



# Business Client Card and Personal Identification Number Agreement Service Materials

## Master Client Agreement for Business Clients

### WHAT THIS AGREEMENT COVERS

These are Service Materials for the RBC Royal Bank® Client Card, and form part of the Master Client Agreement for Business Clients between you and Royal Bank. The Agreement, including these Service Materials, sets out the terms that apply when you use your Client Card, whether or not it is used together with your Personal Identification Number (PIN). These Service Materials replace all earlier Service Materials or agreements for your Client Card. These Service Materials also apply to any replacement Client Card we issue to you.

The Agreement is your promise to be responsible for the use of your Client Card and your PIN. It tells you about your rights and duties. You should read it carefully. Selecting a PIN, or signing, activating, or using a Client Card means that you have received and read the Agreement and agree to its terms. You will use your Client Card and PIN according to the terms of the Agreement and any other terms or conditions that we may advise you of from time to time.

### TERMS USED IN THIS AGREEMENT

All capitalized terms not defined have the meanings given in the Legal Terms and Conditions of the Master Client Agreement for Business Clients, and the rules of interpretation prescribed by the Legal Terms and Conditions also apply. In addition, for purposes of these Service Materials, the following defined terms will be used:

“**Account**” means an account that may be accessed using a Client Card;

“**Agent Card**” means a deposit-only Client Card;

“**ATM**” means Automated Teller Machine;

“**Biller**” means a Person who may receive bill payments using a Client Card;

“**PIN**” means your confidential personal identification number you choose for your Client Card;

“**POS**” means point-of-sale or place where you purchase goods or services;

“**you**”, “**your**”, or “**yourself**” means the Customer, including each Person issued a Client Card on the Customer’s behalf; “**we**”, “**our**”, or “**us**” means Royal Bank of Canada and its affiliates that may also issue a Client Card to you.

### CLIENT CARD ISSUANCE

Royal Bank may issue a Client Card to any of your Representatives. You are responsible for the use of each Client Card by your Representatives.

### YOUR RIGHTS AND DUTIES AS A CUSTOMER USING YOUR CLIENT CARD

You can use your Client Card for any purpose we agree to, including:

- To pay for goods and services at a store or other merchant that has POS or other terminals that accept debit card payments.
- To make a cash withdrawal, a bill payment, a deposit, or to transfer funds from one Account to another at an ATM.
- To identify yourself when you are requesting a service from us or to authorize the transactions you do with us at our branches. To use RBC Royal Bank Mobile Banking, Online Banking, and Telephone Banking.

When you use your Client Card for Online Banking or Telephone Banking, you must select PINs that are unique to these Services. For changes to the PINs for these Services, please call us at 1-800-769-2520.

### AGENT CARDS

Agent Cards allow funds to be deposited into your Account, while protecting the privacy and security of your business. Features include:

- Deposit-only access to your primary deposit account at RBC Royal Bank ATMs across Canada.
- No withdrawal capabilities or access to balance information.
- No access to RBC Royal Bank Mobile Banking, Online Banking, or Telephone Banking.

To request Agent Cards, or replacement Agent Cards, please contact your RBC Royal Bank Service Representative, visit your branch, or call us at 1-800-769-2520. If you request Agent Cards, you are responsible for the distribution and use of the Agent Cards.

### PERSONAL IDENTIFICATION NUMBER

We will treat your PIN as your authorization whenever it is used, and any instructions received or transactions done using your PIN will have the same legal effect as if you signed a written direction to us. For certain transactions, we may allow you to use your Client Card without providing us with your PIN. For these transactions, you will have the same rights and responsibilities as if you had used your Client Card with your PIN.

Your PIN is a combination of numbers or letters, selected by you, for your use only. Your PIN is part of your electronic signature and identifies the cardholder as the authorized user of your Client Card.

### PROTECTING YOUR CLIENT CARD AND PIN

Safeguarding your PIN is your responsibility. Protecting the security of your Client Card and PIN is important. You agree to keep your PIN confidential and separate from your Client Card at all times. Select a PIN which cannot be easily guessed. **PIN combination selected from your name, date of birth, telephone numbers, address, or social insurance number can be easily guessed and must not be used.**

**No one but you is permitted to know or use your PIN. If someone obtains your Client Card and your PIN enabling them to be used together, you may be liable for their use of your Client Card. The Liability for Losses section tells you when you are liable and when you are not.**

You are responsible for taking reasonable precautions to keep your Client Card and PIN safe. These include:

- Always make sure that you can see your Client Card at all times when you are using it for a transaction.
- Keep your Client Card in a safe place and never let anyone else use it.
- Never reveal your PIN to **anyone**, including financial institution employees, law enforcement agencies, or even close family members or friends.
- If you suspect that someone knows your PIN, **immediately** change it at any of our ATMs that allow you to make a PIN change or at your branch, or call us and we will deactivate your Client Card.
- Use your free hand or body to shield the entry of your PIN.
- Always remember to take your Client Card and transaction record after a transaction is completed.
- Regularly check your statements and balances to verify all transactions have been properly recorded. If entries do not accurately reflect your transaction activities, such as missing or additional transactions, you should visit your branch or contact us immediately.
- **Memorize your PIN** – never write it down.

### LOST OR STOLEN CLIENT CARD

You must tell us as soon as you are aware that your Client Card is lost or stolen, or as soon as you suspect that an unauthorized Person is using your Client Card or simply knows your PIN, or you suspect that your Client Card is missing.

You may contact us by calling the numbers on the reverse of the Client Card or by (i) calling our 24-hour toll-free number at 1-800 ROYAL® 2-0 (1-800-769-2520), (ii) if you are outside North America, calling us collect at 506-864-2275, or (iii) using the TTY line at 1-800-661-1275.

### TRAVELLING OUTSIDE OF CANADA

When travelling outside of Canada, you can make foreign currency withdrawals directly from your Account at ATMs displaying the PLUS<sup>®</sup> system logo. Please note that some ATMs outside of Canada may only accept a 4 digit numeric PIN. You should consider this when selecting your PIN.

### SETTING LIMITS

We will set one or more limits that will apply to your use of your Client Card. We may change any of these limits or introduce new limits, with or without notice to you. Some of these limits are:

1. **Cash Withdrawal:** This is your daily limit for cash withdrawals made through any RBC Royal Bank® ATMs, ATMs displaying the *INTERAC*<sup>®</sup> or PLUS symbols and any other banking machine networks to which RBC Royal Bank may belong. Where withdrawals are in a foreign currency, the Canadian dollar equivalent (established by RBC Royal Bank at the time of withdrawal) will be used in determining whether the withdrawal meets or exceeds your daily limit.
2. **Instantly Available Funds:** This is the daily amount from deposits you make at any RBC Royal Bank ATM that is immediately available for transfer to other accounts, or to make Bill Payments, Third Party Payments, purchases or cash withdrawals. Regardless of your Release Amount, you may not exceed any of your other daily limits.
3. **Bill Payment:** This is your limit for bills accepted through RBC Royal Bank ATMs, Online Banking, Mobile Banking and Telephone Banking services. No single payment may exceed this limit.
4. **Point of Sale Purchase:** This is your daily limit available for purchases made with your Client Card.
5. **Third Party Payments:** This is your combined daily limit available for payments or fund transfers made (i) to other RBC Royal Bank clients through Telephone Banking, Online Banking and Mobile Banking; (ii) to RBC Royal Bank clients or clients of

other Canadian financial institutions through Online and Mobile Banking using the INTERAC e-Transfer<sup>‡</sup> service; (iii) to merchants through Online Banking using the INTERAC Online service; and/or (iv) for Gift Card purchases made through Mobile Banking.

#### NOTE:

**Deposit:** Deposits up to \$500,000 can be made to your deposit accounts through RBC Royal Bank ATMs. All items deposited are subject to verification and may not be available for up to 5 business days or any shorter period required by law. Post-dated cheques are not negotiable when deposited through banking machines and may be returned, causing a delay in receiving credit.

**Transfer:** Transfers from your deposit accounts can be made through RBC Royal Bank ATMs, Mobile Banking, Online Banking, and Telephone Banking. Transfers are limited to the funds available from the account.

**Bill Payment:** \$99,999 is the limit for bills accepted through RBC Royal Bank ATMs, Mobile Banking, Online Banking, and Telephone Banking.

We will tell you what some of your current limits are when we send your Client Card to you. Where possible, we will allow you to choose the limits that best meet your needs, within a range of applicable limits that we will set. We reserve the right, at our discretion, to exceed any daily or transaction limits to complete transactions authorized by you. It is your responsibility to check your limits from time to time in Online Banking for business or by contacting us.

#### Interac Flash<sup>‡</sup>

This is a contactless feature added to your Client Card (other than the Agent Card) that allows you to make POS purchases or debit transactions at merchants in Canada that have an Interac Flash enabled reader. Additional information pertaining to POS transactions, including applicable limits and information about payment processing and refunds, is found on our website. For added security, every time you reach that limit, you will be asked to insert your Client Card and enter your PIN in order to complete the transaction.

#### LIABILITY FOR LOSSES

You are responsible for all authorized use of a valid Client Card. In addition to the other liability provisions in the Agreement, you **are** liable for all Losses that result from these situations:

- You authorize a Person to use your Client Card.
- You disclose your PIN to an unauthorized Person.
- You write your PIN down, or choose a PIN that is easily guessed.
- You make an entry error like pressing the wrong key at an ATM or POS terminal.
- You make fraudulent or worthless deposits or transfers.
- You do not tell us within a reasonable time when your Client Card or PIN is, or is suspected to be, lost, stolen, misused, or otherwise available to an unauthorized Person.

You **are not** liable for monetary losses to the Accounts to the extent directly resulting from the following unauthorized transactions made using a Client Card: (i) unauthorized transactions that occur using the Client Card after we receive notice from you that your Client Card has been lost or stolen; (ii) unauthorized transactions made using the Client Card where it can be shown that you have been a victim of fraud, theft, or have been coerced by trickery, force, or intimidation, and provided that you reported the incident to us immediately and you cooperated and assisted us fully in any investigation; or (iii) unauthorized transactions made using the Client Card as a result of negligent conduct by Royal Bank.

#### YOUR LIABILITY MAY EXCEED ACCOUNT BALANCE

Your liability for Losses may exceed your Account balance or available funds if the Account is a loan account, has overdraft protection, or is linked with an account that does. Your liability will also exceed your Account balance for Losses that result from fraudulent or worthless deposits being made at an ATM.

#### CANADIAN CODE OF PRACTICE FOR CONSUMER DEBIT CARD SERVICES

We voluntarily adhere to the Canadian Code of Practice for Consumer Debit Card Services and are committed to meeting the level of consumer protection it provides. For information about this Code of Practice, visit [www.cba.ca](http://www.cba.ca).

#### VERIFICATION AND RECORDS

All use of your Client Card and PIN is subject to our verification and acceptance. This may take place on a date later than the date you use the Client Card and will affect when transactions become effective. Our records showing the use of your Client Card and PIN and our determination of the details of that transaction, including our count and verification of the particulars of any Client Card and PIN use, will be considered correct and binding on you, unless you tell us in writing of any mistakes. You must tell us of any mistakes within 30 days of the date of a disputed transaction or such longer time period as may be required by an agreement between you and us for the operation

of the Account to which the mistake relates. Transaction records of your Client Card and PIN use are issued to help you with your account record-keeping. If you do not agree with the particulars shown on a record, we will review our records to settle the disagreement.

#### PROBLEMS WITH MERCHANTS/LIMITATION ON OUR LIABILITIES

We are not responsible for problems you have with anything you buy using your Client Card for a POS transaction. We are also not responsible for any problems you have with the Biller when you use your Client Card to pay a bill. You must settle any such problem directly with the merchant or Biller. When you make bill payments at one of our ATMs or branches, you are responsible for ensuring that all Biller information (including account numbers and payer names) required by us to complete your payment instructions to that Biller is accurate at all times. We may, without notice to you, update your bill profile information if advised of a change by the Biller.

**We try to ensure that transactions are completed whenever you use your Client Card for a purpose we have agreed to. However, we will not be liable to you for damages (including special, indirect or consequential damages) if an ATM or a merchant does not accept your Client Card or you cannot use your Client Card for any reason, including where we cancel or temporarily de-activate your Client Card or decline to authorize a transaction because we have detected activity in your Account or the use of the Client Card that we consider to be unusual. We are not responsible for a Biller's posting practices or if they charge you late fees or interest penalties.**

#### SERVICE CHARGES

There are no service fees for having a Client Card. Service fees applicable to transactions made using a Client Card or PIN will be charged and payable in accordance with the Legal Terms and Conditions of the Agreement. When you use your Client Card you agree to pay any applicable service fee, including the service fees that may be imposed by any third party for using their ATM.

#### CONTACTING US ABOUT A PROBLEM

We have a complaint/dispute resolution procedure in place for dealing with problems. For information about the procedure, please visit our website at [www.rbc.com/customer-care/](http://www.rbc.com/customer-care/) or call us at 1-800 ROYAL<sup>®</sup> 4-0 (1-800-769-2540) (English) or 1-800 ROYAL<sup>®</sup> 4-1 (1-800-769-2541) (French). We also publish a brochure – *How to Make a Complaint* – which explains the procedure. You may obtain a copy of this brochure at any of our branches or by visiting our website or calling the toll-free number shown above.

If you contact us to report an unauthorized transaction where your Client Card has been used, we will respond to you as soon as possible, and no later than 10 business days, informing you of our decision as to whether or not we hold you responsible. During this time, we will not unreasonably restrict your access to funds that are the subject of the dispute.

#### ADDING OR CHANGING TERMS OF THIS AGREEMENT

We may add or change terms of the Agreement at any time. If we do, we will give you notice of the change by posting notice in our branches, by displaying a notice at our ATMs, by posting announcements on our website, or by sending you notice in paper or electronic form as set out in the Legal Terms and Conditions of the Agreement. If you use your Client Card or PIN after the effective date of a change, it will mean you accepted the changes.

#### ENDING THIS AGREEMENT

We may restrict your use of a Client Card, in whole or in part, or terminate the Agreement at any time without telling you if you contravene any part of the Agreement, we suspect that your Client Card is being used by an unauthorized Person, or otherwise as set out in the Legal Terms and Conditions of the Agreement. In all other cases, you or we may end this Service in accordance with the Legal Terms and Conditions of the Agreement. If this Agreement has ended, your obligations continue until they have been completely satisfied.

#### TRANSACTIONS IN A FOREIGN CURRENCY

When you use your Client Card to make a withdrawal in a currency other than Canadian dollars at an ATM outside Canada displaying the PLUS system symbol, we will convert the amounts withdrawn and any associated charges imposed by any third party for the use of the ATM to Canadian dollars when we deduct the funds from your Account. We will convert these amounts to Canadian dollars no later than the date we post the transaction to your Account at our exchange rate that is 2.5% over a benchmark rate set by Visa International, a subsidiary of Visa Inc., and which Royal Bank of Canada pays on the date of conversion. This rate may be different from the rate in effect for the date your ATM withdrawal occurred or on the date of the transaction. If the foreign transaction is a POS transaction at a store or other merchant in the United States, the conversion to Canadian dollars is done at an exchange rate 2.5% over the Interbank Spot Rate as defined by Acxsys Corporation in effect at the time of processing.