



# Welcome to your CIBC Aventura<sup>®</sup> World Elite<sup>®</sup> Mastercard<sup>®</sup> Card



# Your Benefits Guide

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# Welcome to your CIBC Aventura<sup>®</sup> World Elite<sup>®</sup> Mastercard<sup>®</sup> Card

The CIBC Aventura World Elite Mastercard Card is a premium travel rewards card that combines travel flexibility, strong rewards earning potential and comprehensive insurances.

Earn 1 Aventura Point for every dollar you spend on your card.<sup>1</sup> Earn more with the Points Multiplier<sup>®</sup> feature providing 1.5 Aventura Points per \$1 you spend on eligible gas, grocery and drug store purchases.<sup>2</sup> Redeem your Aventura Points for a selection of unforgettable rewards including:

- truly flexible travel—fly any airline with points that don't expire<sup>3</sup>
- an exciting selection of gift card and lifestyle rewards<sup>4</sup>

The CIBC Aventura World Elite Mastercard Card comes with comprehensive travel protection including Out-of-Province Emergency Travel Medical and Trip Cancellation Insurances.<sup>5</sup> Plus, enjoy exclusive experiences and offers available only to CIBC Aventura World Elite Mastercard cardholders.

Please take a moment to read through this guide and learn more about everything your new card has to offer you. **Enjoy.**



# Enhance your travel with premium benefits

## Aventura Travel Assistant

Your CIBC Aventura Travel Assistant is a full-service travel agency<sup>6</sup> that specializes in planning every aspect of your travel itinerary with no booking fees. Whether it's booking a condo rental in Hawaii or helping you plan a honeymoon in France, travel specialists can help customize your trip from start to finish. You can also book travel-related experiences to enhance your trip, such as local sightseeing tours or amusement park passes. To simplify your travel experience, you can receive pre-trip assistance, including weather forecasts, customs information and more helpful advice.

**For more information, please call the CIBC Rewards Centre at 1 888 232-5656 or visit [cibcrewards.com](https://www.cibcrewards.com)**

## Mastercard World Elite Personal Concierge<sup>7</sup>

The Mastercard World Elite<sup>7</sup> concierges are there to support Mastercard World Elite cardholders like personal assistants, addressing their every request no matter how big or small with responsibility, creativity and just a touch of magic to go above and beyond cardholders' every expectation and make their dreams come true. To access your concierge today, call 1 888 531-3924.

## NEXUS<sup>◇</sup>

Some great news for frequent travellers to the U.S.—receive a rebate for your NEXUS application fee once every 4 years.<sup>8</sup> NEXUS is designed to speed up border crossings for low-risk, pre-approved travellers into Canada and the United States (U.S.).

**Your rebate will automatically be applied to your statement**

## Airport lounge access

Your Priority Pass™ membership offers you access to 1,300+ lounges across the globe, giving you 4 complimentary lounge visits per year<sup>9</sup>, which will apply to your first member and guest visits. (Benefit does not apply to additional cardholders.) To take advantage of this benefit, you must enroll for the Priority Pass membership. Upon enrollment, you will receive a Priority Pass Welcome Kit containing your membership card.

To enroll, visit [prioritypass.com/CIBCAventuraWorldElite](https://prioritypass.com/CIBCAventuraWorldElite)

## Save on gas with CIBC and Journie Rewards

Link and use your eligible CIBC card with Journie Rewards to automatically save up to 10 cents per litre<sup>10</sup> at participating **Chevron, Ultramar and Pioneer** gas stations<sup>11</sup>. Visit [cibc.com/journie](https://cibc.com/journie) to get started.

## Car rental discounts

Take advantage of additional savings. As a CIBC cardholder, you can receive valuable car rental discounts at participating locations worldwide when you pay with your CIBC credit card.<sup>12</sup>

# Spend and earn more points

## One Aventura Point for every \$1 spent

Earning Aventura Points is easy. You'll earn 1 Aventura Point for every dollar you spend with your CIBC Aventura World Elite Mastercard Card.<sup>1</sup>

## Receive 50% more Aventura Points

With the Points Multiplier feature, you'll earn 1.5 Aventura Points for every \$1 you spend—that's 50% more Aventura Points—at eligible grocery stores, gas stations and drug stores (on the first \$80,000 in total annual account spending).<sup>2</sup> For example, whether it's milk or a lawn chair, if you can buy it at an eligible grocery store, you'll earn 1.5 Aventura Points. Of course, you'll continue to earn 1 Aventura Point for every dollar charged to the card at all other locations.

## Earn double Aventura Points

Plus, you'll earn double Aventura Points on any net travel purchase you make with your CIBC Aventura World Elite Mastercard Card at the CIBC Rewards Centre.<sup>13</sup>

# Redeem your rewards your way

## Airline travel rewards

When it comes to redeeming your Aventura Points for air travel, you have the option of choosing from hundreds of airlines! There are no Aventura blackout periods or restrictions, and points that don't expire.<sup>3</sup> With flights starting as low as 10,000 Aventura Points,<sup>‡</sup> you could be taking off sooner than you think.<sup>14</sup>

You can pay for your travel by redeeming your Aventura Points or using your CIBC Aventura World Elite Mastercard Card—or both!<sup>15</sup>

Register for CIBC Rewards at [cibcrewards.com](http://cibcrewards.com). For a free travel quote or to book, call 1 888 232-5656.

Round-trip Aventura flight destinations	Aventura Points	One economy class ticket on more than 100 airlines worldwide
Canada and U.S. (Short-Haul)	10,000-20,000	Travelling within a province, territory or U.S. state or to an adjoining province, territory or U.S. state. Maximum ticket price \$400 <sup>†</sup>
Canada and U.S. (Long-Haul)	25,000-35,000	Originating from any location in Canada/U.S. to any location in Canada or the U.S., except Hawaii and Alaska. Maximum ticket price \$800 <sup>†</sup>
Mexico, Alaska, Hawaii, Central America, Caribbean	40,000-60,000	Originating from any location in Canada/U.S. to Mexico, Hawaii, Alaska, Bermuda, Central America or the Caribbean. Maximum ticket price \$1,000 <sup>†</sup>
Europe	50,000-70,000	Originating from a major gateway in Canada/U.S. to select destinations in Europe. Maximum ticket price \$1,300 <sup>†</sup>
Rest of the World	75,000-125,000	Originating from a major gateway in Canada/U.S. to select destinations in Africa, Asia, Australia, New Zealand, South Pacific, the Middle East and South America. Maximum ticket price \$2,000 <sup>†</sup>

<sup>†</sup> Important Note: Chart applies to round-trip economy flights booked through the CIBC Rewards Centre at 1 888 232-5656 or [cibcrewards.com](http://cibcrewards.com). The exact number of Aventura Points required to purchase a flight depends on ticket prices set by airlines. You must have at least 80% of the points required to obtain your desired flight (up to 20% of the points required can be purchased). A maximum ticket price (before taxes and other charges) applies for each destination; any excess cost over the max ticket price, plus taxes and other charges, must either be charged to your card or paid for with Aventura Points. Tickets are non-refundable. Chart may be changed without notice at any time. For complete details, see Aventura Rewards Program Terms at [cibcrewards.com](http://cibcrewards.com).

## Flexible travel

You can redeem your Aventura Points to create unique and personalized holiday experiences, quickly and easily. With Aventura Flexible Travel, you can book flights, travel, vacation packages, tours, hotels, activities and virtually anything else through the CIBC Rewards Centre. From a night at a downtown hotel to an exotic trip across the globe, the choice is yours!

## Merchandise

Your Aventura Points can be redeemed at any time for merchandise.

## Gift cards

Whether you want to reward yourself with a shopping spree at your favourite store, enjoy a much-deserved dinner out, a day at the spa, or even give a gift to someone who's hard to please, redeeming your Aventura Points for a gift card is just the answer. Choose from a vast selection that includes dining, entertainment and travel-related gift cards.

## Lifestyle rewards

A varied array of experiences are available to you through Aventura Lifestyle Rewards,<sup>4</sup> from perfecting your golf swing with a golf pro or being a pilot for a day, to enjoying your own personal chef and more.

To view all of our exciting Aventura Rewards and to redeem your Aventura Points, visit [cibcrewards.com](https://cibcrewards.com) or contact the CIBC Rewards Centre



## Shopping with Points

Redeem your points to pay off eligible pending Aventura credit card transactions.<sup>16</sup>

## Payment with Points

Use your CIBC Aventura Points to make payments towards your Aventura World Elite Mastercard credit card balance.<sup>17</sup>

## Financial products with Points

Reach your most important financial goals faster by using your CIBC Aventura Points to make payments or contributions towards the following CIBC financial products:<sup>17</sup>

- Make a Residential Mortgage Prepayment (Note: Cannot be used in lieu of regular payments)<sup>18</sup>
- Make a contribution to a CIBC TFSA Tax Advantage Savings Account<sup>®19</sup>
- Make a contribution to a CIBC RRSP Daily Interest Savings Account<sup>19</sup>
- Make a payment towards a CIBC Personal Line of Credit<sup>20</sup>
- Make an additional payment towards a CIBC Personal Loan<sup>20</sup>
- Make a deposit or contribution to your Self-Directed CIBC Investor's Edge brokerage account<sup>21</sup>

Redeeming is easy. You will be able to select from your existing products on CIBC Online Banking<sup>®</sup> and CIBC Mobile Banking<sup>®</sup>.





# Manage your spending

## CIBC Insights

Use the Insights feature in the CIBC Mobile Banking App to get tailored tips based on your credit card and deposit account activity to help you manage your day-to-day spending.

**Track expenses:** monitor where and how much you spend and set spending limits for different categories or merchants.

**Avoid surprises:** if a recurring payment on your credit card increases (e.g. phone bill or gym membership), we'll let you know so you can stay on top of your expenses.

## Enhanced monthly statement

Track and manage your monthly and year-to-date spending organized in 10 common spend categories on your printed statement.

## Spend alerts

Set up alerts through CIBC Online Banking and choose to be notified by phone, email or online message when you've exceeded your customized budget or are nearing your credit limit.<sup>22</sup>

# Manage My Card

For more information visit [cibc.com/managemycard](https://cibc.com/managemycard)

CIBC offers a number of features to manage your credit card digitally. Modern, convenient and safe—banking on your terms, when and where you want. Simply sign in to CIBC Online or Mobile Banking to get started. Enjoy on-the-go banking with our award-winning CIBC Mobile Banking App for iPhone®, iPad® and Android™.

## Activate card

Just received your card and ready to use it? Easily activate a new or replacement credit card online at any time.

## Lock and unlock card

Misplacing your credit card is stressful. With the Lock and Unlock feature, you can instantly lock your credit card with a few quick taps and unlock it with ease when you find it.

## Replace lost, stolen or damaged card

If your card is lost, stolen or damaged, you can request a replacement card digitally in a few simple steps. A new card will be sent to you in the mail.

## Alerts and security

**Credit card transaction alerts** allow you to stay on top of your credit card activity and quickly identify unauthorized transactions without having to log in. Receive alerts in real time whenever a transaction occurs on your card. Choose to receive alerts for all transactions or specify a dollar threshold over which to be notified.

**Credit report alerts** will notify you of key changes to your personal credit report so you're aware of any unusual activity on your credit file.<sup>23</sup>

You also have access to other alerts and reminders such as your minimum payment is due and your eStatement is ready. Easily enroll or update your alert preferences via Manage My Alerts on the left navigation panel within CIBC Mobile & Online Banking.

## Enhanced transaction details

Easily recognize your credit card transactions by clicking on transactions to see additional merchant details including merchant contact details and address.

## Everyday management

Check your account balance, view recent transactions, pay your monthly bill or set up future payments. You can also request a credit limit increase, additional cards, and more.


## eStatements offer ease and convenience

With eStatements, view up to 7 years of your credit card statements online and on your mobile device. Save and print your statements any time or download them to use with your personal finance software. Skip the paper trail and reduce clutter in the process.

# Ways to pay

For more information visit [cibc.com/ways-to-pay](https://cibc.com/ways-to-pay)

## Contactless and Mobile Wallet

Simply pay by tapping your card or eligible smartphone anywhere you see the  symbol on a merchant terminal.<sup>24</sup>

Add your eligible CIBC card to a supported mobile wallet on your phone to make secure purchases in store, in app or online. Plus, in the event your card is lost or stolen, you get access to your new credit card in your mobile wallet right away while you wait for a replacement card.

# Insurance protection that travels well

## Travel Insurance

### Out-of-Province Emergency Travel Medical Insurance<sup>5</sup>

Provides you, your spouse and your dependent children with coverage for eligible emergency medical expenses of up to \$5 million whenever you travel outside your Canadian province or territory of residence. Coverage is for the first 15 days of a trip if the insured person is age 64 or under, or for the first 3 days of the trip if the insured person is age 65 or older—you don't even have to charge your trip to the card. If you are travelling for more than 15 days in length if you are age 64 or under, or for more than 3 days if you are age 65 or over, you must purchase coverage separately for the balance of your trip. It is important that you call Global Excel Management Inc. prior to receiving treatment to ensure coverage. Pre-existing medical condition exclusions apply to medical conditions and/or symptoms that existed before your trip. Please refer to your Insurance Certificate for full details, including eligibility conditions, policy limitations, pre-existing condition and other exclusions.

### Trip Cancellation/Trip Interruption Insurance<sup>5</sup>

Provides you, your spouse and dependent children with Trip Cancellation/ Trip Interruption coverage for trips charged to your CIBC Aventura World Elite Mastercard Card. You can be covered up to \$1,500 for eligible pre-paid trip expenses for each insured person, up to a combined maximum of \$5,000 per trip for all insured persons, if an unexpected occurrence of an insured risk prevents you from starting your trip.

As well, if your trip is interrupted or delayed due to an unexpected occurrence of an insured risk, you can be covered for up to \$2,000 per insured person, per trip, for the unused portion of eligible prepaid trip expenses. You must call Global Excel Management Inc. on the day the insured risk occurs or on the next business day to advise of the cancellation, interruption or delay. Pre-existing medical exclusions apply to medical conditions and/or symptoms that existed prior to the date of purchase of your travel arrangements. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

### Car Rental Collision/Loss Damage Insurance<sup>5</sup>

When you charge the full cost of your car rental to your CIBC Aventura World Elite Mastercard Card and decline the rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW), you can be covered for theft, loss and damage of a rental vehicle, up to the actual cash value, provided the

value of the rental vehicle, in its model year, does not exceed the Manufacturer's Suggested Retail Price (MSRP) of \$65,000 and is not otherwise excluded from coverage. There are specific conditions that apply to who may rent and drive the rental vehicle, the length of rental and the type of vehicle covered. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

### **Flight Delay and Baggage Insurance<sup>5</sup>**

Travel delays? Breathe easy. Purchase any scheduled flight with your CIBC Aventura World Elite Mastercard Card and you can receive up to \$500 (CAD) coverage for reasonable and necessary accommodation and restaurant expenses, up to \$100 (CAD) for ground transportation and up to \$100 (CAD) for entertainment expenses when your flight is delayed for more than 4 hours. Your insurance also includes up to \$500 (CAD) for the purchase of minimum essential clothing and toiletries when your baggage is delayed by an airline for more than 6 hours. Purchases may be made during the baggage delay period, but must be made within 4 days of the occurrence. Plus, your insurance includes up to \$500 (CAD) for the loss or damage of your checked baggage when you charge the cost of the common carrier ticket to your card. Flight Delay and Baggage Insurance is "excess insurance," meaning all other sources of recovery, indemnity or insurance coverage must be exhausted before this insurance pays any benefits to you. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

### **Hotel Burglary Insurance<sup>5</sup>**

Charge the full cost of your accommodations to your CIBC Aventura World Elite Mastercard Card, and while you are registered as a guest, if you suffer loss or damage due to burglary in your room, you may be reimbursed for the damage to or loss of your personal items (excluding cash) to a maximum of \$2,500 per occurrence. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

### **Common Carrier Accident Insurance<sup>5</sup>**

Travel with your mind at ease. Flying or travelling by ferry, train or bus? Simply charge your fare to your CIBC Aventura World Elite Mastercard Card and you, as the primary cardholder, your spouse and dependent children can be covered with up to \$500,000 Common Carrier Accident Insurance. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

## Purchase Insurance

### Mobile Device Insurance<sup>5</sup>

Repair or replacement coverage up to \$1,000 for your personal mobile device such as your cell phone, smartphone or tablet in the event of loss, theft or accidental damage (drops, cracks or spills) for up to 2 years following purchase.

To have coverage you must:

- Purchase your mobile device in full with your CIBC Aventura World Elite Mastercard Card and activate that device with a Canadian wireless service provider, if the mobile device is equipped with cellular data technology, or;
- If you finance a portion of your mobile device through a Canadian wireless service provider's installment plan, you must charge your wireless service provider's installment plan bill payments (including any upfront amounts) to your CIBC Aventura World Elite Mastercard Card or;
- If you fully finance your mobile device through a Canadian wireless service provider's installment plan, you must charge your wireless service provider's installment plan bill payments to your CIBC Aventura World Elite Mastercard Card.

Please refer to your Insurance Certificate for details such as required deductible and depreciation calculation information, as well as eligibility conditions, policy limitations and exclusions.

### Purchase Security and Extended Warranty Insurance<sup>5</sup>

Enjoy added security and protection on your purchases. Your CIBC Aventura World Elite Mastercard Card comes with Purchase Security at no additional cost to you. This means that most new items of personal property you purchase with your card will be replaced, repaired, or you will be reimbursed if they are lost, stolen or damaged within 90 days of purchase. Plus, with Extended Warranty Insurance, you can actually double the period of a manufacturer's original warranty up to 1 year on most purchases. That makes your CIBC Aventura World Elite Mastercard Card ideal for new purchases like electronic equipment and appliances. This is "excess insurance," meaning all other sources of recovery, indemnity or insurance coverage must be exhausted before this insurance pays any benefits to you. Please refer to your Insurance Certificate for more details, including eligibility conditions, policy limitations and exclusions.

Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada (RSA)**. For information, or to make a claim under any of the insurance coverages listed above, please visit [cibccentre.rsagroup.ca](http://cibccentre.rsagroup.ca) or call toll-free 1 866 363-3338 (from Canada and continental U.S., including Hawaii). From all other locations, including Mexico, call collect 905 403-3338.

# Bank your way

To inquire about any of the features below, please call 1 800 465-4653

## Instant cash advances

You have instant access to up to \$1,000 daily with your CIBC credit card, subject to your available credit and your available cash, at any CIBC ATM or any of the nearly one million bank machines displaying the Mastercard®, Interac® or Cirrus® System symbols.<sup>25</sup> All you need is your card and your PIN.<sup>26</sup>

## Additional cards

Organize your household spending like never before and earn Aventura Points while doing it. You can add up to 3 additional cardholders. Give the additional cards to your spouse or anyone else you wish and maximize the opportunities to earn Aventura Points.

## Authorized User Spending Limits

If you have assigned any authorized users to your account, you can easily set monthly spending limits for purchases and cash withdrawals on those cards. As the primary cardholder, you're able to monitor their spending activity via CIBC Online or Mobile Banking and contact us at any time to change their limits.<sup>27</sup>

## Auto Pay Service

Staying on top of your payments is now even easier. Sign up for CIBC Auto Pay Service—an automatic service that debits your card payment from your chosen bank account. Choose to pay either the Minimum Payment or the Amount Due by the payment due date for each month. Whichever option you choose, keep in mind that if your balance exceeds your credit limit on a statement date, the amount debited from your bank account on the payment due date will include the amount by which your balance exceeded your credit limit.

## Personalized Convenience Cheques

Want to transfer higher-rate balances, consolidate bills or make purchases in places that don't otherwise accept credit cards? It's simple, with CIBC Convenience Cheques. Write them like any other cheque to a person or business, or to pay off a non-CIBC credit card, and the amount will appear on your CIBC credit card statement without being charged a fee. CIBC Convenience Cheques are subject to your available credit and available cash and bear interest from the date they are posted to your credit card account.<sup>28</sup>

## Card replacement and up to \$5,000 in emergency cash advances

If you're travelling and your card is lost or stolen, or if you suspect someone is using your card or card number, contact CIBC at 1 800 663-4575 as soon as possible. Remember, you can also receive an emergency cash advance of up to \$5,000, subject to your available credit and your available cash, if your card is lost or stolen.<sup>25</sup>

## CIBC Global Money Transfer™

Send money abroad with the CIBC Global Money Transfer service.<sup>29</sup> There are no transaction fees and you won't incur interest charges as long as you pay your Balance by the payment due date.<sup>30</sup>

Use your mobile device, sign on to CIBC Online Banking on your computer or visit a CIBC Banking Centre to send money at competitive exchange rates. It's easy and secure, and the money will arrive in as little as one business day.<sup>29</sup>

# Keep your Benefits Guide

It's a good idea to keep your Benefits Guide for future reference. You never know when you may need important information or phone numbers for your CIBC Aventura World Elite Mastercard Card.

# Aventura terms and conditions

Please go to [cibcrewards.com/terms](https://cibcrewards.com/terms) for the current Aventura Program terms and conditions that apply to you.

## Notes, trademarks and disclaimers

<sup>†</sup> Flight availability at this Aventura Point level depends on ticket prices set by airlines. Flights at this Aventura Point level will not be available to all destinations from all departure points and times.

<sup>1</sup> Aventura Points are earned on card purchases less returns, and not on cash advances, CIBC Global Money Transfers, interest, fees, balance transfers, payments, CIBC Convenience Cheques or Aventura Points redemptions. Aventura Rewards and Program Terms may change without notice. Taxes, fees and other charges may apply to Rewards. Aventura Points earned on purchases during a monthly statement period may not be credited to you if your card is not in good standing at any time during the monthly statement period.

<sup>2</sup> Earn 1.5 Aventura Points on purchases (less returns) at merchants classified in the credit card network as grocery stores, service stations/automated gas dispensers or drug stores. This bonus Aventura Points offer is only available on the first \$80,000 in net annual card purchases on your account (meaning all card purchases by all cardholders, at any type of merchant); after that, net card purchases at grocery, drug store and gas merchants will earn Aventura Points at the regular rate. The \$80,000 limit will reset to zero after the day your December statement is printed. Terms, conditions and eligible merchant categories may change without notice.

<sup>3</sup> For full details see maximum ticket prices and Aventura Airline Rewards Chart at [cibcrewards.com](https://cibcrewards.com). Some airlines may impose fees, restrictions or other conditions on air travel. Aventura Points will be cancelled if they remain unredeemed for 60 days after you voluntarily close your Aventura credit card account or within 12 months of the primary cardholder's death.

<sup>4</sup> CIBC Aventura Lifestyle Rewards include taxes. Any additional fees will be confirmed when a reward is redeemed. Due to the unique nature of Aventura Lifestyle Rewards, availability of space and/or dates may be limited.

<sup>5</sup> Insurance coverage(s) included with CIBC credit cards are underwritten by **Royal & Sun Alliance Insurance Company of Canada (RSA)**. You may contact RSA at **1 866 363-3338** in Canada and the U.S. or collect from elsewhere at **905 403-3338** or visit [cibcentre.rsagroup.ca](https://cibcentre.rsagroup.ca). Different cards will have different coverage(s). To learn about which coverage(s) are included with a specific card, and important information regarding coverage eligibility requirements, benefits, limitations and exclusions, see [cibc.com/ca/credit-card/agreements-insurance.html](https://cibc.com/ca/credit-card/agreements-insurance.html) and the insurance certificate(s) in your card package. Some insurance coverage(s) require purchase(s), auto rentals, common carrier fares, accommodations and other trip costs to be charged to the card to activate coverage. Other conditions may also apply. Car Rental Collision/Loss Damage Insurance (CLDI) is available for automobile rentals of up to 48 days for rental vehicles with a MSRP up to \$65,000. The full cost of the rental must be charged to the card and the rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW) must be declined. CLDI provides coverage up to the actual cash value (ACV) of the rental vehicle as defined in your insurance certificate. Note that some rental agencies may assess their damages at an amount greater than the ACV of the rental vehicle and you may be liable to them for the difference. Before declining the rental agency's CDW or LDW, you should read carefully and compare the terms of the rental agreement, the CLDI insurance certificate in your card package and any other insurance you own to decide which coverage best meets your protection needs. Out-of-Province Emergency Travel Medical Insurance (TMI) covers the primary cardholder, their spouse and dependent children for the first 15 days of a trip if the insured person is age 64 or under, or for the first 3 days of a trip if the insured person is age 65 or older. Dependent children must be under 21 years of age or under 25 years of age if a full-time student, unless they have a permanent physical or mental impairment. TMI may not cover medical procedures performed without pre-approval. TMI, Trip Cancellation and Trip Interruption Insurance may not cover certain pre-existing health/medical conditions. Certain RSA coverages are "excess insurance" (all other sources of insurance and recovery must be exhausted before coverage is available).

<sup>6</sup> The CIBC Aventura Travel Assistant Service is operated by an independent travel service agency, Merit Travel Group Inc. Registration Numbers: ON. 50010422/4499356, BC. 34799, QC. 703011.

<sup>7</sup> Cardholders are responsible for the cost of any goods or services purchased or arranged on their behalf by the concierge. This service is provided by Mastercard International Inc.

<sup>8</sup> Receive one (1) statement credit up to a maximum value of \$100 CAD when NEXUS application fee is charged to an eligible card, regardless of NEXUS application approval.

Limit one (1) statement credit every four (4) years. You must use your eligible card to pay the NEXUS application fee. In order to be eligible for the statement credit, cardholders must be in good standing at the time the application fee is charged. CIBC has no control over the NEXUS program including, but not limited to, application approval process, enrollment, or fees charged. NEXUS eligibility requirements are determined by the Canada Border Services Agency (CBSA) and the U.S. Customs and Border Protection (U.S. CBP), and can be found at <https://www.cbsa-asfc.gc.ca/prog/nexus/term-eng.html>.

<sup>9</sup> Priority Pass™ benefit is for the primary cardholder only and requires enrollment. For instructions, visit [CIBC Rewards.com/perks](https://CIBC Rewards.com/perks). Collinson is the administrator of the Priority Pass program. Four (4) lounge visits are complimentary per membership year for you to use for yourself or your accompanying guests. Member and any accompanying guest(s) apply against the complimentary visit allowance. Membership includes access to any airport lounge participating in the Priority Pass lounge program. To access a lounge, you must show a valid Priority Pass membership card. All additional visits beyond the complimentary visit allowance are subject to a fee of \$32 U.S. per person per visit. This price is subject to change. The most recent price, participating airport lounges, facilities, open times, and restrictions can be found at [PriorityPass.com](https://PriorityPass.com). Applicable lounge visit fees will be billed to your related CIBC Aventura card. Unless cancelled, Priority Pass membership automatically renews on its anniversary date. Priority Pass membership will be cancelled if your CIBC Aventura card is cancelled or no longer in good standing. All Priority Pass members must abide by the Priority Pass Conditions of Use, which can be viewed at [prioritypass.com/en/conditions-of-use](https://prioritypass.com/en/conditions-of-use). The Airport Lounge Access services are provided by Priority Pass, and neither CIBC nor Mastercard are responsible for any losses, claims or damages arising from use of the services.

<sup>10</sup> You will save three cents (\$0.03) per litre at the time of your purchase if you present your Journie Rewards card or app and use your linked CIBC card to pay. Available at participating locations on any grade of gasoline or diesel up to 100 litres per transaction. To get the discount, you must be enrolled in and use CIBC Online Banking or the CIBC Mobile Banking App to link your eligible CIBC card(s) to Journie Rewards. Card



- linking may take up to two (2) business days. To participate in this offer, you must have a CIBC debit card or personal credit card issued by CIBC. All Simplii Cards are excluded. Please see [cibc.com/journie](http://cibc.com/journie) for full program terms and conditions.
- Once your Journie Rewards account has reached three hundred (300) Journie Points, you will automatically save an additional seven cents (\$0.07) per litre on your next fuel purchase transaction made within 30 days, up to a maximum of 100 litres. Once you pass 300 points, your balance will reset and start counting toward 300 points and your next seven cents (\$0.07) fuel discount. See [journie.ca](http://journie.ca) for more details.
- <sup>11</sup> Participating locations include select retail Chevron, Pioneer or Ultramar branded gas stations in Canada. For a full list of participating stations, visit [journie.ca/destinations](http://journie.ca/destinations).
- <sup>12</sup> Discounts are determined by the participating rental agency and apply to time and kilometre/mileage charges or base rates only. Visit [cibc.com](http://cibc.com) for further details.
- <sup>13</sup> Bonus (double) Aventura Points are earned on each dollar charged to the card on CIBC Rewards Centre travel purchases other than taxes, insurance, service charges or similar items. Aventura Points are not earned on travel obtained by redeeming Aventura Points.
- <sup>14</sup> Aventura Points can be redeemed for up to 100% of the cost of airfare as well as (if you have sufficient Aventura Points) for taxes and other charges on airfare purchased through the CIBC Rewards Centre. You must book all flights through the CIBC Rewards Centre. Some taxes and other charges may be collected locally/when you are travelling, and cannot be prepaid; please ask a CIBC Rewards Centre Counsellor for specific details.
- <sup>15</sup> The Top-Up Purchase Option is only available for flights on the Aventura Flight Reward Chart found at [cibcrewards.com](http://cibcrewards.com). At the time of booking, you may purchase up to 20% of the total Aventura Points required for your Aventura Airline Reward. The Top-Up Purchase must be charged to your CIBC Aventura World Elite® Mastercard®, and does not earn Aventura Points.
- <sup>16</sup> Requested redemption amount must be equal to or less than the cardholder's available Aventura Points balance. Aventura Points to dollars conversion ratio is determined by CIBC and can be changed at any time without notice. Shopping with Points redemptions are non-refundable, non-exchangeable and non-transferable unless you are advised otherwise. Only primary cardholders are permitted to perform a Shopping with Points redemption. Authorized Users and Delegates are not eligible. Shopping with Points redemptions are eligible only for authorized transactions that are not posted to the card account. The redemption of your Aventura Points will be treated as a payment to your account and not as a credit. Refer to the Consumer Cardholder Agreement to learn how payments are applied to your account.
- <sup>17</sup> Only primary cardholders are permitted to perform a "Payment with Points" or "Financial Product with Points" redemption. Authorized Users and Delegates are not eligible. Redemptions are non-refundable, non-exchangeable and non-transferable unless you are advised otherwise. Requested redemption amount must be equal to or less than the cardholder's available points balance. Points to dollars conversion ratio is determined by CIBC and can be changed at any time without notice. Payment with Points redemption towards credit card balances will be reflected within two business days. Using points towards outstanding principal and CIBC financial products, including registered savings accounts and Investor's Edge accounts, can be found at <https://www.cibc.com/en/personal-banking/ways-to-bank/ways-to-pay/payment-with-points.html>.
- <sup>18</sup> Points can only be used to prepay outstanding principal. The prepayment cannot exceed the amount of your annual prepayment privilege. You can find this amount in your mortgage documents, or in Mortgage Loan-Details in the My Accounts section of CIBC Online Banking. A prepayment can only be made on a regular mortgage payment date. You must submit this request at least 5 business days before the regular payment date on which you want the prepayment applied. The prepayment will be visible through online banking within 5 business days after the regular payment date on which it is applied.
- <sup>19</sup> Eligible registered savings accounts for contributions from Aventura / Gold points redemptions are: RRSP Daily Interest Savings Account (DISA); and TFSA Tax Advantage Savings Account (TASA). Cardholder is responsible for ensuring their contribution amount does not exceed their CRA issued contribution limit. Points redemption contributions must be from the cardholder's existing Aventura / Gold product to their DISA or TASA. Posting of Aventura / Gold point redemption contributions to DISAs or TASAs can take up to 3 business days.
- <sup>20</sup> Redemptions can only be applied towards existing personal lending accounts. Eligible personal lending products must have a balance owing. Posting of Aventura / Gold point based payments to the cardholder's respective personal lending account will be visible through online banking within 5 business days from the processing date.
- <sup>21</sup> The following Investor's Edge accounts are eligible for Financial Products with Points: Registered Accounts (RRSP, RRIF, TFSA, RESP) and Investment Accounts (Cash, Margin, Options). Financial product rewards transferred to a Registered Account will be applied as a cash contribution by the cardholder. The cardholder is responsible for ensuring the amount does not exceed any contribution limit applicable to the Registered Account. Cardholders can contact CIBC Investor's Edge at 1 800 567-3343 in order to apply a Financial Product Reward into their existing CIBC Investor's Edge account, or to open a CIBC Investor's Edge account and then arrange for the financial product reward. Posting of cash credit to the Cardholder's CIBC Investor's Edge account can take upwards of 4 business days. Cash credit received in connection with a financial product reward can be used to purchase any available investment product (including stocks, mutual funds, GICs, precious metals, etc.).
- <sup>22</sup> Transactions must first be posted to your account before they can trigger a spend alert. It may then take up to 24 hours after a triggering transaction is posted for an alert to be sent.
- <sup>23</sup> This service is provided by Equifax Canada, a leading credit bureau in Canada.
- <sup>24</sup> Subject to merchant transaction limits.
- <sup>25</sup> Cash advances do not earn Aventura Points. Cash advances bear interest from the date they are taken.
- <sup>26</sup> All cardholders (primary and authorized users) on the account will receive a PIN.
- <sup>27</sup> The primary cardholder may assign and change the authorized user spending limits on the credit card account for any authorized user(s) by contacting CIBC. CIBC may make adjustments to the spending limits any time following a decrease in the credit limit or cash limit of the card. The spending limits for authorized users will be subject to the overall credit limit and cash limit on the credit card account, so the funds available to an authorized user may be less than the spending limit set. An authorized user spending limit will reset monthly, or earlier if requested by the primary cardholder or if a payment on the credit card account is made by the applicable authorized user. "Cash" refers to cash advances, Convenience Cheques and balance transfers. For full details visit [cibc.com/ca/credit-cards/budgeting-spend/spending-limits.html](http://cibc.com/ca/credit-cards/budgeting-spend/spending-limits.html).
- <sup>28</sup> Personalized CIBC Convenience Cheques can be ordered by calling a CIBC Card Services Representative. CIBC Convenience Cheques do not earn Aventura Points.
- <sup>29</sup> CIBC foreign exchange rates apply. Only primary cardholders can use their eligible credit card account to pay for CIBC Global Money Transfer service. Most CIBC Global Money Transfers are completed within 1-3 business days.
- <sup>30</sup> CIBC does not charge interest on Global Money Transfers appearing on your statement if we receive full payment of the Amount Due (or for Global Money Transfers that have been converted to an Installment Plan during that statement period, if we receive payment in full of the Balance) by the payment due date for that statement. Capitalized terms in this footnote have the meanings set out in the CIBC Cardholder Agreement.

# Important contact information

## **CIBC Rewards Centre**

In Canada and the U.S.  
Elsewhere (call collect)

cibcrewards.com  
1 888 232-5656  
905 696-4907

## **CIBC Credit Card Services**

For current hours of business, please visit  
In Canada and the U.S.  
Elsewhere

cibc.com  
1 800 465-4653  
514 861-4653



## **Telecommunications Device for the Deaf**

(TDD) (in North America)

1 877 331-3338

## **CIBC lost or stolen card replacement**

Submit a request on CIBC Online or Mobile Banking or call:  
In Canada and the U.S.  
Elsewhere

1 800 663-4575  
514 861-9898

## **Emergency assistance**

In Canada and the U.S.  
Elsewhere

1 800 814-7442  
416 784-5357

## **Mastercard® Global Service (lost or stolen card replacement and emergency assistance)**

In Canada  
Elsewhere (call collect)

1 800 307-7309  
636 722-7111

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## Other services

CIBC Aventura Travel Assistant Service

In Canada and the U.S.

**1 888 232-5656**

Elsewhere

**905 696-4907**

## Insurance contact information

CIBC Travel Assistance Line

Out-of-Province Emergency Travel Medical Insurance<sup>5</sup>

Trip Cancellation/Trip Interruption Insurance<sup>5</sup>

Car Rental Collision/Loss Damage Insurance<sup>5</sup>

Flight Delay and Baggage Insurance<sup>5</sup>

Hotel Burglary Insurance<sup>5</sup>

Common Carrier Accident Insurance<sup>5</sup>

Mobile Device Insurance<sup>5</sup>

Purchase Security and Extended Warranty Insurance<sup>5</sup>

In Canada and continental U.S. (incl. Hawaii), call toll-free

**1 866 363-3338**

From all other locations, including Mexico, call collect

**905 403-3338**

## Important websites

CIBC

**[cibc.com](https://www.cibc.com)**

CIBC Rewards Centre

**[cibcrewards.com](https://www.cibcrewards.com)**

Authorized User Spending Limits

**[cibc.com/spendinglimits](https://www.cibc.com/spendinglimits)**

CIBC Chip Technology

**[cibc.com/chipcard](https://www.cibc.com/chipcard)**

Make the most of your  
CIBC Aventura World Elite  
Mastercard Card

Visit [cibcrewards.com](https://cibcrewards.com) today

Download the CIBC Mobile Banking app today.



# IMPORTANT INFORMATION ABOUT UPCOMING CHANGES TO YOUR BENEFITS GUIDE

Thank you for being a valued client and trusting us with your business. We are making changes to your Benefits Guide effective **July 1, 2022** to reflect the replacement of the lounge benefit program.

1. The paragraph titled Airport lounge access on page 2 of CIBC Aventura MasterCard World Card and page 3 of CIBC Aventura MasterCard World Elite Card Benefits Guide is deleted in its entirety and replaced as follows:

## **Current: Airport lounge access**

Your Priority Pass™ membership offers you access to 1,300+ lounges across the globe, giving you 4 complimentary lounge visits per year<sup>Footnote 8 for CIBC Aventura Mastercard World Card; Footnote 9 for CIBC Aventura Mastercard World Elite</sup>, which will apply to your first member and guest visits. (Benefit does not apply to additional cardholders.) To take advantage of this benefit, you must enroll for the Priority Pass membership. Upon enrollment, you will receive a Priority Pass Welcome Kit containing your membership card. To enroll, visit [prioritypass.com/CIBCventuraWorldElite](http://prioritypass.com/CIBCventuraWorldElite)

**Effective July 1, 2022:** Access to airport lounges around the world with 4 complimentary visits annually<sup>Footnote 8 for CIBC Aventura Mastercard World Card; Footnote 9 for CIBC Aventura Mastercard World Elite</sup>

2. Terms and Conditions #8 of CIBC Aventura MasterCard World Card and #9 of CIBC Aventura MasterCard World Elite Card Benefits Guide is deleted in its entirety and replaced as follows:

**Current:** Priority Pass™ benefit is for the primary cardholder only and requires enrollment. For instructions, visit [CIBC Rewards.com/perks](http://CIBC Rewards.com/perks). Collinson is the administrator of the Priority Pass program. Four (4) lounge visits are complimentary per membership year for you to use for yourself or your accompanying guests. Member and any accompanying guest(s) apply against the complimentary visit allowance. Membership includes access to any airport lounge participating in the Priority Pass lounge program. To access a lounge, you must show a valid Priority Pass membership card. All additional visits beyond the complimentary visit allowance are subject to a fee of \$32 U.S. per person per visit. This price is subject to change. The most recent price, participating airport lounges, facilities, open times, and restrictions can be found at [PriorityPass.com](http://PriorityPass.com). Applicable lounge visit fees will be billed to your related CIBC Aventura card. Unless cancelled, Priority Pass membership automatically renews on its anniversary date. Priority Pass membership will be cancelled if your CIBC Aventura card is cancelled or no longer in good standing. All Priority Pass members must abide by the Priority Pass Conditions of Use, which can be viewed at [prioritypass.com/en/conditions-of-use](http://prioritypass.com/en/conditions-of-use). The Airport Lounge Access services are provided by Priority Pass, and neither CIBC nor Mastercard are responsible for any losses, claims or damages arising from use of the services.

**Effective July 1, 2022:** Mastercard Travel Pass provided by DragonPass benefit is for the primary cardholder only and requires enrollment. For instructions, visit [mastercardtravelpass.dragonpass.com](http://mastercardtravelpass.dragonpass.com). DragonPass International Limited is the administrator of the DragonPass program. Four (4) lounge visits are complimentary per membership year for you to use for yourself or your accompanying guests. Member and any accompanying guest(s) apply against the complimentary visit allowance. Membership includes access to any airport lounge

participating in the DragonPass lounge program. To access a lounge, you must register your eligible CIBC card on the Mastercard Travel Pass app and show the QR code on your membership page in the app to lounge staff to scan on entry. All additional visits beyond the complimentary visit allowance are subject to a fee of \$32 U.S. per person per visit. This price is subject to change. The most recent lounge access fee, participating airport lounges, facilities, open times, and restrictions can be found at [mastercardtravelpass.dragonpass.com](https://www.mastercardtravelpass.dragonpass.com). Applicable lounge access fees will be billed to your related CIBC Aventura card. Unless suspended or cancelled, DragonPass membership automatically renews on its anniversary date. DragonPass membership may be suspended if your CIBC Card is cancelled or no longer in good standing. All DragonPass members must abide by the DragonPass Conditions of Use, which can be viewed at [mastercardtravelpass.dragonpass.com](https://www.mastercardtravelpass.dragonpass.com). The Airport Lounge Access services are provided by DragonPass, and neither CIBC nor Mastercard is responsible for any losses, claims or damages arising from use of the services.

3. The first sentence of the paragraph titled Keep your Benefits Guide on page 13 is deleted in its entirety and replaced as follows:

It's a good idea to keep your Benefits Guide for future reference and you can always locate the most up to date version on <https://www.cibc.com/en/personal-banking/credit-cards/manage/agreements-and-insurance.html>.

All other terms and conditions remain unchanged. By continuing to use your credit card account after the changes take effect, you are accepting these changes. Of course, you can contact us at 1 800 465-4653 to discuss other credit card options to support your financial needs. If you'd like to cancel your credit card account without cost, please do so within 30 days of the changes taking effect (by **July 31, 2022**). As a reminder, you would still need to repay all outstanding amounts on your credit card account on the date of cancellation. Capitalized terms used in this message have the meanings set out in our CIBC Cardholder Agreement unless otherwise defined.

Visit [cibc.com](https://www.cibc.com) for advice to help you get the most from your CIBC credit card. Plus, learn about the tools available to help you save money, make payments and manage your card.

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