

Referral Awards Program Frequently Asked Questions

As a valued partner, we want to keep offering you our RBC Referral Awards® program as a thanks to you. With this in mind, we are enhancing our RBC Referral Awards® program with the goal of continuing to work with you and adding extra value to our partnership.

Q. When will the new changes be in effect?

The new changes will be effective on January 1st, 2020

Q: What is changing and why?

Updated Points Structure (for points-members)

We are integrating the RBC Referral Awards® program with the RBC Rewards loyalty program. You will receive RBC Rewards points for every qualified mortgage referral you send our way. A qualified mortgage referral includes a mortgage referral in respect of purchases and switch/transfer mortgages from another financial institution to Royal Bank.

We will now be rewarding you on each and every eligible funded mortgage you refer to us, instead of rewarding you on the size of the mortgage. This will help you to accumulate points faster and earn valuable rewards sooner! And the more referrals you make, the greater the number of RBC Rewards points you will receive!

Our new points levels are as follows:

Levels in the Program*	Number of funded referrals	RBC Rewards Points earned per referral
Elite Partner	11+	20,000
VIP Partner	5 – 10	16,000
Key Partner	1 – 4	10,000

*Your level in the program will be based on the number of referrals funded in the previous 12 months of any given month

Reporting for income tax purposes

Previously, the value of points awarded for referrals were reported on a T4A slip for the tax year in which such points were redeemed. Under the new RBC Referral Awards® Program, points will be reported for tax purposes for the tax year when the points are earned and awarded, regardless of when you use them. This will allow you to combine points earned for eligible funded mortgage referrals with the ones earned for all of your other card usage – giving you greater opportunities when redeeming points.

Our new website

You will see a refreshed new look of the Referral Awards® site. You will need to register to this new site using your email associated with your Referral Awards Program account.

Referral Awards Program

Frequently Asked Questions

Q. How many RBC Rewards points will I receive from my first funded referral in January 2020?

Starting January 2020, all existing participants in the program will be placed at a level in the program based on the number of eligible funded mortgage referrals sent in 2019. In the new RBC Referral Awards Program, your level in the program in any given month will be based on the number of eligible funded mortgage referrals funded in the previous 12 months.

For example:

If your total number of eligible funded mortgage referrals sent in 2019 was six, then you enter the new RBC Rewards Referral Program as a VIP partner and your first funded referral in 2020 will earn 16,000 RBC Rewards points. The level in the program is not reset every calendar year. If you keep referring the same number of eligible funded mortgage referrals or more, your level in the program (and therefore, the number of points earned) will be the same or higher.

Q. OK, is anything staying the same?

The following hasn't changed:

- Requirements to participate in the program remain the same: Canadian resident and either (i) working as a realtor in Canada; (ii) an employee of a builder approved by RBC, or (iii) Insurance Brokers, Independent Financial Planners/Advisors, Lawyers, and Accountants.
- Points awarded under the program for eligible funded mortgage referrals are considered taxable income. Participants will continue to receive a tax slip (T4A) from RBC that reports the value of the points for the applicable taxation year.
- Type of members in the program remain the same: points-member and non-points member.
- Non-points members can update their accounts to become points members under the "Update Profile" section in the main menu of your personal account, and input your RBC Rewards credit card number. Eligible funded mortgage referrals made within the calendar year are eligible for RBC Rewards points if you have an RBC Rewards credit card and switch to a points-member option.
- Eligible participants in the Province of Alberta may only enroll in the RBC Referral Awards Program as Non-Points Members. The RBC Referral Awards Program, including non-points membership, is not available in the Province of Quebec.

Referral Awards Program

Frequently Asked Questions

Q. I noticed that the points awarded per each Eligible Funded Mortgage Referral have changed. Are we getting less value per referral?

We have slightly adjusted the numerical value of the points per eligible funded mortgage referral; however, the redemption value of the points are greater. Additionally, you get more value for your points through a wider selection of redemption options including:

Travel

- You are able to redeem for five major travel categories: airfare; hotel; vacation packages; car rentals; and cruises.
- Redeem for travel rewards in three ways: online; phone; CWT Travel Agent

Financial Rewards

- Points can be redeemed in order to pay down an RBC mortgage, Homeline Plan, or RBC credit line, RBC Personal Loan or for Direct Investing Trade Commissions and Cash Contributions.
- You can also redeem points and apply them towards your RBC investments, including a Registered Retirement Savings Plan (RRSP), a Registered Educational Savings Plan (RESP) or Tax Free Savings Account (TFSA).

Charitable Donations

- You can redeem points to make a charitable donation to great causes. Examples of current charities include, Own the Podium, Hope Air, and Ronald McDonald House.

RBC Payback with Points

- You can redeem points and apply towards your credit card balance or to pay bills through RBC Online Banking or RBC Mobile Banking.

Merchandise

- You can redeem points for a large selection of products, including full retail catalogues offered by partners Best Buy and Apple (terms and conditions apply)

Gift Cards

- Redeem points for gift cards in a variety of categories such as retail, dining, entertainment, and travel.

Points Exchange

- You can exchange points between RBC Rewards and select loyalty programs such as WestJet, British Airways, American Airlines, Asia Mile and HBC at set conversion rates.

Referral Awards Program

Frequently Asked Questions

Q. Can you give me an example of where I can travel with RBC Rewards points?

Below are some examples of how many points you need to get where you want to go based on Avion Cardholders (for other RBC Rewards Cardholders please visit <https://www.rbc rewards.com/#!/travel>):

Flights	RBC Rewards points needed ¹	Number of funded deals
Quick Getaways Within or to an adjacent Province/Territory/U.S. State	15,000 ²	- 2 deals as a Key partner - 1 deal as a VIP partner
Holiday Destination Western Canada/U.S. to Mexico, Hawaii, Alaska Eastern Canada to Bermuda, Central America, Caribbean	45,000 ²	- 3 deals as a VIP partner
Take a Vacation Eastern Canada/U.S. to Mexico, Hawaii, Alaska Western Canada to Bermuda, Central America, Caribbean	55,000 ²	- 3 deals as an Elite partner

¹Based on Avion Cardholders

²Excluding any applicable taxes, surcharges and fees

Please visit [RBC Rewards site](#) to review all the options available to you for your points earned through the new RBC Referral Awards Program.

Q. Do I need to re-enroll in the new program? Do I need to be an RBC client?

Starting January 2020, you will have access to the new site. Click on the “Register Now” button, and use your email address to request a validation code. You will then be prompted to input your validation code in the Registration form and change your password. Confirm your personal information and agree with the new terms and conditions.

You don’t need to be an RBC client to enroll in the program and to start enjoying its benefits. However, if you decide to enroll in the program as a points-member, you will need an RBC Rewards credit card.

Q. How can I apply for an RBC Rewards credit card?

Please follow this link to apply for an RBC Rewards credit card and start earning points for every referral you send. <https://www.rbcroyalbank.com/credit-cards/index.html>

Q. Which RBC Rewards credit cards are eligible?

Eligible RBC Rewards credit card accounts include any business or personal credit card that allows you to earn RBC Rewards® Points. Commercial credit cards are not eligible.

Referral Awards Program

Frequently Asked Questions

Q. If I am not eligible for an Eligible RBC Rewards credit card, can I still collect RBC Rewards points?

If you are not eligible for an Eligible RBC Rewards credit card, you can still join the Program as a non-points member. We will still recognize your partnership with non-points recognitions such as invitations to exclusive events and experiences.

As we expand the program in 2020, we will include additional benefits for members in the program that will apply to both points-members and non-points members. Stay tuned for more updates!

Also, if at any time in the future you are approved for an Eligible RBC Rewards credit card you can switch from being a non-points member to a points member at any point in the calendar year and the eligible funded mortgage referrals made within the calendar year will be retroactively eligible for earning points.

Q. Do I have to collect RBC Rewards points to participate in the program? What other benefits are available to me?

You don't have to collect RBC Rewards points to join the program. You can join the program as a non-points member. We will still track your eligible funded mortgage referrals and recognize your partnership with non-points recognition such as invitations to exclusive events and experiences.

And our program keeps growing! As we expand and develop the program further, we will include additional non-points recognition for members in the program that will apply to both points-members and non-points members.

Q. What happens with my outstanding points balance accumulated until December 31st, 2019?

You can continue redeeming your points in the current site as usual until December 31st, 2019.

If you hold points after December 31st, 2019, you will have three options:

- 1) Convert your points to RBC Rewards points with the same value of your accumulated points as of December 31st, 2019. In order to convert your outstanding points to RBC Rewards points you will need to have an eligible RBC Rewards® credit card by March 31st, 2020.
- 2) If your accumulated points as of December 31st, 2019 is greater than 4,500, you can convert your points to a RBC prepaid Visa gift card for the redemption value of your accumulated points.
- 3) Forego the value of your points.

Referral Awards Program Frequently Asked Questions

Once your outstanding points are converted to RBC Rewards points or to an RBC prepaid Visa gift card, the redemption value of your outstanding points will be reported on a T4A slip for the 2020 tax year.

You will have until March 31st, 2020 to decide if you want your outstanding points balance converted to RBC Rewards points, or to an RBC prepaid Visa gift card (provided you have more than 4,500 points as of December 31), or to forego the value of your points.

Please stay tuned for our next communication in early January 2020 with specific information on how you can exercise your options to migrate your outstanding points balance to the new program.

