



Account Agreement

This Agreement sets out the terms of your credit card account with us. It applies to you and all authorized user(s). Accessing your account means that you have received this Agreement and you agree to be bound by it.

In addition to the features outlined in this Agreement, you may be offered other programs and benefits, which will be governed by separate agreements.

Call us immediately at 1-888-876-6262 (English) or 1-800-870-3675 (French) if your Credit Device is lost, stolen or used without your permission.

Please notify us promptly of a change to your address.

You can contact us in the following ways:	
Online banking or for more information	www.mbna.ca
Telephone from Canada or the U.S.	1-888-876-6262 (English) 1-800-870-3675 (French)
Telephone from other countries (call collect)	613-907-3505 (English) 613-907-3506 (French)
Hearing impaired (TTY/TDD)	1-800-872-5758 (English) 1-800-872-5280 (French)
Fax	1-877-839-6262
In writing	MBNA Attention: Customer Service P.O. Box 9614 Ottawa, ON K1G 6E6

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The basics

Your agreement with us

In this Agreement, “**we**”, “**us**” and “**our**” mean MBNA and each of its affiliates. “**You**” and “**your**” mean the person in whose name we have opened an account. Some words used in this Agreement are capitalized because they have specific meanings that are explained in the last section of this Agreement.

This document, the MBNA Privacy Notice, the Rewards Program Terms and Conditions and all Disclosure Statements we send you, and any changes we make to them, form your entire “**Agreement**” for your credit card account with us. This Agreement replaces any previous Account Agreement provided to you for your account.

First things first:

- **You must sign your card before it is used.**
- **Cards may need to be activated prior to use.**

Types of transactions

Your account can be used by you and, in almost all cases, your authorized users to conduct the following types of transactions:

Purchases

An advance of credit obtained:

- to buy or lease goods or services

We also treat the following as purchases for the purpose of calculating interest charges: (i) Annual Fees and (ii) Account Fees.

Balance transfers and access cheques

An advance of credit obtained:

- by a transfer of funds to another creditor upon request
- by a transfer of funds to a bank account upon request
- by an access cheque

Cash advances

An advance of credit obtained:

- at an automated teller machine (“**ATM**”)

- at any financial institution (i.e., to obtain cash, money orders or travellers cheques); by a same-day online funds transfer to a bank account; or at any non-financial institution (to obtain cash)
- to buy “cash equivalents” with your Credit Device (i.e., foreign currency, money orders, travellers cheques or wire transfers from a non-financial institution, or person-to-person money transfers, bets, lottery tickets, casino gaming chips)

We may decline and/or limit the number and amount of any transaction or set of transactions for any reason at our discretion

Transactions are identified by transaction type for us by the merchant. If you are uncertain as to whether any particular transaction will be considered a purchase, cash advance, balance transfer or access cheque, you should ask the merchant.

You and your authorized users are the only persons permitted to use your account

We, our agents and our service providers may monitor transactions on your account. You may not use or permit the use of your account to make any illegal transaction or to obtain cash from a merchant. We will not be liable if you engage in an illegal transaction, but we may charge your account for such transaction.

An access cheque, balance transfer or cash advance may not be used to pay off or down your account balance or any other balances with us (including our affiliates, which would include any member of the TD Bank Group). When a transaction is made with your account number without providing your Credit Device (such as by telephone, mail or Internet), it is the same as if you had provided your Credit Device and, if required, signed the sales slip or provided your personal identification number (“**PIN**”).

Your credit limit

Your credit limit is the maximum total amount (which includes transactions, fees and interest) that can be charged to your account. Your initial credit limit is set out on your initial Disclosure Statement.

Your credit limit will also appear on each account statement. The total amount you owe on your account should never be more than your credit limit.

Your credit limit is the maximum amount that can be charged to your account

We may decrease your credit limit for any reason at any time. You are the only person who may request a credit limit increase. We may increase your credit limit with your consent.

Remember, the credit available shown on your account statement will not include account transactions, fees, interest charges or adjustments that post to your account after the Statement Closing Date – adding these in could result in you exceeding your credit limit.

Some merchants require purchases be pre-authorized. Your credit available will decrease by the amount authorized, whether or not you receive goods or services at that time. It may take up to **10** days to release any pre-authorization.

The Statement Closing Date is the last day of the Statement Period

Your cash advance limit and cash advance available

We may set a cash advance limit on your account that is less than your credit limit. Your account statement will indicate your cash advance limit and the amount of cash advance available on your account as of the Statement Closing Date. The cash advance limit is not additional credit beyond your credit limit, but is the maximum advance of credit that you can obtain by way of cash advance (as such term is defined in the “Types of transactions” section of this Agreement), including accrued interest on such transaction(s).

Your cash advance limit is not additional credit beyond your credit limit

We may decline any cash advance that would cause you to exceed your cash advance limit. If we permit you to exceed your cash advance limit, it does not mean that we will permit you to do so again. Partial amounts will not be processed. We reserve the right to change your cash advance limit from time to time without prior notice to you. You are the only person who may request an increase or decrease to the cash advance limit assigned to your account. However, your cash advance available will never exceed your credit available. If the cash advance limit on your account is set by us at zero, then your account cannot be used to obtain a cash advance. The cash advance available shown on your account statement does not reflect cash advances and related fees, interest charges or adjustments that post to your account after the Statement Closing Date.

Over-limit transactions

You agree to allow us, at our discretion, to complete transactions made on your account that exceed your credit limit (“over-limit transaction”). Over-limit transactions will not result in an increase to your credit limit. If we permit you to exceed your credit limit, it does not mean that we will permit you to do so again. Alternatively, we may decline an over-limit transaction or treat the amount of such transaction as immediately due and payable. We may also tell, in any reasonable manner, whoever is trying to process an over-limit transaction that we have refused credit (including due to insufficient funds).

Failing to pay your Minimum Payment by the Due Date can make you lose or become ineligible for promotional interest rates, resulting in balances at those rates increasing to the standard interest rate(s)

Your promise to pay

You are solely responsible, and promise to pay us, for all transactions, fees, interest charges and adjustments charged to your account in accordance with this Agreement.

If you do not pay

At any time, we can require you to immediately pay the total outstanding balance on your account (including if you do not make your Minimum Payment by the Due Date or you otherwise do not comply with this Agreement). With respect to our right to ask immediate payment, please see below the Additional Important Information for Québec Customers. You agree that we may, without notice to you, deduct money from any other account that you have with us or any of our affiliates, which would include any member of the TD Bank Group, and use it to pay the amount that is owing to us. You will be responsible for legal costs incurred while trying to collect from you. You and your authorized users will lose all privileges associated with your account, including the use of Credit Devices. If you, or an authorized user, try to use your account, such transaction(s) may be declined. We may report your failure to pay to Canadian credit bureaus.

Your responsibility

It is your responsibility to ensure compliance with this Agreement. Your obligations under this Agreement will not be met if, among other things:

- your required Minimum Payment is not made by the applicable Due Date
- any statement made by you or an authorized user to us, our agents or service providers (in your account application or otherwise) is untrue or misleading

If you, or any authorized user, do not comply with this Agreement, some or all privileges associated with your account may be lost, and any transaction(s) made on your account may be declined.

Authorized users

Authorized users can do almost anything you can with your account

Authorized users have no responsibility for any amounts owing on your account

Think carefully before adding an authorized user on your account or otherwise allowing someone to use your account, as you will be liable for all transactions made by that person. Authorized users can do almost anything you can with your account. For example, they can make transactions, change the PIN for Credit Devices, exceed your credit limit and request account information, including account statements. You may not limit the amount of access or authority you give to any authorized user. Authorized users have no responsibility to us for any amounts owing on your account. We will not recognize or honour any arrangements that may exist between you and any authorized user, including for payment of any amount owing on your account.

It is your responsibility to ensure that each authorized user on your account complies with this Agreement. Without limiting the general obligation of an authorized user to comply with this Agreement, an authorized user agrees that by accessing your account, he or she is bound by all of the terms of this Agreement, including that:

- The Credit Device(s) issued to an authorized user is for his or her use only and must not be used (nor his or her use be directed) by any other person.
- The Credit Device(s) issued to an authorized user must not be used for any illegal purpose.
- All security requirements (including those designed to protect PINs or other security codes) must be complied with.
- The authorized user must report to us if he or she suspects that his or her Credit Device(s) has/have been lost or stolen or suspects possible Unauthorized Use of his or her account.
- The authorized user consents to the collection, use, disclosure and retention of his or her Personal Information as set out in the “Your privacy is important to us” section of this Agreement.

You authorize someone to use your account when you:

- notify us that you want to add an authorized user

- lend, or an authorized user lends, someone a Credit Device or your account number
- in any way enable or allow someone else to use your account

Removing an authorized user

Authorized users will continue to have full access to your account indefinitely. You will be responsible for retrieving and destroying all Credit Devices that are in the possession of any authorized user that you remove from your account.

You will remain liable for any transactions made by an authorized user that we cannot prevent even after you request the removal of such authorized user

Ownership of Credit Devices

All Credit Devices belong to us and cannot be transferred or assigned to anyone else. We may require you and your authorized users to return any Credit Device at any time for any reason.

Credit Devices include credit card plastics, access cheques and contactless - payment devices

Personal identification number and other security features

All credit cards issued to you and your authorized users will be initially assigned the same PIN or other security code (such as a password) to, among other things, enable access to ATMs, point-of-sale terminals or other devices and/or to access your account information online. You and your authorized users can change your PINs independently by contacting us. You agree not to disclose your PIN or other security code to anyone, or make a record of it (in writing or otherwise). We will not be liable for any loss or damage arising from your use of ATMs, point-of-sale terminals or other devices, or from any mechanical or operational failure of any such equipment.

You must keep your PIN and other security codes secret.

You can select a PIN that is unique and easy to remember.

Access cheques

Access cheques are another way to obtain credit on your account and can be used in the same way as ordinary cheques. Access cheques can be used to transact with merchants (such as to purchase goods and services), pay bills, or pay off balances with creditors other than us. Access cheques may be printed with an expiration date. If an access cheque is used after its expiry date, it may be returned unpaid. We may or may not pay the amount of an access cheque that will cause you to exceed your credit limit.

Stop payment requests

A stop payment may be requested on an access cheque by providing us with all of the following:

- access cheque number
- exact dollar amount
- the exact name of the person or entity to whom the access cheque is made payable as it appears on the access cheque

We will use reasonable efforts to respond to a stop payment request. However, a stop payment request does not guarantee that the access cheque will not be paid. Stop payment requests are effective for **30** days from the day we place the stop payment.

You may not post-date an access cheque on your account. If an access cheque is post-dated in error, we may honour it upon receipt or return it unpaid to the person who provided it to us for payment, without in either case waiting for the date shown on the access cheque. We are not liable for any loss or expense incurred as a result of any action or inaction taken by us, our agents or service providers.

Foreign currency transactions

We will bill you for all transactions in Canadian dollars. All transactions (including returns) and, if we choose to accept them, payments made in a foreign currency will be converted to Canadian dollars.

Transactions will be converted at a rate equivalent to the benchmark rate set by the payment card network under which your card is issued in effect on the date that we process the transaction, plus an amount equal to a percentage (as set out in your Disclosure Statement) of the transaction amount after it has been converted.

Payments made in a foreign currency will be converted into Canadian dollars at a rate equal to the Bank of Canada rate reported at the close of business on the day immediately preceding the date that we process the payment. We will also charge you a fee in an amount equal to a percentage (as set out in your Disclosure Statement) of the foreign currency payment amount. If you are paying interest on your account, interest will be charged on the converted amount.

Closing your account

You are the only person who may close your account

If you would like to close your account, simply notify us by phone or mail. You must pay the total outstanding balance on your account before your account will be closed by us, and all your obligations under this Agreement continue even after your account is closed. We have the right to suspend charging privileges or close your account at any time for any reason without notice.

If your account is closed, you must:

- destroy or return all Credit Devices
- instruct anyone authorized to charge transactions (recurring or otherwise), such as online service providers, health clubs or others, to stop posting transactions to your account. Unless you stop these transactions, we may continue to accept

charges from these sources and you will be responsible to pay us for such transactions.

- not use your account or any Credit Device that provides access to your account (or permit their use by your authorized user(s) or any other person)

Make sure you stop all recurring transactions if your account is closed

What happens next:

If we owe you money after you close your account, we will make reasonable efforts to inform you and we will deliver these funds to you upon your request.

Do not abandon your account

If you stop using your account for an extended period of time, it will not close your account.

Payment and billing

Account statements

Following each Statement Period, we will send you (or make available to you if you have elected to receive statements online) an account statement. However, a statement may not be sent if there is no balance, transaction or other activity on your account for that Statement Period, or your account has been closed, suspended or written off as a bad debt by us and we have demanded that the total outstanding amount owing on your account be paid in full. Statements will be sent to your address shown on our records at the time they are sent.

The “New Balance” shown on your account statement is the total amount owing on your account as of the Statement Closing Date

Each statement will cover a Statement Period determined by us as explained below and will show your New Balance and all account activity during the Statement Period. Your New Balance is calculated by adding together the account balance remaining from the previous Statement Period, new transactions, interest charges, fees and adjustments and deducting payments and credits.

Your Statement Period begins on the day after the Statement Closing Date of the last Statement Period and ends on a date we determine as follows. The number of days in a Statement Period may vary for several reasons (including holidays, weekends and the different number of days in each month), but will typically be around **30** days.

Paying your account

We expect all payments on your account to be made in Canadian currency. If a payment is made in a foreign currency, we reserve the right to accept or reject such payment. See **Foreign Currency Transactions** section for further details on conversion of such payments.

Minimum Payment

We must receive your Minimum Payment by the Due Date. If we do not receive your Minimum Payment by the Due Date, your account may be reported as delinquent to Canadian credit bureaus. Even if you pay more than your Minimum Payment, you must still pay the Minimum Payment set out on your next account statement.

The Minimum Payment is calculated as set out in your Disclosure Statement.

Please contact us immediately if you are unable to pay for any reason.

Paying on time

To be considered on time, your payment must reach us by the Due Date. If your Due Date falls on a Saturday, Sunday or holiday, it will be considered on time as long as it is received on the next business day.

How to pay

Payments may take several days to reach us. You must ensure sufficient delivery time depending on method of payment. Verify with the financial institution the time required to deliver payments to us on or before the Due Date.

Payments can be made on your account in several ways, including by:

- telephone or online banking with most financial institutions (which must be set up directly with the financial institution)
- authorizing us to withdraw an amount from a bank account each month (a pre-authorized payment plan must be established by contacting us)
- paying at a local branch or ATM of most financial institutions
- mail to the “payments” address listed on the front of your account statement

Even when normal postal service is disrupted (due to a mail strike or otherwise), you must continue to make your minimum payments. During any such period, you must contact us at least once per month to obtain the information required to meet your payment obligations under this Agreement and to keep your account in good standing.

We can accept late payments, partial payments or payments with any restrictive writing without losing any of our rights under this Agreement. This means that no payment, including those marked by you with “Paid in Full” or with any other restrictive words, shall mean that your account is paid in full without written confirmation from us. A post-dated cheque may not be used to make a payment. If we receive a post-dated cheque, we may elect to honour it upon receipt or return it, without in either case waiting for the date shown on the cheque. We are not liable for any loss or expense incurred arising out of any action or inaction we elect to take.

Always pay your Minimum Payment by the Due Date, regardless of credits

We do not pay interest on credit balances. We reserve the right to reject any payment if your account has a credit balance as of the day we receive that payment. You acknowledge that credit balances are not deposits and are therefore not insured under the *Canada Deposit Insurance Corporation Act (Canada)*. If your account has a credit balance and you are not

in good standing, we may (but are not required to) use the credit balance to reduce any overdue amount you owe us.

How we process your payment

We credit payments as of the date received by us or our agent, as long as the information needed to process the payment is included. Depending on how your payment is made, your account will reflect the payment within **1** to **5** business days following receipt of payment.

How we apply your payment

Minimum Payment

We will apply payments received on your account first towards your Minimum Payment in the following order:

- a) First to any interest that appears on your statement
- b) Second, to any fees that appear on your statement
- c) Third, to any transactions that appear on your statement, including any amount that exceeds your credit limit or any past due Minimum Payment amount
- d) Fourth, to any fees and other transactions which do not yet appear on your statement

In any of the above categories (a) to (d), those amounts with the lowest rate(s) of interest will be paid first before those amounts with the higher rate(s) of interest.

Amount above Minimum Payment

If you pay more than your Minimum Payment, we will apply that excess amount of your payment to the remaining New Balance on your account statement, as follows:

- a) First, all items that have the same annual interest rate(s) will be grouped together. For example, if your remaining New Balance includes a purchase amount and balance transfer amount at the same annual interest rate, then these balances will be grouped together for the purposes of applying your payment.

- b) Second, we will apply the amount of your payment above your Minimum Payment to the different annual interest rate groups in the proportion that the amount in each category represents to the remaining New Balance. For example, if the amount of a purchase represents **70%** of your remaining New Balance and the amount of a balance transfer represents **30%** of your remaining New Balance, we will apply **70%** of your payment towards the amount of the purchase and **30%** of your payment towards the amount of the balance transfer.

If you pay more than your New Balance on your account statement, that excess payment amount will be applied in the same manner as above to transactions that have not yet appeared on your account statement.

Paying more than the Minimum Payment may decrease the amount of interest you pay and can reduce the time it takes to repay your balance

Pay as much as you can

You always have the option to pay your total outstanding balance in full or to make a partial payment as long as you pay at least your Minimum Payment by the Due Date. The New Balance set out on your current account statement does not necessarily reflect all amounts owing on your account. For example, you may have completed a transaction, or certain balances may be subject to ongoing interest charges, after the Statement Closing Date.

On each account statement, we will provide a reasonable estimate of how long it will take to pay off your New Balance if you only make your Minimum Payments.

For this estimate, we will use the following assumptions:

- The calculation is based on only the Minimum Payment being made by the Due Date in each Statement Period.

- The New Balance for that account statement will be used.
- Any future optional charges (e.g., insurance premium(s) and fees) will not be added to the New Balance.
- The calculation is based on current annual interest rates that apply to your account.
- No refunds or rebates are given.
- If the annual interest rates that apply to your account are variable, the variable rate index will not change.
- There is no grace period.
- Each calendar year is **360** days long.
- Payments are credited on the last day of the Statement Period.
- Payments will be allocated in accordance with the terms of this Agreement.
- The account is not past due and the account balance does not exceed the credit limit.

Always pay your New Balance in full by the Due Date set out on your current account statement to avoid interest on purchases

Your billing rights

If you think your account statement is wrong, or if you need more information about a transaction on your account statement, write us on a separate sheet for each suspected error (or use a copy of the Statement Errors and Disputed Items form provided on your account statement) and send it to us by: (i) mail to MBNA, P.O. Box 9614, Ottawa, ON K1G 6E6; or (ii) fax to 1-877-839-6262. Do not send the written dispute with your payment.

Transaction disputes will not be accepted by telephone

If you do not use the dispute form, your letter must provide all of the following information:

- your name and account number
- the dollar amount of the suspected error
- the posting date of the transaction in question
- the merchant name

- a description of the error and an explanation, if possible, of why you believe there is an error. If you need more information, describe the transaction you are not sure about.

You must contact us as soon as possible, but no later than **60** days after the Statement Closing Date of the account statement on which the transaction or suspected error appeared. You can telephone us, but doing so will not preserve your rights. If we do not receive your dispute in writing within this **60** day period, the statement will be considered by us to be correct, except for any improper credits to your account. If we are required to obtain a copy of a sales draft from a merchant, please allow up to **40** days for us to receive it.

We may also, from time to time, provide you with other options in relation to notifying us about billing disputes or requesting additional transaction information

Rates and interest charges

Interest rates

Interest is initially charged on your account at the rate(s) set out on your initial Disclosure Statement. Such rate(s) are subject to change from time to time in accordance with applicable law, including if we adjust our rate(s) following a review of your credit reporting agency reports, credit history and account usage (including if you exceeded your credit limit or had any returned payments). Any increase to the applicable rate(s) will be indicated by prior notice of that change as required by applicable law and as described in "Amending this Agreement". The current annual interest rate that applies to your account will be set out on each account statement. We may charge different interest rates on different portions of the New Balance.

Promotional offers

Occasionally, you may be eligible for limited-time promotional offers, which may grant you promotional interest rate(s) on eligible transactions.

The promotional rates will apply only to the specific transaction balance(s) for the term specified, provided that your account remains in good standing.

When a promotional offer ends, its promotional rate(s) will end and each transaction type balance subject to the promotional rate(s) will return to the current standard annual interest rate(s). Promotional offers may have additional terms that apply, as set out in the offer.

Variable interest rate information

If your account is subject to variable interest, how much you will pay in interest is determined by variable annual interest rates, which are the sum of index and margin rates.

$$\begin{array}{l} \text{Index (moves up or down)} \\ + \text{ Margin (fixed)} \\ \hline = \text{ Variable annual interest rate} \end{array}$$

For each variable annual interest rate, the margin that applies is initially disclosed in your Disclosure Statement and may be subject to minimum and/or maximum annual interest rates. Current rates, to the extent they apply, are set out on each account statement.

The index is the "TD Prime Rate" as published by The Toronto-Dominion Bank and reported at www.tdcanadatrust.com/Numbers/prime.jsp on the last day of each month.

How we calculate variable annual interest rates

By way of example only, based on set margin rates for purchases (**12.99%**), balance transfers and access cheques (**12.99%**) and cash advances (**15.99%**), your variable annual interest rates (assuming an index of **3.00%**) would be calculated as follows:

	Purchases, balance transfers and access cheques	Cash advances
Index	3.00%	3.00%
+ Margin	12.99%	15.99%
= Variable annual interest rate	15.99%	18.99%

If the index changes

Variable annual interest rates go up and down as the index moves up or down

An increase in the index produces a higher interest rate and may result in a higher Minimum Payment. If your variable annual interest rate changes, you will see it take effect on the first day of the Statement Period that begins in the same month in which the index was published.

Interest charges

Interest is calculated at the applicable annual interest rate(s), as initially shown in the Disclosure Statement. If interest applies, we calculate interest as follows:

- add the amount you owe each day in each transaction type (for example, the amount of purchases or cash advances) and divide that total by the number of days in your Statement Period (usually **30** or **31**). This is your average daily balance for the amount you owe in each transaction type (the "Average Daily Balance").
- multiply the Average Daily Balance by the daily interest rate(s) that applies (the daily interest rate(s) is equal to the annual interest rate(s) divided by **365** (or **366** in a leap year)); then multiply the result by the number of days in your Statement Period.

If different daily interest rate(s) apply to the Average Daily Balance, we use the different daily interest rate(s) in our calculation (for example, promotional interest rate(s) will use a different daily interest rate).

If interest is charged, we charge it on any amount you owe from the transaction date until that amount has been paid in full.

We add your interest charge to your balance at the end of the Statement Period. As a result, we charge interest on unpaid interest.

Interest on cash advances, balance transfers and access cheques

You will always be charged interest on cash advances, balance transfers and access cheques from the date such transactions occur.

Interest on purchases

You will not be charged interest on each purchase for a minimum of **21** days (“grace period”) from the Statement Closing Date if you pay the New Balance in full by the Due Date for the account statement. If you do not pay the New Balance in full by its applicable Due Date, you will lose your grace period and will be charged interest on each such purchase. Applicable interest on purchases will appear on your next account statement and will be charged retroactively to the transaction date of such purchases until we receive payment in full for the total amount that you owe on your account.

There is no grace period for cash advances, balance transfers and access cheques

When interest accrues

The date on which interest begins to accrue depends on the type of transaction.

Type of transaction	Interest charges start
Purchases	From transaction date, unless subject to a grace period
Cash advances, balance transfers and access cheques	From transaction date

- The transaction date for a purchase or a cash advance is the date on which you make a purchase or obtain a cash advance.
- The transaction date for a balance transfer is the date we transfer funds to another creditor or to a bank account upon request, as the case may be.

- The transaction date for an access cheque is the date the cheque is cashed.
- The transaction date for a returned payment (i.e., your payment is returned to us due to insufficient funds) is the original transaction date of that payment.

Lost or stolen Credit Devices and Unauthorized Use of your account

Notify us immediately at 1-888-876-6262 if any Credit Device is lost or stolen or if you suspect Unauthorized Use of your account

If you, or any authorized user, have lost any Credit Device (such as card plastic), suspect that a Credit Device has been lost or stolen, or suspect possible Unauthorized Use of your account, any Credit Device, PIN or other security code, you must notify us immediately by calling us toll-free at 1-888-876-6262. You agree that we will consider that all transactions have been authorized by you until you advise us otherwise. We may take, or require you to take, whatever steps we consider necessary to recover lost or stolen Credit Devices, including reporting the issue to the appropriate authorities to facilitate their recovery. If any Credit Device is reported lost or stolen, except as noted below, you will not be liable for any Unauthorized Use that occurs after we are notified. In any event, your liability for Unauthorized Use of lost or stolen Credit Devices is limited to the sum of **\$50** provided you have complied with the terms of your Agreement.

You will not be responsible for Unauthorized Use provided that you and your authorized user(s):

- establish to our reasonable satisfaction that you have taken reasonable steps to protect your Credit Device(s) against loss or theft and to safeguard your account information including PIN and other security codes in the manner set out in this

Agreement or as we may otherwise advise you from time to time

- co-operate fully with our investigation

You may, however, remain responsible for all charges if:

- any PIN or other security code related to your account is voluntarily disclosed
- you, or any authorized user, contribute to any Unauthorized Use of or access to your account
- you, or any authorized user, fail to promptly advise us that someone else may know a PIN or other security code related to your account

It is your responsibility to contact local law enforcement if you believe that there has been any Unauthorized Use of your account.

Special programs and benefits

Rewards programs

If your account allows you to earn rewards that may be redeemed for merchandise, travel or other products and services, the terms that apply to the rewards program are part of this Agreement and are provided to you with this Agreement.

Rewards program terms are also available at www.mbna.ca

Affinity or co-brand relationships

Your account may allow you to participate in loyalty programs of other selected organizations. These companies do not act on our behalf. They are solely responsible to you for the services and benefits offered through their loyalty programs as well as the administration of such programs, including the manner in which you can earn and redeem. These loyalty programs are subject to terms that are separate and distinct from this Agreement.

Loyalty program terms are available from the organizations offering such programs

Other special services and benefits

We may make special services and benefits available to you, some of which may be at an additional cost to you. Some services and benefits may be features of your account, while others are optional and must be enrolled in or purchased separately. Certain benefits or services may be subject to separate and distinct terms and conditions. You may cancel any optional services or benefits in accordance with their respective terms. Certain account services and benefits are supplied by third parties. These third parties are solely responsible to you for the services and benefits offered or provided by them.

Some features on your account are optional and require specific enrollment

You will not be unduly pressured by us to buy a product or service that you do not want in order for us to agree to provide this account to you

Your privacy is important to us

Our commitment to your privacy

In your account application, we obtained your consent for the collection, protection, use, sharing and retention of your Personal Information as set forth in the MBNA Privacy Notice, which is incorporated into and forms an important part of this Agreement. The MBNA Privacy Notice provides complete details on our privacy commitments and is included as a separate brochure with this Agreement and is available online at www.mbna.ca or by calling us to request a copy. In the event of any conflict or inconsistency between this Agreement and the MBNA Privacy Notice, the MBNA Privacy Notice will govern with respect to privacy matters only. If you have any questions about your Personal Information, please refer to the MBNA Privacy Notice, call us toll-free at 1-866-845-0980 (English)

or 1-866-845-1003 (French) or write to us at MBNA, Privacy Office, P.O. Box 9660, Station T, Ottawa, ON K1G 6M9.

For a full copy of the MBNA and CUETS Financial Privacy Notice, please visit www.mbna.ca

This section is a summary of key points of the MBNA Privacy Notice. We may collect and confirm Personal Information during the course of our relationship with you from a variety of sources, including you and other individuals authorized to act on your behalf; credit reporting agencies and other financial institutions; references you provide to us; commercially available sources; endorsing organizations; affiliate organizations; service providers; and from other sources, as necessary, for the provision of our products and services. We may collect, use, share, disclose and retain your Personal Information with any of our respective affiliates, agents, service providers and other third parties in accordance with the MBNA Privacy Notice.

Collecting, protecting, using, sharing, disclosing and retaining your Personal Information

We collect, protect, use, share, disclose and retain your Personal Information to:

- consider initiating and to initiate, open, monitor, maintain and service your account
- administer services, evaluate your credit eligibility and monitor your transactions and financial behaviour
- verify your identity (such as name, address, telephone number/contact information, date of birth and occupation) and maintain security measures aimed at protecting you from identity theft, fraud, criminal activity, money laundering/terrorist financing and Unauthorized Use or access to your account
- meet legal, security, processing and regulatory requirements
- prevent, detect or suppress financial abuse, fraud or criminal activity, protect our assets and

interests, assist us with any internal or external investigation into potentially illegal or suspicious activity, or manage or settle any actual or potential loss in connection with the foregoing

- promote products and services offered by us and carefully selected third parties that may be of interest to you, by means of direct marketing through ordinary mail, Internet, online chat or email; by telephone, mobile, text messaging or other available communication channels (such as automatic dialing-announcing devices (“**ADAD**”), predictive dialing devices (“**PDD**”), wireless device, land line telephone, fax machine, data terminal or other electronic communication methods) at the contact information you have provided to us; we may also send you special offers with your account statements or in separate mailings that may include personal cheques to access your account.

If you provide your Social Insurance Number (“**SIN**”), we will only use it to match credit reporting agency information and for security verification and account maintenance purposes.

By using your account, you consent to the collection, protection, use, sharing, disclosure and retention of your Personal Information as set out in the MBNA Privacy Notice. Subject to certain limitations and legal and contractual restrictions, you may withdraw your consent at any time after your account has been opened by calling or writing us. This will not limit information we may provide to you in statements, when you contact us or when we otherwise service your account. As an example of a limitation, you may not withdraw your consent relating to the ongoing collection and disclosure of credit information. This is required in order to maintain the integrity of the credit reporting system and to monitor your credit status or your ongoing eligibility for credit. Not allowing us to use information about you may mean that we may no longer be able to maintain your account. We will withhold your name from any secondary marketing campaign for the first **30** days after the opening of

your account to provide you an opportunity to make your privacy choice known to us.

You acknowledge that authorized users on your account may view, obtain or be provided information about your account, including transactions, balance and available credit, through online banking, interactive voice response systems or through other communications with us, including discussions initiated by us relating to possible Unauthorized Use of your account or for other reasons.

You also consent to and authorize us (and our affiliates and service providers) for our mutual protection, to monitor and/or record any of your telephone conversations and online chat communications with our representatives or the representatives of any of our affiliates and service providers for purposes of education, quality control and recordkeeping.

Personal Information held on behalf of us or by our agents and service providers may be located in the United States or elsewhere outside of Canada and will be subject to the same levels of security as those described in the MBNA Privacy Notice, while also being subject to the laws of the jurisdiction in which the information is held. For example, information may be disclosed in response to valid demands or requests from government authorities, courts or law enforcement in these countries.

You acknowledge and agree that the paragraphs above under the heading "Your privacy is important to us" and as set out in the MBNA Privacy Notice constitute prior written notice to you of, and your consent to, the collection, protection, use, sharing, disclosure and retention of your Personal Information as described.

Customer choices on how your Personal Information is used

At the beginning of a customer relationship and on a regular basis, we give customers the choice of not

receiving promotions and marketing offers. If you do not wish to receive promotions and marketing offers as outlined in the MBNA Privacy Notice at any time after your account has been opened, please call us at 1-866-845-0980 (English) or 1-866-845-1003 (French) or write to us at MBNA, Privacy Office, P.O. Box 9660, Station T, Ottawa, ON K1G 6M9.

Access to your Personal Information

You can access your Personal Information held by us, with some exceptions, and make corrections to it. Upon written request, we will disclose to you the Personal Information about you in our records, and you may correct such Personal Information that is inaccurate or incomplete. To request access to your Personal Information in our possession or to make corrections to it, contact us at the number indicated in the "Our commitment to your privacy" section above, to obtain, complete and submit a Personal Information Request Form or write to our Privacy Officer at the address listed in the "Our commitment to your privacy" section, above. Normally, we will respond to access or correction requests within

30 days. If, for any reason, we do not fulfill your Personal Information access request, we will provide you with written reasons.

ADDITIONAL IMPORTANT INFORMATION FOR QUEBEC CUSTOMERS

This box contains information required under the *Quebec Consumer Protection Act* (the "Act"). For any questions pertaining to the sections included in this box, you can communicate, when necessary, with the Office de la protection du consommateur.

For ease of reference, some of the words used in this Agreement correspond to certain terms used in the *Quebec Consumer Protection Act* (the "Act"), as set out below.

Term used in this Agreement	Corresponding meaning used in the Act
Credit limit	Amount up to which credit is granted
Annual interest rate	Credit rate
Interest charges	Credit charges
Grace period	Period during which the consumer may discharge the obligation without being compelled to pay credit charges
Annual Fees	Membership or renewal fees
MBNA / We	Merchant / lender / open credit merchant
You	Consumer

Please note that this Agreement is an Open Credit Contract (the Act s. **125**).

Payment Upon Default

The Agreement at p. **6** provides the following rights in a situation of default:

"At any time, we can require you to immediately pay the total outstanding balance on your account

(including if you do not make your Minimum Payment by the Due Date or you otherwise do not comply with this Agreement)."

In the context of this section, you should be informed of the following:

"Clause required under the Consumer Protection Act.

(Clause of forfeiture of benefit of the term)

Before availing himself of this clause, the merchant must forward the consumer a notice in writing and unless he is exempted in accordance with section **69** of the General Regulation, he must forward him a statement of account. Within **30** days following the receipt by the consumer of the notice and, where necessary, of the statement of account, the consumer may:

- (a) either remedy the fact that he is in default;
- (b) or present an application to the court to have the terms and conditions of payment prescribed in this contract changed.

It is in the consumer's interest to refer to sections **104** to **110** of the *Consumer Protection Act* (chapter P-**40.1**) as well as to section **69** of the General Regulation made under that Act and, where necessary, to communicate with the Office de la protection du consommateur."

Other Required Clause under the Consumer Protection Act:

"Clause required under the Consumer Protection Act.

(Open credit contract for the use of a credit card)

- (1) If the consumer uses all or part of the credit extended to make full or partial payment for the purchase or the lease of goods or for a service, the consumer may, if the open credit

contract was entered into on the making of and in relation to the sale, lease or service contract, and if the merchant and the open credit merchant collaborated with a view to granting credit, plead against the lender any ground of defence urgeable against the merchant who is the vendor, lessor, contractor or service provider.

The consumer may also, in the circumstances described in the first paragraph, exercise against the open credit merchant, or against the merchant's assignee, any right exercisable against the merchant who is the vendor, lessor, contractor or service provider if that merchant is no longer active or has no assets in Québec, is insolvent or is declared bankrupt. The open credit merchant or the merchant's assignee is then responsible for the performance of the obligations of the merchant who is the vendor, lessor, contractor or service provider up to the amount of, as the case may be, the debt owed to the open credit merchant at the time the contract is entered into, the debt owed to the assignee at the time it was assigned to him or the payment the open credit merchant received if he assigned the debt.

(2) A consumer who is solidarily liable with another consumer for the obligations arising from an open credit contract is released from the obligations resulting from any use of the open credit account after notifying the merchant in writing that he will no longer use the credit extended and no longer intends to be solidarily liable for the other consumer's future use of the credit extended in advance, and after providing proof to the merchant, on that occasion, that he informed the other consumer by sending him a written notice to that effect at his last known address or technological address. Any subsequent payment made by the consumer must be applied to the debts contracted before the notice was sent to the merchant.

(3) A consumer who has entered into a preauthorized payment agreement with a merchant under which payments are made out of credit obtained under a credit card contract may end the agreement at any time by sending a notice to the merchant. On receipt of the notice, the merchant must cease to collect the preauthorized payments. On receipt of a copy of the notice, the card issuer must cease debiting the consumer's account to make payments to the merchant.

(4) The consumer is not liable for debts resulting from the use of a credit card by a third person after the card issuer has been notified, by any means, of the loss, theft or fraudulent use of the card or of any other use of the card not authorized by the consumer. Even if no notice was given, consumer liability for the unauthorized use of a credit card is limited to **\$50**. The consumer is held liable for the losses incurred by the card issuer if the latter proves that the consumer committed a gross fault as regards the protection of the related personal identification number.

(5) Without delay at the end of each period, the merchant must send the consumer a statement of account. The merchant is not required to send a statement of account to the consumer at the end of any period if there have been no advances or payments during the period and the outstanding balance at the end of the period is zero.

(6) If the consumer makes a payment at least equal to the outstanding balance at the end of the preceding period within **21** days after the date of the end of the period, no credit charges may be required from the consumer on that outstanding balance, except as regards money advances. In the case of a money advance, charges may accrue as of the date of the advance until the date of payment.

(7) The consumer may demand that the merchant send, without charge, a copy of the vouchers for each of the transactions charged to the account during the period covered by the statement. The merchant must send the copy of the vouchers requested within **60** days after the date the consumer's request was sent.

(8) Until the consumer receives a statement of account at his address or technological address if expressly authorized by the consumer, the merchant must not claim credit charges on the unpaid balance, except as regards money advances.

It is in the consumer's interest to refer to sections **103.1, 122.1, 123, 123.1, 124, 126, 126.2, 126.3, 127** and **127.1** of the Consumer Protection Act (chapter P-40.1) and, if further information is necessary, to contact the Office de la protection du consommateur."

Resolving your complaints

If you have a problem or concern

If you have a concern about your account, in most cases it can be resolved simply by telling us about it

Tell us about your concern in the way that is most convenient for you. If you have a problem or concern with your account and you need our help to resolve it, you may contact us using the contact information provided on the cover of this Agreement, or call us toll-free at:

Telephone: 1-800-404-1319 (English)
1-800-404-1323 (French)

TTY/TDD: 1-800-872-5758 (English)
1-800-872-5280 (French)

As a next step, if your concern remains unresolved, you may contact a representative of our Senior Management team as follows:

Telephone: 1-877-405-6262 (Bilingual)

Mail: MBNA
Attention: Customer Advocate's
Office, P.O. Box 9629
Ottawa, ON K1G 6V1

If contacting us by mail, be sure to include:

- your name and address or phone number where you prefer to be reached
- your account number
- the details of your complaint, including relevant dates
- copies of account statements and other documents, if available and applicable
- name(s) of our representatives with whom you have discussed the issue and dates of contact with us (if known)

If your concern remains unresolved, you may contact our Ombudsman directly as follows:

Mail: TD Ombudsman
P.O. Box 1, TD Centre
Toronto, ON M5K 1A2

Telephone: 1-888-361-0319
1-416-982-4884 (local)

Third party contact details may change over time. Please visit third party websites for up-to-date contact information.

If your concern still remains unresolved, you may then contact the ADR Chambers Banking Ombuds Office (ADRBO) as follows:

Telephone: 1-800-941-3655
Fax: 1-877-307-0014
Email: contact@bankingombuds.ca
Website: www.bankingombuds.ca
Mail: ADR Chambers Banking Ombuds
Office (ADRBO)
112 Adelaide Street East
Toronto, ON M5C1K9

For a more detailed overview, please refer to www.mbna.ca/complaint

Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (“**FCAC**”) supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint handling procedures. The FCAC also helps educate consumers and monitors voluntary codes of conduct and public commitments designed to protect the interest of consumers.

If you have a regulatory complaint or a complaint concerning a voluntary code of conduct or public commitment, you can contact the FCAC by:

Mail: Financial Consumer Agency
of Canada
6th Floor, Enterprise Building
427 Laurier Ave. West
Ottawa, ON K1R 1B9

Telephone: 1-866-461-3222 (English)
1-866-461-2232 (French)

Website: www.fcac-acfc.gc.ca

The FCAC will determine whether the financial institution is in compliance. It will not, however, resolve individual consumer complaints.

Office of the Privacy Commissioner of Canada (“**OPCC**”)

The OPCC investigates privacy issues under the *Personal Information Protection and Electronic Documents Act* (Canada).

If your complaint or inquiry concerns a privacy issue under federal law, please contact the OPCC as follows:

Telephone: 1-800-282-1376 (Bilingual)
Fax: 1-613-947-6850
Website: www.priv.gc.ca

Disclaimers and other important information

Our rights and responsibilities

Amending this Agreement

We may amend this Agreement from time to time to introduce or change the amount of the Annual Fees or the Annual Rate, any fee or charge to the account.

If we make any of the above changes, we’ll send you a **30**-day prior notice

In addition to the above changes, we may from time to time change any other terms and conditions of this account Agreement and your account, including but not limited to the following:

- the documents included in this Agreement
- the type of transactions that can be conducted by you and your authorized users
- your credit limit, your cash advance limit and overlimit transactions
- your payment obligations
- what happens if we demand payment or you don’t repay us or fail to meet any of your obligations
- the authorized users and your responsibility
- personal identification number and security feature
- foreign currency transactions
- closing your account
- information about account statements
- minimum payment
- how to make payments, how they are processed and how we apply your payments
- your billing rights
- how we calculate interest charges
- lost or stolen Credit Devices and Unauthorized Use
- special programs and benefits
- privacy information and the terms and conditions of the MBNA Privacy Notice
- required disclosure information
- customer resolution process.

- changes to your account
- the relationship with merchants
- our right to assign or sell your account
- our right of set-off
- definitions

If we make a change, we will provide you with written notice at least **30** days before the change comes into effect. The notice will be clear and legible and:

- will only show the new clause or, if an existing clause is changed, show the change in wording before and after the change
- provide the date the change comes into effect, and
- if the change increases your obligations or reduces our obligations, we will let you know that if you don't wish to accept the change, you may cancel this Agreement within **30** days from the date on which the change comes into effect, without cost, penalty or cancellation indemnity by sending us a notice to that effect no later than **30** days after the amendment comes into force.

If you choose to cancel the account agreement:

- we will not charge you any fees or other charges as a result of your decision to cancel
- you are still required to pay the outstanding balance owing on the account at the time of cancellation with any accrued interest.

This 'Amending this Agreement' section does not apply to changes made to the Rewards Program Terms and Conditions applicable to your account (if any).

Severability

If any term of this Agreement is held invalid, the remaining terms shall remain in effect.

We are not liable for certain actions

We are not liable for any damages (including indirect, special, consequential, punitive or exemplary damages) that may result from any:

- refusal to honour any Credit Device (including access cheques written on your account) or your account number, for any reason

- retention of any Credit Device by us, any other financial institution or any provider of goods or services
- processing of a balance transfer into the wrong account as a result of incorrect or incomplete information provided by you or an authorized user
- denial of any transaction or set of transactions, or any other lack of access to your account, whether or not the reason was within our control

Problems with a merchant transaction and merchant credits

Please try to resolve any problem with the merchant directly before contacting us

If you have questions regarding a merchant transaction or any product or service acquired through the use of your account, before contacting us you must attempt to settle the problem or dispute directly with the merchant. We are not responsible for any problems or disputes you may have with a merchant or in respect of a merchant not honouring or accepting any Credit Device. We are not obliged to take any action for merchant disputes unless required to do so by law.

If you decide to contact us, write us on a separate sheet (or use a copy of the Statement Errors and Disputed Items form provided on your statement) at the address set out in the "Your billing rights" section of this Agreement as soon as possible.

Do not send the notice on or with your payment.

You must write to us no later than **60** days after the Statement Closing Date of the first account statement on which the transaction or suspected error appeared. You can telephone us, but doing so will not preserve your rights. If we do not receive your dispute in writing within this **60**-day period, your dispute will not be considered. In your letter, provide all of the following information:

- your name and account number
- the dollar amount of the suspected error
- the posting date of the transaction in question
- the merchant name

- a description of the error and an explanation, if you can, of why you believe there is an error. If you need more information, describe the item you are not sure about.

Merchant charge-backs are subject to card network rules and regulations. Even if you have problems or disputes with a merchant, you are still responsible for the total amount owing on your account (which includes the disputed transaction(s)) and for making your Minimum Payments on time as required under this Agreement. If a merchant gives you a refund and we receive a credit voucher from the merchant, we will deduct the amount of the credit voucher from the amount you owe on your account. However, if interest was charged in connection with the transaction, we will not refund the interest. If we agree to credit your account in respect of a merchant dispute, you agree that your rights and claims with respect to the credit are automatically assigned to us. In certain situations, you may be required to sign additional documentation before we can credit your account.

Changes to address and other important information

You must advise us of any changes to your contact information so that we can provide you with changes to this Agreement or other important information

You and your authorized user(s) must provide us prompt notice of any change in address (including email address if statements or other correspondence are received by email) or other relevant information. This notice may be provided by calling us or writing to us as indicated on the cover page of this Agreement and on your account statement. If we are not properly informed of any change of address or other relevant information about you or your authorized user(s), you acknowledge that we will not be able to provide account statements, Disclosure Statements or other notices or changes and that your account will still be subject to such documentation. If any account statement, notice or

other correspondence is returned to us because of an invalid address, we will not send further account statements or other correspondence until we receive an updated address.

Selling your account

We may, without notice to you, sell, assign or transfer your account, any amounts due on your account, this Agreement or any of our rights or obligations under this Agreement to any person or entity, entitling that person or entity to our rights/obligations under this Agreement. Your Personal Information may be shared with such person or entity for the purposes of the contemplation, facilitation and/or completion of such sale, assignment or transfer. In the event that the person or entity is located outside Canada, you consent to the processing and storage of your Personal Information in that foreign jurisdiction and that such information shall be subject to the laws of that foreign jurisdiction.

Right of Set-Off

We may, without notice to you, deduct money from any other account that you have with us or any of our affiliated companies, which would include any members of the TD Bank Group, and use it to pay the amount that is owing to us

Language

It is the express wish of the parties that this application and any directly or indirectly related documents, including the Agreement, be drawn up in English. *Les parties ont exprimé la volonté expresse que ce formulaire de demande et tous les documents s'y rattachant directement ou indirectement, y compris la convention, soient rédigés en anglais.*

If you would like a copy of this Agreement in French, please contact us. *Pour obtenir un exemplaire de cette Convention en français, veuillez communiquer avec nous.*

Other important information

You may not assign or transfer your account or this Agreement, in whole or in part. In the event of a conflict between this document and any account

statement or other communication sent to you (other than for express amendments made to this Agreement), then this document will govern. Your obligations under this Agreement shall be binding on your estate and legal representatives. When used in this Agreement, the term “including” means “including, but not limited to”. The headings in this Agreement are for convenience only and do not affect the interpretation of the rest of this Agreement. All currency references in this Agreement are to Canadian dollars.

You should be aware that under U.S. Office of Foreign Asset Control (OFAC) regulations, customers who are U.S. citizens are subject to regulations that limit the use of their cards in certain jurisdictions sanctioned by OFAC, and that similar regulations may exist in other jurisdictions applicable to their citizens.

Failure or delay to exercise any of our rights does not prevent us from exercising those rights later

The credit available on your account can always be used well within all legal limits of the maximum interest rate permitted by law. However, for transactions on your account where we charge a flat fee instead of, or in addition to, periodic rates of interest, legally prescribed limits on interest rates can be exceeded, not by anything required under this Agreement but as a result of choices you and your authorized users voluntarily make as to how to use the credit available on your account. Certain combinations of transactions and repayments made on your account could result in legal limits being exceeded. We do not restrict such credit usage because there might be legitimate reasons why the credit available is used in this manner. In circumstances in which exceeding any legal limit on the rate of interest could have been avoided by operating your account in a different manner, you accept full responsibility for the consequences, in fact and in law, of not having done so, and you and your authorized user(s) release and agree to

indemnify us with respect to any claims arising from such circumstances.

Indemnity and limitation of liability

You agree to indemnify us (including our affiliates, which would include any member of the TD Bank Group) and hold us harmless from and against any and all charges, fees, damages, liabilities, costs and expenses (including legal costs) that may be incurred as a result of a breach of this Agreement by you or your authorized users (including as a result of any action, claim, judgment or adjudication against you, any authorized user or any third party arising out of or directly related to breach of this Agreement). We will not be liable to you, any authorized user or third party for any indirect, incidental, consequential, special, punitive or exemplary damages of any kind that arise in connection with your account or the use or possession of any Credit Device(s) or any account services or benefits, including lost revenues or profits or loss or interruption of business. The provisions of this paragraph will survive termination of this Agreement.

Words used in this Agreement

Some words in this Agreement have been capitalized to help you identify and understand them easily

Certain words have specific meanings

Account Fees means those account-related fees disclosed to you as “Account Fees” in your Disclosure Statement.

Agreement means collectively this document, the Rewards Program Terms and Conditions, the MBNA Privacy Notice, the Disclosure Statement(s), changes in terms and any other notices or documentation governing the use of your account, each as may be amended from time to time.

Annual Fees means those fees disclosed to you as “Annual Fees” in your Disclosure Statement.

Credit Device means all cards, access cheques and other credit devices issued in connection with your account.

Disclosure Statement means any statement that discloses applicable fees, interest rates or other information required by law about your account, as amended, other than your account statement.

Due Date means the “Minimum Payment Due Date” set out on the front of your account statement.

MBNA means MBNA, a division of The Toronto-Dominion Bank. The Toronto-Dominion Bank is the issuer of the credit card(s) and other Credit Devices issued in connection with your account.

MBNA Privacy Notice means the MBNA Privacy and Personal Information Protection Notice as amended from time to time.

Minimum Payment means the “minimum payment” shown on the front of your account statement.

New Balance means the “new balance” set out on the front of your account statement.

Personal Information means any information relating to an individual that allows that individual to be identified, including but not limited to your name, address, date of birth, gender, contact information (such as address, telephone number, email), occupation, personal financial records (including but not limited to income, assets, payment history, credit records and other banking information), identification documentation (such as driver’s licence, Social Insurance Number), records that reflect your business dealings with and through us, and your preferences and activities.

Statement Closing Date in respect of a particular statement period means the last day of your “statement period” shown on the front of your account statement.

Statement Period means the “statement period” determined by us and set out on the front of your account statement.

Unauthorized Use of your account or any Credit Device means use or access to your account by a person other than you or any authorized user on your account who does not have actual, implied or apparent authority for such use and from which neither you nor an authorized user receives any benefit.

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