



Rewards and Redemption

Your Rewards Program FAQs

How do I earn reward miles? You will earn 1 reward mile per dollar on net purchases (purchases minus any credits or returns) only. Cash advances and balance transfers are not considered purchases and will not earn rewards.

Will my reward miles ever expire? Your reward miles are yours for the life of the account – they will not expire. But if your account is closed, you will lose any reward miles you have not redeemed.

Is there a limit to the amount of reward miles I can earn? There is no cap to the amount of reward miles you can earn on purchases.

How do I redeem my reward miles for travel? Simply book your travel through your favourite travel website, travel agent, or other travel resource using your Rewards card. Then, visit online banking or call Customer Service to use our Purchase Eraser® feature to redeem your reward miles and receive an account credit for the cost of your travel purchase.

Purchase Eraser redemptions must be made within 90 days from the date your travel purchase posts to your account. Your account credit is usually applied to your balance within 2 to 3 business days after the redemption. Redemptions for a portion of a purchase amount (partial redemptions) are available.

The number of reward miles needed for travel redemption varies and is based upon the cost of the travel purchase. Here is how it works:

Simply multiply the cost of your travel purchase by 100. For example, if your travel purchase costs \$200, you would multiply that by 100 to determine you need 20,000 reward miles to redeem.

If your travel transaction includes taxes, surcharges, and fees, these expenses will be included in the overall calculation to determine how many reward miles are required for redemption. Separately itemized travel transactions on your statement cannot be combined for a single redemption. Please note that Capital One has no control over how merchants itemize and charge related transactions.

What types of travel purchases are eligible for Purchase Eraser for Previous Travel? Purchases made from airlines, hotels, rail lines, car rental agencies, limousine services, bus lines, cruise lines, taxi cabs, travel agents and time shares are generally considered to be travel purchases and availability for redemption is based on the merchant category code assigned to them by the merchant. Capital One is not responsible for how merchants assign these codes.

Can I redeem my reward miles for something other than travel? You can also redeem your reward miles for Account Credit and gift cards. Rates for these other redemption options vary and are subject to change without notice. As an Accountholder, you can visit online banking to register your account and see a complete description of current redemption offers.

Your Rewards Program Terms & Conditions

- This program is sponsored by Capital One (“we”, “us”, “our”).
- Participation is restricted to Canadian Accountholders only.
- Reward miles will be earned and calculated as specified in your Rewards Program FAQs.
- Reward miles will be rounded to the nearest whole increment.
- Transactions that qualify for rewards are determined at our sole discretion; we reserve the right to verify and adjust the rewards balance at any time.
- Reward miles are not earned for pending transactions; reward miles will be earned when the transaction posts to your credit card account. Please visit online banking for your most up-to-date rewards balance.
- Reward miles are earned after we enrol your account in this program; no reward miles will be provided retroactively.
- Reward miles cannot be used to meet minimum payment obligations to Capital One or its affiliates. Account credits lower your account balance but do not count toward your minimum monthly payment obligation.
- Determination and payment of tax liability related to rewards are the sole responsibility of the Accountholder. To the extent required by law, certain rewards transactions may be included in year-end tax reporting.
- All redemptions are final.
- To redeem reward miles, account must be in good standing. In good standing means not past due, fraudulent, restricted, or part of a consumer credit counselling program or bankruptcy.
- This program is void where prohibited by federal, provincial, or local law.
- Account closure or suspension may result in the loss of any unredeemed reward miles.
- We reserve the right to disqualify any Accountholder from participation in this rewards program in the event of fraud, abuse of program privileges, or violation of the Terms as determined by the sole judgment of Capital One. Such termination may result in the forfeiture of any accumulated reward miles.
- We reserve the right to delay or not enforce any of our rights under this rewards program without waiving or losing our right to enforce them later.
- Upon account closing, reward miles will not be available for redemption. Upon the death of all responsible parties, the account will terminate and be closed, and the rewards balance will not be available for redemption.
- Subject to applicable laws, we reserve the right to alter, change or terminate this Program and/or any of these Terms and Conditions (including Earn Rate, redemption values, rewards, imposing caps), at any time without notice. When required by law, we'll provide you necessary notice within the

timelines stipulated by law. In the event we are required to provide you notice or choose to provide you notice, subject to applicable laws, we may do so electronically or through any other means we deem appropriate (including by posting one on our website). All notices and other communications will be sent only to the primary accountholder.

- The following provisions only apply where the primary accountholder is a Quebec resident: We will provide the primary accountholder with a notice at least 60 days prior to making changes that we consider to be an essential element of these Terms and Conditions, in our absolute discretion. Where we consider the change to be non-essential, we'll provide the primary accountholder with notice 30 days prior to making the change. This notice will be drawn up clearly and legibly, setting out the new clause and the date the amendment comes into effect. If the change we make increases your obligations or reduces ours, the primary accountholder may refuse the change(s) by cancelling their credit card by providing us a notice within 30 days after the effective date of the amendment, without any cost or penalty.

Your Redemption Terms & Conditions

Purchase Eraser: Previous Travel Purchases

- You can make travel purchases directly from any travel provider using this Rewards card account and redeem your reward miles to receive an account credit for the amount of your travel purchase.
- Redemptions can be made for travel purchases within 90 days from the date the purchase posts to the account.
- Account credits usually post within 2 to 3 business days after redemption.

Account Credit Redemption

- Account credits lower the account balance but may not count toward your minimum monthly payment. Your minimum monthly payment may still be required.
- Account credits usually post within 2 to 3 business days after redemption.

Gift Card Redemptions

- Gift cards will be delivered within approximately 2 to 3 weeks after redemption.
- If a gift card is damaged or defective upon delivery, please call the number on the back of your credit card.
- Terms and conditions presented during the redemption for the gift card, appearing on the gift card, or otherwise imposed by the merchant or issuer will apply.
- Use of merchant names and/or logos is by permission of each respective merchant and all trademarks are the property of their respective owners.
- The selection of gift cards available for redemption may change without notice.

