

Important changes to the Avion Rewards Program Terms and Conditions effective September 7, 2023

Please read and keep for your records

We're writing to let you know we're making changes to your Avion Rewards Program Terms and Conditions ("Terms") effective September 7, 2023.

The changes to your Terms are detailed below, with (where applicable) the existing wording of the Terms on the left and the new wording of the Terms on the right.

Please note that purely cosmetic and/or organizational changes made to the Terms (such as changes to punctuation, vocabulary, paragraph order, etc.) that do not impact your rights, obligations, Accounts or Cards in any way, have not been added to this Notification.

The following paragraphs have been added as new subsections to the respective sections outlined below:	
11. Changing your Account to another Account type	
e. Applicable to Avion Rewards Select Members	
If you are an Avion Select Member, the Points in your Rewards Account are not eligible to be transferred to another Rewards Account.	
12. Redemption and Transfer of Points	
f. Applicable to Avion Select Members	
Points in an Avion Select Members' Rewards Account can only be redeemed by the Avion Select Member tied to the Rewards Account and are not eligible for transfer to other Rewards Accounts should the Avion Select Member take on an Account(s).	
15. Redeeming Points	
a. Applicable to all Accounts	
The sections Redeeming Points for Merchandise from the Avion Rewards Online Merchandise Catalogue, Gift Cards, RBC Financial Rewards Vouchers and Charity Rewards to Travel Rewards – Cancellation apply to all Accounts.	
b. Redeeming Points Applicable to Avion Select Members	
Avion Select Members will be able to redeem points for redemption options made available through the Avion Select Member's Avion profile in the Avion App or through AvionRewards.com and set out in the Avion Rewards Terms and Conditions [https://www.avionrewards.com/terms-and-conditions https://www.avionrewards.com/terms-and-conditions/index.html]. Please refer to the redemption sections of the Avion Rewards Terms and Conditions. These redemption options may be subject to additional terms and conditions as displayed during the redemption flow. Points redemption will be available on or after June 27th, 2023. RBC will publicly announce the official launch date.	
The following definitions have been removed from the definition section:	
"Inactive Account" means an Avion Select Member has not earned or used any cash back rewards for a period of twenty-four (24) months.	
The following terms have been updated. The current language is shown on the left and the new language is show on the right	
1. Definitions	
"Avion Select Member" means an individual who is participating in the Program through the use of OFI Card(s) and does not have another eligible	"Avion Select Member" means an individual who is participating in the Program through the use of an OFI Card(s) and does not have another eligible Account and has enrolled in the program as set out

<p>Account and has enrolled in the program as set out in the “How to Participate in the Program” section. Avion Select Members must be Canadian residents with a valid Canadian address and be the age of majority in the province in which the client resides. If for any reason Royal Bank believes a user may be under the age of majority, it reserves the right to request proof of age of such user. If such proof is not provided, or if it is discovered the user is under the age of majority, all personal information regarding that individual will be deleted and Royal Bank reserves the right to limit and/or ban the user from Membership in the Program. Avion Select Members become clients of Royal Bank upon enrolment in Avion Rewards.</p>	<p>in the “How to Participate in the Program” section. Avion Select Members must be Canadian residents with a valid Canadian address and be the age of majority in the province in which they resides. If for any reason Royal Bank believes a user may be under the age of majority or a non-Canadian resident, it reserves the right to request proof of age and residency of such user. If such proof is not provided, or if it is discovered the user is under the age of majority or a non-Canadian resident, all personal information regarding that individual will be deleted and Royal Bank reserves the right to limit and/or ban the user from Membership in the Program. Avion Select Members become clients of Royal Bank upon enrolment in Avion Rewards.</p>
<p>3. How to Earn Points</p>	
<p><u>Applicable to Avion Select Members:</u> Points earning opportunities are not currently available.</p>	<p><u>Applicable to Avion Select Members:</u> Points are earned by an Avion Select Member when they meet the eligibility requirements for an Offer from RBC that earns Points. Avion Select Members do not earn Points on Net Purchases or eligible monthly purchase activity. For more details on earning points through Avion Rewards, please see the “Additional Offers” section of these Terms. Avion Select Members will be eligible to earn Points on or after June 27th, 2023. RBC will publicly announce the official launch date.</p>
<p>7. Points Ownership</p>	
<p><u>Applicable to Avion Select Members:</u> Points earning opportunities are not currently available.</p>	<p><u>Applicable to Avion Select Members:</u> Points earned by the Avion Select Member will be deposited into the Avion Select Member’s Rewards Account. Points are for the benefit of the Avion Select Member whose profile is linked to the Rewards Account. Only the Avion Select Member tied to the Rewards Account may transfer, redeem or convert the Points associated with that Rewards Account.</p>
<p>8. Posting of Points</p>	
<p><u>Applicable to Avion Select Members:</u> Points earning opportunities are not currently available.</p>	<p><u>Applicable to Avion Select Members:</u> Points earned during a calendar month will be credited to the Avion Select Member’s Rewards Account and appear in your “Points Summary” at www.avionrewards.com or in the Avion Rewards app, in the calendar month following the purchase activity for which the Points were earned, typically within the first five (5) business days, unless the terms of the offer provide otherwise. Where applicable, credits for returns or adjustments during the operation of the Program may reduce or cancel the Points earned for a particular offer.</p>
<p>9. Points Verification</p>	
<p><u>Applicable to Avion Select Members:</u> Points earning opportunities are not currently available.</p>	<p><u>Applicable to Avion Select Members:</u> For Avion Select Member’s Rewards Account, the number of points earned or credited during a calendar month, a bi-weekly period or a promotional period, depending on the offer, will appear in your “Points Summary” at www.avionrewards.com or in the Avion Rewards app (“Points Summary”).</p>
<p>35. Account Closure by Us In The Event of Death</p>	

<p>h. Applicable to Avion Select Members: Upon your death, any cash back rewards will be forfeited.</p>	<p>h. Applicable to Avion Select Members: Upon your death, any cash back rewards or Points will be forfeited.</p>
<p>36. Account Closure by Us for Cause</p>	
<p>d. Applicable to Avion Select Members We may suspend or terminate your participation in the Program if we have reasonable grounds to believe that you (i) did or may commit fraud, (ii) you have undertaken any actions or conduct that is deemed by RBC to be damaging to RBC, the Program or the interests of any program merchants or have caused or will cause us a loss, or (iii) violated the terms of any agreement applicable to the Avion Select Member or any related service. If any of these situations occur, any cash back rewards will be forfeited immediately.</p>	<p>d. Applicable to Avion Select Members We may suspend or terminate your participation in the Program if we have reasonable grounds to believe that you (i) did or may commit fraud, (ii) you have undertaken any actions or conduct that is deemed by RBC to be damaging to RBC, the Program or the interests of any program merchants or have caused or will cause us a loss, or (iii) violated the terms of any agreement applicable to the Avion Select Member or any related service. If any of these situations occur, any cash back rewards and Points will be forfeited immediately.</p>
<p>37. Account Closure by You or By Us for Any Other Reason</p>	
<p>h. Applicable to Avion Select Members When an Avion Select Member has not earned or used any cash back rewards for a period of twenty-four (24) months ("Inactive Account"), we will terminate your membership and any cash back rewards will be forfeited.</p>	<p>h. Applicable to Avion Select Members When an Avion Select Member has not earned or used any cash back rewards for a period of twenty-four (24) months ("Inactive Account"), we will terminate your membership and any cash back rewards will be forfeited. When an Avion Select Member has not earned, redeemed, transferred, or converted any Points in their Avion Select Member Rewards Account for a period of twenty-four (24) months ("Inactive Rewards Account"), we will terminate your membership and any Points will expire.</p>
<p>g. Points Expiry Between thirty (30) to sixty (60) days before your Cash Back expire, we will send you a written notice specifying the exact date of the forfeiture. The notice may be sent to you by electronic transmission, when applicable.</p>	<p>g. Points Expiry For Avion Select Members, between thirty (30) to sixty (60) days before your Points or Cash Back expire, we will send you a written notice specifying the exact date of the forfeiture. The notice may be sent to you by electronic transmission, when applicable.</p>

Where these changes increase your obligations or reduce our obligations to you, you have the option to withdraw from the program without cost, penalty, or cancellation indemnity by notifying us no later than September 7, 2023.

If you have any questions, we'd be happy to discuss them. You can reach us using the "Contact an Advisor" flow after logging in to your profile on web or app.