



RBC Royal Bank Prepaid Card Agreement (Vancouver 2010)

WHAT THIS AGREEMENT COVERS

This Agreement, including the “Important Information on Using Your Card”, sets out the terms of use for Visa* prepaid cards issued by Royal Bank of Canada (the “**Card**”) for use in connection with the Vancouver 2010 Olympic and Paralympic Winter Games (the “**Olympics**”). When this Agreement refers to “**you**” or “**your**”, it means the person who signs, activates, registers or uses the Card. When this Agreement refers to “**we**”, “**our**” or “**us**”, it means Royal Bank of Canada.

This Agreement explains your rights and duties. The signing, activation, registration or use of a Card by you means that you have received and read this Agreement and agree to and accept all of its terms.

YOUR RIGHTS AND DUTIES

Using Your Card

This Card, the Card balance or any other record relating to the Card:

- is not refundable and may not be cancelled by you;
- is not a deposit with us or related to or connected in any way with a bank account with us;
- does not constitute evidence of indebtedness or liability by us to you, except to honour transactions initiated with the Card as provided for in this Agreement; there is no interest payable to you on any Card balance; and
- is not insured by the Canada Deposit Insurance Corporation.

You may only use or direct the use of the Card if you sign the Card. If you were given this Card by a company that can load the Card with additional funds, your card is reloadable; you may only use or direct the use of the Card if that company intended for you to be the recipient of the Card. Reloadable Cards are non-transferable. Otherwise, your Card is not reloadable and once signed it is non-transferable; do not sign the Card if you intend to give it as a gift to another person.

You can use your Card and your Card number for any permitted purpose, including paying for goods and services, whether you buy in person, over the phone, on the Internet or by mail order. You may not use your Card for “cashback” transactions in which a merchant charges you an amount greater than the price of the goods or services purchased. Reloadable Cards can be used to withdraw cash at an Automated Teller Machine (ATM) up to a daily limit of \$500. Cards may not be used to receive any other cash withdrawal at a financial institution.

You may not use your Card or your Card number for any illegal, improper or unlawful purpose. We also reserve the right to prevent your Card or your Card number from being used for certain types of transactions as determined by us, including transactions connected to Internet gambling.

Personal Identification Number and Unauthorized Use

If you have a reloadable Card, we will tell you how to select your PIN. Protecting the security of your Card is important. You agree to keep your PIN confidential and separate from your Card at all times. Select a PIN which cannot be easily guessed. A PIN combination selected from your name, date of birth, telephone numbers, address, social insurance or social security numbers must not be used. No one but you is permitted to know or use your PIN or any other security codes such as passwords, access codes and Card number that may be used or required for Internet or other transactions. You must keep these security codes confidential and separate as well.

If someone uses your Card or your Card number to make a purchase or otherwise obtain the benefits of your Card, you will be fully liable for all charges incurred in connection with such use except in cases of fraudulent or unauthorized use. You will not be responsible for charges to your Card as a result of the fraudulent or unauthorized use provided that you (i) are able to establish to our reasonable satisfaction that you have taken reasonable steps to protect your Card against loss or theft and to safeguard your PIN (if you have one) and other security codes in the manner set out in this Agreement, and (ii) cooperate fully with our investigation, and (iii) did not voluntarily disclose your PIN (if you have one) or other security code or otherwise contribute to the unauthorized use of your Card or Card number. Treat this Card as you would cash, and contact us immediately if your Card is lost or stolen or if someone else may know your Card number. “Unauthorized use” means use by a person other than you who does not have actual, implied or apparent authority for such use, and from which you do not receive any benefit.

Problems with a Purchase

If you have problems with anything you buy using your Card or your Card number, you must settle the problem directly with the store or merchant. In some circumstances, we may be able to provide assistance in resolving disputed or declined transactions.

Limitations on Our Liability

We try to ensure that your Card and Card number are accepted when presented. However, we will not be liable to you for damages (including special, indirect or consequential damages) that may result if, for any reason, your Card or Card number is not accepted or you are unable to access your balance or any information about your Card.

Amending or Cancelling this Agreement

We may amend this Agreement at any time. If we do, we will let you know at least 30 days in advance by posting online at www.myrbccardbalance.com or, at our discretion, by sending you a notice (written or electronic). If your Card or Card number is used after the Agreement is amended, it will mean you accept the amendments we have made.

We may cancel this Agreement at any time without telling you in advance if we reasonably believe that (i) your Card or Card number is being or likely to be misused; or (ii) you are in breach of this Agreement. In all other instances, we will let you know at least 30 days in advance by posting online at www.myrbccardbalance.com or, at our discretion, by sending you written or electronic notice, and you will be able to receive the balance on your Card by contacting us. This Agreement will also terminate when the balance on your Card is or becomes zero and when we have no further instructions to reload your Card (if applicable).

Financial Consumer Agency of Canada

If you have a complaint about a potential violation of federal consumer protection laws, you may contact us or you may contact the Financial Consumer Agency of Canada in writing at 6th Floor, Enterprise Building, 427 Laurier Avenue West, Ottawa, Ontario K1R 1B9. You may contact them at 1-866-461-3222 (English) or 1-866-461-2232 (French), or through their website at www.fcac-acfc.gc.ca.

Interpreting and Enforcing this Agreement

This Agreement will be interpreted in accordance with the applicable laws of the province or territory in which you reside (or the applicable laws of Ontario if you reside outside of Canada) and the applicable laws of Canada. In the event of a dispute, you agree that the courts in the province or territory where you reside shall be competent to hear such dispute and you agree to be bound by any judgment of that court.

In Québec

Both of us, you and we, have requested that this Agreement and any related documents be written in English. Les parties à la présente convention, soit vous et nous, ont demandé que cette convention et tout document connexe soient rédigés en anglais.

Protecting Your Privacy

Collecting your personal information

We may from time to time collect financial and other information about you such as: (a) information establishing your identity (for example, name, address, phone number) and your personal background; (b) information related to transactions arising from your relationship with and through us; (c) information you provide when acquiring any of our products and services; and (d) information for the provision of products and services. We may collect and confirm this information during the course of our relationship. We may obtain this information from a variety of sources, including from you and from other sources, as is necessary for the provision of our products and services. If this is a reloadable Card or one that has access to an ATM, we may also obtain this information from the company that purchased this Card and provided the Card to you for your use.

Using your personal information

This information may be used from time to time for the following purposes in connection with your Card: (a) to verify your identity and investigate your personal background; (b) to operate your Card and provide you with services you may request; (c) to communicate to you any benefit, feature and other information; (d) to operate the Card through the payment card network; and (e) as required or permitted by law.

For these purposes, we may: (i) make this information available to our employees, our agents and service providers, who are required to maintain the confidentiality of this information; and (ii) share this information with other financial institutions. In the event our service provider is located outside of Canada, the service provider is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which that service provider is located. Upon your request, we may give this information to other persons. We may also use this information and share it with our subsidiaries (i) to manage our risks and operations and those of our subsidiaries; and (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies or other entities who have a right to issue such requests.

Your right to access your personal information

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. You may contact us to request access to your information.

Our privacy policies

Learn more about our privacy policies by visiting www.rbc.com/privacysecurity/ca.

IMPORTANT INFORMATION ON USING YOUR CARD

Read this section carefully as it contains important information about using your Card and is part of your Agreement with us when you sign, activate, register or use your Card.

Why should I register my Card?

It is important to register your Card at www.myrbccardbalance.com. You must register your Card in order for us to replace it should your Card be lost or stolen. This will better protect your security by preventing someone else from registering your Card and reducing the possibility that someone else may access your balance and transaction information. In addition, some retailers will only allow you to make online purchases if you have registered your Card.

How and why should I check my Card balance?

The initial Card balance will be shown on the Card or the original Card packaging that came with your Card. Each time you use the Card the total purchase amount is deducted from the Card balance. The Card balance also is reduced when any of the fees outlined below are charged. You can check the Card balance online at www.myrbccardbalance.com or by contacting us. It is important to know your Card balance because merchants are unable to check it for you.

Your Card can only be used if the balance on your Card is sufficient to cover your transaction. Otherwise, the transaction will in most cases be declined. However, if due to a systems malfunction or for any other reason a transaction occurs despite there being an insufficient balance on your Card, you will owe us the amount above the Card balance. You agree to reimburse us, upon request, for the amount in which the transaction exceeded your available balance.

How and why should I check my transaction history?

You can check your transaction history online at www.myrbccardbalance.com. You will also be able to check your last 5 transactions by contacting us. It is up to you to review your transaction history and to check all transactions and fees. If you think there is an error in your transaction history, you must contact us. If you do not contact us within 30 days of the transaction date, the transaction history and our records will be considered correct and you may not later make a claim against us in respect of any charges on the Card.

What fees are applicable to my Card?

There is no usage fee charged when making purchases at merchants. The following fees apply to your Card:

- **Replacement Card fee:** A \$15 fee is charged to replace a Card, including if it is lost or stolen. Express delivery of the replacement Card is available for an additional \$15.
- **Closure fee:** A \$30 fee is charged to close your Card and to receive the balance of the funds available on your Card. You can close your Card by contacting us.
- **Expiry fee:** Your card will expire September 30, 2010. At that time, a fee will be charged equal to the outstanding balance on the Card.

Reloadable Cards can be used at ATMs. We do not charge a fee when you withdraw cash from your Card account at any RBC ATM in Canada. We also do not charge a fee if you use a Visa-branded ATM that has been specifically set up by Visa in Olympic venues. Otherwise, you will be charged a \$2 fee for an ATM withdrawal at a non-RBC ATM, plus the fee charged by the other ATM service provider for ATM withdrawals from their machine. If the withdrawal is made outside Canada, you will be charged a \$5 fee, plus the fee charged by the other ATM service provider.

Can I travel with my Card? How do foreign currency transactions work?

The balance on this Card is in Canadian dollars and we will bill you in Canadian currency. Your Card can be used while travelling outside Canada. However, because some merchants may not be familiar with these types of cards, we recommend that you have another form of payment (credit card, debit card, cash or traveller's cheques) when making purchases. If you use your Card or your Card number outside Canada or charge amounts to your Card in a foreign currency, we will convert the charges into Canadian dollars at our exchange rate in effect at the time we post the transaction to your card, which is 2.5% over a benchmark rate on which the payment card company bases its rate to us. We will show the exchange rate for each transaction on your transaction history.

Can I use my Card for services such as hotel reservations, car rentals or restaurants?

Yes. However, some merchants require that a temporary hold be placed on funds. This is normal practice for merchants accepting credit or prepaid cards

to ensure that you have sufficient funds to pay for the final anticipated amount of the purchase. Some merchants, such as hotels, car rental agencies or cruise lines, will hold your funds until the end of your trip. We recommend that you do not use your Card for reservations to ensure that your Card balance is not affected by the hold, which may be weeks or months in the future.

Other merchants, such as restaurants or others that require a tip or extra charge, will hold up to 20% in addition to the price of the goods or services you are purchasing. These types of holds can take several days to clear. For these merchants, it is important to know your Card balance so that you know whether your Card has sufficient funds to cover both the transaction and the hold, or whether you will need to make a split payment.

Your Card cannot be used to pay for fuel at "pay at the pump" kiosks, but can be used to pay for fuel in-store.

Can I make a "split payment" on my Card?

Most merchants are able to handle multiple forms of payment for the same purchase. To purchase merchandise that costs more than the balance on your Card, let the merchant know in advance that you will be splitting the payment; i.e. part of your transaction will be paid with the Card and the remainder with another form of payment (such as credit card, debit card, cash or cheque). It is important for you to know the available balance on your Card because merchants are unable to check the balance for you and you will need to tell the merchant the amount that you would like to have paid by your Card. You can check your balance online at www.myrbccardbalance.com or by contacting us. Some merchants will not let you make a split payment, or make a split payment with two prepaid cards.

What happens if I am issued a credit voucher?

If a merchant issues a credit voucher or otherwise gives a refund to you, we will increase the balance available on your Card by the amount of the refund. The merchant may require both the Card and the receipt. If you use your Card or your Card number for a transaction in a foreign currency and the merchant gives you a credit voucher or refund, the charge and the credit will not exactly balance because of exchange rate and currency fluctuations.

Can I reload my Card?

You cannot reload your Card. However, certain Cards can be reloaded by the company that purchased your Card. If you have this type of reloadable Card, it is your responsibility to find out from the company that provided you with the Card how frequently your Card will be reloaded and what amounts will be loaded onto your Card.

Can I make recurring payments with my Card?

You cannot make recurring payments with your Card. These payments will not be authorized by the merchant.

What happens if my Card gets lost, stolen or misused?

You must register your Card in order for us to replace it should your Card be lost, stolen or misused. You must also contact us immediately:

- if your Card is lost, stolen or misused;
- if you suspect that someone else is using your Card or your Card number; or
- if you suspect that your Card is missing.

Once you have told us that your Card has been lost, stolen or misused, we will be able to prevent use of the Card and the Card number. We can also block use of your Card and prevent use of your Card number without telling you if we suspect unauthorized or fraudulent use of the Card or the Card number.

What happens after my Card expires on September 30, 2010?

Your Card expires on September 30, 2010. You must not use your Card or your Card number after that date. When your Card expires, you will be charged an expiry fee.

How do I contact you?

If you need help or have questions about your Card, please call us toll-free at 1-866-466-8079 within Canada or the United States (elsewhere, call us collect at 1-954-377-4480). If you have a complaint, we have a complaint/dispute resolution procedure in place for dealing with these problems. We will tell you all about it if you ask. We also publish a brochure — "How to make a complaint" — which explains that procedure. You may obtain a copy of this brochure at any RBC Royal Bank branch.

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