



Air Canada[®] AC conversion[™] Visa^{*} Prepaid Card

Terms and conditions

1. Type of Card

Your Card is a multi-currency prepaid travel Card issued by CIBC. The initial balance on your Card is the sum of all of the currencies that you loaded onto your Card when you purchased it. Each time you use your Card, the Transaction amount will be deducted from the remaining balance on your Card. Your Card is not refundable and cannot be transferred.

2. Fees

The following fees apply:

Fee	Amount
Customization	Free
Shipment by courier (optional)	CAD \$15.00
Card replacement	CAD \$25.00 or equivalent
ATM withdrawals (within Canada) ¹	Free

ATM withdrawals (outside Canada)¹

No fee will be charged for the first ATM withdrawal in each month.

Currency	Amount
CAD	3.50
USD	2.95
EUR	2.50
GBP	1.95
MXN	49.95
HKD	21.95
AUD	3.95
JPY	349.95
TRY	7.95
CHF	2.95

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¹ These are the ATM withdrawal fees charged by CIBC. Non-CIBC ATM providers may charge additional fees.

Foreign conversion

Fee	Amount
Transactions (debits and credits) in a currency other than a supported currency (“Non-Supported Currencies”) are converted into Canadian dollars no later than the Transaction posting date at an exchange rate that is 2.5% over the rate CIBC must pay	2.5%

3. Use of Card

You can use your Card to make purchases online or at a point of sale terminal in a store or to make a withdrawal at an ATM, wherever Visa* is accepted. Your Card cannot be used: to make a non-ATM cash withdrawal at a financial institution or to make recurring payments. Your Card is chip and PIN and contactless enabled.

4. Purchase of foreign currency

Before you purchase your Card, you will first be required to purchase foreign currency funds in one of the supported currencies other than Canadian dollars. You can also reload your Card with or transfer funds on your Card between any supported currencies, including Canadian dollars. The exchange rates we offer for the purchase of foreign currency (including reloading or transferring between supported currencies) on [CIBC AC Conversion Homepage](#) or the mobile app will be displayed to you prior to completion of your Transaction. Exchange rates change from time to time and are not final until the Transaction is completed. Your Card can be loaded with one or more of the following supported currencies (the “Supported Currencies”):

1. Canadian dollars – CAD
2. United States dollars – USD
3. Euros – EUR
4. Great British pounds (UK) – GBP
5. Mexican peso – MXN
6. Hong Kong dollars – HKD
7. Australian dollars – AUD
8. Japanese yen – JPY
9. Turkish lira – TRY
10. Swiss franc (Switzerland) – CHF

We can add or change any of the supported currencies at any time.

5. How your balance is debited

- a) Transaction in a supported currency. When you initiate a Transaction (including incurring a CIBC ATM fee) in a supported currency, your Card will first attempt to complete the Transaction using that supported currency. If you do not have a sufficient balance on your Card in that supported currency, your Card will then complete the Transaction in other supported currencies loaded on the Card, in the order of priority set out above, until the Transaction amount has been satisfied in full.
- b) Transaction in non-supported currencies. When you initiate a Transaction in a non-supported currency, the Transaction amount will be converted to the equivalent in Canadian dollars and satisfied using your Canadian dollar balance if sufficient funds are available. If you do not have a sufficient balance on your Card in Canadian dollars, your Card will complete the Transaction by converting other supported currencies loaded on your Card, in the order of priority set out above, into Canadian dollars until the Transaction amount has been satisfied in full.
- c) Other fees. Customization and optional shipping fees are charged in Canadian dollars when you purchase your Card. Fees for a lost or stolen Card replacement and CIBC ATM fees for Transactions in non-supported

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currencies are charged in Canadian dollars, but will be converted from another supported currency in accordance with (a) above if there are insufficient Canadian dollar funds on your Card.

- d) Foreign exchange rates for Transactions. Foreign exchange rates between supported currencies are set by CIBC. Foreign exchange rates between non-supported currencies and Canadian dollars are set at a rate that is 2.5% over the rate CIBC must pay. Foreign exchange rates will change from time to time without notice.

6. Order completion

We cannot process your order or provide you with your Card unless we are able to obtain all required information and confirm your identity in accordance with our policies. We may require additional information from you in order to complete your order and we have the right not to accept your order for any reason, including if we cannot obtain the required information or an exchange rate has been quoted in error. Your purchase is not complete until we receive full payment and send you a confirmation email that your order has been accepted. By placing an order, you confirm that the details contained in the order are correct.

7. Card expiry

The funds on your Card do not expire. Your Card expires on the last day of the month set out on the Card. If your Card expires and it has a balance on it, you can call the number on the back of the Card and we will issue you a replacement Card. You can also request a replacement Card if your Card has expired and has no balance, if you do so within 12 months of the expiry date. In either case, no fee applies. A replacement Card will not be sent unless requested. If you have a zero balance on your Card and it has been expired for 12 months, we will permanently cancel your Card.

8. Activating your Card

You must activate your Card by calling the number on the back of the Card or by visiting [CIBC AC Conversion Homepage](#) or by downloading the mobile app.

9. Checking your balance and obtaining your PIN

You will be required to setup a username and password that allows you to log in to manage your account at [CIBC AC Conversion Homepage](#) or by downloading the mobile app. You can then check your balance, load additional funds or transfer funds on your Card, update your personal information, review your Transactions for up to 24 months and obtain your PIN. You can also get your balance, review your Transactions and obtain your PIN or by calling [1 800 482-8347](#) or [1 647 749-5148](#). The provisions of the CIBC prepaid Card agreement referring to your responsibility to safeguard your PIN also apply to your username and password.

10. Transaction limits

The following Transaction limits apply to your Card:

- Minimum load amount (single Transaction): \$0 CAD equivalent
- Maximum load amount (single Transaction): \$2,999.99 CAD equivalent
- Maximum balance: \$20,000 CAD equivalent
- Daily (24-hour) maximum point of sale purchase limit: \$2,999.99 CAD equivalent
- Daily (24-hour) maximum ATM withdrawal limit: \$2,000 CAD equivalent

To prevent fraud, we may impose additional Transaction limits and we may change them at any time, with or without notice to you. ATM providers may also set their own withdrawal limits which may be lower than those listed.

Other documents

These terms and conditions form part of the CIBC Prepaid Card Agreement, which governs the use of your Card. Capitalized terms used but not defined in these terms and conditions are defined in the CIBC Prepaid Card Agreement.

Contact us

You can obtain more information, a current copy of the CIBC Prepaid Card Agreement or these terms and conditions at [CIBC AC Conversion Homepage](#) or by calling [1 800 482-8347](tel:18004828347) or [1 647 749-5148](tel:16477495148).

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