charter is updated from time to time. You may obtain the most current version of the Privacy Charter online at cfts.com or by calling us at 1-800-459-6415. When your personal information is transferred to a Service Provider, we require them to protect the information in a manner that is consistent with our Privacy Charter. Our service providers may be located outside Canada and may be required to disclose your personal information under the laws of their jurisdictions.

33. Amendments

We may amend these Terms and Conditions without prior notice to you, except that we will give you notice, as required by law, including in respect of any change to the charges that you may have to pay in connection with your Account or if the change is material.

34. Headings

Headings are used for ease of reference only and are not to be taken into consideration when interpreting any parts of these Terms and Conditions.

35. Electronic Alerts

We will be sending you an electronic alert via email or text message if you have provided us with the required contact information and the balance in your Savings Account falls below \$100, or such other amount as may be prescribed by law or you select. If you have provided both an email address and a mobile phone number, we will send the alert to you via email. You can change the threshold at which an alert will be sent by contacting us by telephone. If you have multiple products with us and have provided the required contact information for only one product, we will use that contact information to send you any required alerts, regardless of which product the alert is for. Subject to any restrictions imposed by law, you can opt-out of receiving electronic alerts in writing by sending us a letter, or if available, by opting-out in your online account.

36. Severability.

In the event that all or any part of a provision in these Terms and Conditions is determined by a court of competent jurisdiction to be invalid or unenforceable for any reason, then such provision or such part of a provision shall be deemed to be severable and the rest of these Terms and Conditions will continue to apply without being affected by the removal of the part that was invalid or unenforceable.

PART II: COMPLAINT RESOLUTION PROCESS

At Canadian Tire Bank we are committed to building lifetime relationships with our customers by providing superior customer service. When you have a concern or complaint, we encourage you to tell us about it by following our Complaint Resolution Process.

STEP 1 – Customer Service

The first step to resolving a complaint is to contact us directly. The Customer Relationship Representatives will attempt to resolve your concerns at Step 1, and, as appropriate, will obtain support from a Supervisor or Manager to resolve your complaint.

If your complaint is related to a deposit or tax free savings product, you may contact us by calling 1-866-681-2837.

Alternatively, you can write to us at:

Canadian Tire Bank
P.O. Box 12000
Station Main
Welland, ON L3B 6C7

At any point during Step 1, you may request that your concerns be escalated to Canadian Tire Bank's Complaint Resolution Team. Also, if your concern is not resolved at Step 1 within 14 days, it will automatically be escalated to the Complaint Resolution Team.

STEP 2 – Complaint Resolution Team

If your complaint is not resolved to your satisfaction at Step 1, you may escalate your concerns to the Complaint Resolution Team. The Complaint Resolution Team will make every effort to resolve your concerns and keep you informed of the status of your complaint.

To escalate a complaint related to a deposit or tax free savings product, call 1-866-681-2837 and ask that your complaint be directed to the Complaint Resolution Team.

Alternatively, you can write us at:

Canadian Tire Bank
Attn: Complaint Resolution Team
P.O. Box 12000 Station Main
Welland, ON L3B 6C7

STEP 3 – Ombudsman for Banking Services and Investments

If the steps listed above have not resolved your complaint to your satisfaction or 56 days have elapsed since we have received your complaint, you may contact the Ombudsman for Banking Services and Investments (OBSI). The OBSI is an independent, confidential and free dispute resolution service for consumers with a complaint that cannot be resolved with their financial institution.

You can contact the OBSI a few ways:

Ombudsman for Banking Services and Investments
20 Queen Street West, Suite 2400 P.O. Box 8

Toronto, ON M5H 3R3

Phone: 1-888-451-4519 / 416-287-2877

Fax: 1-888-422-2865

Teletypewriter (TTY): 1-844-358-3442

Email: ombudsman@obsi.ca

Website: obsi.ca

Other Escalation Options

If you have a complaint or concern regarding Canadian Tire's privacy policies, you may contact Canadian Tire's Chief Privacy Officer at:

Chief Privacy Officer

c/o Canadian Tire Corporation, Limited

2180 Yonge Street

P.O. Box 770, Station K

Toronto, ON M4P 2V8

Email: privacyoffice@cantire.com

If you have a complaint or concern regarding Canadian Tire Bank's compliance with financial consumer protection measures that apply to federally regulated financial institutions, you may contact the Financial Consumer Agency of Canada ("FCAC") at:

Financial Consumer Agency of Canada
Enterprise Building
427 Laurier Avenue West, 6th Floor
Ottawa, ON K1R 1B9

Telephone: 1-866-461-3222

Please visit www.fcac-acfc.gc.ca for more information about FCAC.

LEGAL INFORMATION

I. TERMS AND CONDITIONS

FOR DEPOSIT PRODUCTS

II. COMPLAINT RESOLUTION PROCESS

Canadian Tire High Interest Savings® account

Canadian Tire Guaranteed Investment Certificate®

Canadian Tire Tax Free Savings® account

Canadian Tire Bank

Customer Service Representatives

can be reached toll free at

1-866-681-2837

Canadian Tire Bank

P.O. Box 12000

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