

YOUR BENEFITS GUIDE:

BMO SPC^{®†} AIR MILES^{®†} MasterCard^{®*}

BMO SPC CashBack[®] MasterCard

Rewards



Discounts



Security



BMO



Bank of Montreal

Your new BMO SPC^{®†} AIR MILES^{®†} MasterCard^{®*} or your new BMO SPC CashBack[®] MasterCard gives you double the student benefits – not only can you use it for everyday purchases anywhere MasterCard is accepted – but it also entitles you to exclusive discounts at thousands of SPC Card retail and restaurant locations across Canada – for NO ANNUAL FEE!

You get great instant savings every time you use your card at participating SPC Card partner locations nationwide – from fashion and accessories to food and entertainment to travel and more. Your new card also gives you bonus rewards at Shell^{®‡}, National Car Rental^{®††} and Alamo Rent A Car^{®**}. You'll find the details inside this guide, along with information about other features included with your new card, plus some options for your added protection at home and away.

Visit us at

bmo.com/mastercard

Questions

[1-800-263-2263](tel:1-800-263-2263)

Lost or Stolen Cards/Emergency Card Services

[1-800-361-3361](tel:1-800-361-3361)

[514-877-0330 \(collect\)](tel:514-877-0330)

TTY (for the deaf and hard of hearing)

[1-866-859-2089](tel:1-866-859-2089)

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REWARDS



BMO SPC AIR MILES MasterCard
BMO SPC CashBack MasterCard

You'll earn rewards on every dollar you spend, plus get exclusive SPC Card discounts at hundreds of retailers nationwide – all for no annual fee! And you can keep collecting wherever you go, because the BMO SPC AIR MILES MasterCard and BMO SPC CashBack MasterCard are accepted at nearly 30 million locations worldwide.

Rewards & Benefits

	BMO SPC AIR MILES MasterCard
Rewards with purchase	<ul style="list-style-type: none"> • 1 AIR MILES reward mile for every \$20 in card purchases¹ • 3x AIR MILES reward miles at over 1,500 Rewards Plus merchants across Canada. Visit triplerewardsplus.ca to find merchants²
Shell rewards	<ul style="list-style-type: none"> • 1.5x AIR MILES reward miles for every \$20 in purchases at Shell locations across Canada⁴
National Car Rental Alamo Rent A Car	<ul style="list-style-type: none"> • 1.5x AIR MILES reward miles for every \$20 you spend⁶ and up to 25% discount on rentals⁷ at locations worldwide
SPC Card benefits	<ul style="list-style-type: none"> • Instant discounts at hundreds of SPC Card retailers and restaurants across Canada



ABOUT SPC CARD

SPC Card gives you access to exclusive discounts and deals at thousands of retailers and restaurants nationwide. Receive discounts on fashion, shoes, accessories, sporting goods, restaurants and more.

Here are just some of the over 100 retail chains participating in the program: Aéropostale, Bluenotes, Burger King, Fairweather, Foot Locker, Jack Astor's, Swiss Chalet, Urban Behavior, Zellers and more!

Check spccard.ca for a complete list of discounts and places to save.

BMO SPC CashBack MasterCard	
	<ul style="list-style-type: none"> • 0.5% CashBack on all of your card purchases³. That's \$1 back for every \$200 you charge throughout the year
	<ul style="list-style-type: none"> • 1.5% CashBack on all of your card purchases at Shell locations in Canada⁵
	<ul style="list-style-type: none"> • 1.5% CashBack on all rentals⁶ and up to 25% discount on rentals⁷ at locations worldwide
	<ul style="list-style-type: none"> • Instant discounts at hundreds of retailers and restaurants across Canada

CREDIT 101

A credit card is a useful tool...

For millions of Canadians, credit cards are a convenient, immediate, and protected way to pay.

- **Buy now** – A credit card gives you financial flexibility and extends your purchasing power.
- **Pay later** – A credit card means you can pay for your purchase in a few weeks when you have the money. Or you can spread out payments over a longer period of time but there will be interest charges. Keep in mind however, that a minimum payment is required each month by the payment due date.
- **Interest-free purchasing** – Don't forget, if you pay off your entire balance **every** month by the payment due date, you won't pay any interest on purchases.
- **We've got you covered** – With your BMO MasterCard, you are protected from unauthorized purchasing with Zero Liability⁸, as stated in the terms and conditions of the BMO MasterCard Cardholder Agreement included with your card.

...but it's not 'free money'...

Pay later isn't pay never. If you carry a balance on your credit card or do not pay your balance in full by the due date, you'll be charged interest on purchases. And if you do carry a balance, interest charges will continue to accrue and these costs can add up fast!

...so make the right choice...

Your BMO MasterCard offers a choice of interest rate options. If you think you'll be carrying a balance month to month, you should consider the Low Interest Rate option which offers a low 12.9% interest rate for an additional \$35/year.

...and be CreditWise now.

A good credit rating is a valuable thing to have, and can play an important role in helping you gain financial independence. Here are some steps you can take to establish a good credit rating:

- **Money in the bank** – Putting money in the bank, instead of just taking it out, shows that you know how to save as well as spend.
- **Pay up, pay on time** – A good record of on-time payments will help boost your credit score.
- **Check your credit rating** – You have the right to check your credit rating at any time, and getting it by mail is free. Contact Equifax Canada (equifax.ca) or TransUnion Canada (tuc.ca).

For more information and a concise, interactive online tutorial about managing your finances, go to mastercard.ca/creditwise

REGISTER WITH SPC CARD TODAY – FOR ADDITIONAL WEEKLY DEALS!

Register your SPC Card number today to receive additional weekly member perks, special offers and information on exclusive shopping events! One time registration only – there's no need to renew each year.

- 1 Remove wallet card at the back of this guide with your new SPC Card Membership number.
- 2 Go to spccard.ca to register your SPC Card membership number.
- 3 Keep your SPC Card Membership number with you while you shop.



Got a question about your SPC Card membership, discounts or offers?

Contact SPC Card: Call: 1 800 267-9730

Visit: spccard.ca

Email: questions@spccard.ca

INCLUDED FEATURES



Your BMO MasterCard comes loaded with features including security, protection, convenience, worldwide acceptance, help on the road, and much more.

PROTECTION

Built-in chip technology

Your BMO MasterCard is now more secure than ever – thanks to chip technology. Your new chip card contains an embedded microchip, which is encrypted and extremely difficult to counterfeit. With chip, your PIN becomes a key security element for completing purchases at merchants with chip card technology. You will need to enter your PIN in the same way that you do for debit transactions today. For more information, visit bmo.com/chip.



MasterCard PayPass™*

Tap & Go™* convenience makes small purchase payments quick and easy allowing you to “Tap” your card & “Go”. Now you can pay without having to swipe your card wherever you see the MasterCard PayPass symbol.



Extended Warranty Insurance and Purchase Protection⁹

For most of your BMO MasterCard purchases, we'll double the original manufacturer's warranty period up to a maximum of one additional year, and most items will also be insured against theft or damage for 90 days from the date of purchase.

For full details of Extended Warranty Insurance and Purchase Protection coverage, please refer to the insurance certificate enclosed in this mailing.

CONVENIENCE

Worldwide acceptance

Your BMO MasterCard is accepted at nearly 30 million locations worldwide. If you ever have an emergency, virtually anywhere in the world, you can contact the MasterCard Assistance Centre 24 hours a day at 1-800-247-4623 within Canada or the U.S.A. or call collect at 314-275-6690 if you are outside Canada or the U.S.A. They will put you in touch with a representative who speaks your language and can help you:

- report a lost or stolen card
- get an emergency replacement card or an emergency cash advance¹⁰
- locate an ABM (Automated Banking Machine) network that accepts MasterCard

Bill payment options

Your BMO MasterCard gives you a number of convenient payment options.

- **BMO Online & Telephone Banking:** Call 1-800-363-9992 or visit bmo.com to register.
- **BMO ABM:** You can make a payment to your BMO MasterCard account at any BMO ABM.

If you have a BMO chequing or savings account you can transfer funds to your BMO MasterCard using the three options above and your payment will be posted immediately.

The following payment options are also available to all customers. Remember to allow at least 2-5 business days for us to receive your payment, as we apply the payment to your account the day we receive it and not the day the payment was made.

- **Pre-authorized debit:** Set up an automatic monthly BMO MasterCard payment from your BMO Bank of Montreal account or an account at any financial institution in Canada. Call us at 1-800-263-2263 for more information.
- **Mail:** Print your account number on the back of your cheque or money order and mail it to:
Payment Centre
P.O. Box 6044
Station Centre-Ville
Montreal, Quebec
H3C 3X2
- **In person:** Pay in person at any BMO Bank of Montreal branch or at any financial institution in Canada displaying the MasterCard logo.
- **Other financial institutions:** You may be able to pay using the telephone, online banking service or ABM of other financial institutions.

ADDED VALUE

BMO pay-as-you-go RoadAssist

BMO pay-as-you-go RoadAssist is a Dominion Automobile Association (DAA) roadside service available 24/7 on almost any road in Canada and the U.S. All charges are conveniently billed to your BMO MasterCard. To learn more about this service, visit bmo.com/roadassist or call 1-866-731-4998.

Traveling with peace of mind

Before you go on a trip, call us at 1-800-263-2263 and let us know when you'll be out of the country and where you'll be traveling. We may be able to help alleviate potential problems with card transactions.

OPTIONAL FEATURES¹¹



BMO MasterCard gives you the option to add many features to your card. These features have been designed to meet more of your lifestyle needs. For more information or to add any of the following features to your card, call us at 1-800-263-2263.

LOW INTEREST RATE OPTION¹²

You can choose to lower your annual interest rate to 12.9% for a fee of \$35 per year.

TRAVEL AND MEDICAL PROTECTION¹³

Choose the travel insurance package and other travel benefits that meet your needs. Insurance coverage is available for an unlimited number of trips per year.

- **BMO Total Travel & Medical Protection**
\$99 a year

Enjoy complete peace of mind with both BMO Travel Protection with Trip Cancellation and BMO 31-day Medical Protection in one package. You'll save \$50 off the combined price.

- **BMO Travel Protection with Trip Cancellation**
\$60 a year

Get all the benefits of BMO Travel Protection listed below, plus trip cancellation insurance, baggage and personal effects insurance and more.

■ **BMO Travel Protection**

\$29 a year

Includes collision damage waiver insurance, unexpected return home insurance and more.

■ **BMO Medical Protection**

Get comprehensive out-of-Canada medical coverage that protects you throughout the year. Covers up to \$1 million in eligible expenses.

- 31-day Medical Protection – \$89 a year
- 17-day Medical Protection – \$49 a year



SECURITY

It's important that you feel your personal information is secure. It's important to us too. Our security features protect your credit card from unauthorized use. They're free and come automatically with your new card.

PIN

With the introduction of chip technology, your Personal Identification Number (PIN) is a key security element required to complete all of your credit card transactions, including purchases and cash advances at ABMs. Keep your PIN confidential and separate from your card at all times. You can change your PIN at any time at any BMO ABM.

SECURECODE™*

MasterCard SecureCode is a simple and secure way to pay at thousands of online stores. SecureCode enhances your BMO MasterCard account by protecting you against unauthorized use of your card when completing purchases online at participating online retailers. MasterCard SecureCode puts you in charge when shopping online. Only you can approve online transactions using your personal SecureCode password.

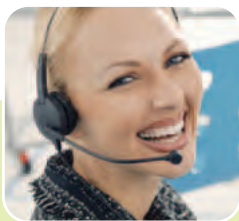
LOST OR STOLEN CARD REPLACEMENT/ EMERGENCY FUNDS

When traveling in North America, if your card is lost or stolen, you should immediately call Emergency Card Services toll free at **1-800-361-3361**. Outside North America, call collect at **514-877-0330**. You can get a replacement card or up to \$1,000 in emergency funds usually within two business days¹⁰.

ZERO DOLLAR LIABILITY

You will not be liable for most cases of unauthorized purchases made in person, over the phone or online⁸. Please refer to your BMO cardholder agreement for more information.

COMPLAINT RESOLUTION



We hope you'll never have a complaint about your BMO MasterCard or its features, but if you do, we encourage you to contact us so that we can work together to find a solution. Here are the four steps you can follow:

HOW TO CONTACT US

BMO MasterCard Customer Contact Centre

1-800-263-2263

8:00 am – 11:00 pm (local time), 7 days a week
(TTY) TeleTypewriter for the deaf or hard of hearing: 1-866-859-2089

Lost or Stolen Cards/Emergency Card Services

24/7 help line:

1-800-361-3361 (Toll free Canada & U.S.)

514-877-0330 (International call collect)

By mail:

BMO MasterCard

P.O. Box 300

Station M,

Toronto, ON M6S 4X2

By fax:

1-866-517-7428

COMPLAINT RESOLUTION

Four steps toward resolution:

Step 1:

Talk to MasterCard contact centre staff. If your complaint is not resolved, please involve the supervisor.

Call: 1-800-263-2263

TTY: 1-866-859-2089

or write to:

Senior Manager, Customer Contact Centre

BMO Bank of Montreal - Customer Contact Centre

P.O. Box 3400, RPO Streetsville

Mississauga, ON L5M 0S9

Fax: 1-877-887-9991 (English)

Fax: 1-877-227-6428 (Francais)

Step 2:

If your complaint is unresolved after following Step 1, you may contact:

Vice President, Customer Contact Centre

BMO Bank of Montreal - Customer Contact Centre

P.O. Box 3400, RPO Streetsville

Mississauga, ON L5M 0S9

Call: 1-800-372-5111

Fax: 1-866-868-1827

Step 3:

If your complaint is still unresolved after following Step 1 and 2, you may escalate to BMO Financial Group's Ombudsman for further review of your complaint.

BMO Financial Group Ombudsman

BMO Financial Group

55 Bloor Street West, 8th Floor

Toronto, Ontario M4W 3N5

Call: 1-800-371-2541

Fax: 1-800-766-8029

Email: bmo.ombudsman@bmo.com

Step 4:

If your complaint has been reviewed by BMO's Ombudsman and you are not satisfied with the recommendation on your complaint, you have 180 days after receiving this recommendation to contact the Ombudsman for Banking Services and Investments (OBSI).

Ombudsman for Banking Services and Investments

401 Bay Street, Suite 1505

P.O. Box 5 Toronto, ON M5H 2Y4

Call: 1-888-451-4519

Fax: 1-888-422-2865

Email: ombudsman@obsi.ca

www.obsi.ca

FINANCIAL CONSUMER AGENCY OF CANADA

The Financial Consumer Agency of Canada (FCAC) supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees and interest rates. If you have a complaint about a potential violation of a consumer protection law, you may contact the FCAC in writing at:

Financial Consumer Agency of Canada

6th Floor, Enterprise Building

427 Laurier Avenue West,

Ottawa, Ontario K1R 1B9

Call: 1-866-461-FCAC (3222) English

1-866-461-ACFC (2232) Français

Fax: 1-866-814-2224

www.fcac-acfc.gc.ca

BMO MASTERCARD PRICING POLICY

Credit card fees, interest rates, and other prices are subject to change.

Annual billing

Fees for the low interest rate option and optional features (for example, BMO 31-day Medical Protection or BMO Travel Protection), are always billed to your account within the first 2 monthly statements after opening your account or when you add a low interest rate or optional feature to your account, and then annually on the first billing following your credit card's anniversary date.

Adding a Low Interest Rate or Optional Feature

If you add a fee-based low interest rate or optional feature to your BMO MasterCard (for example, BMO 31-day Medical Protection or BMO Travel Protection), the annual fee for the low interest rate or feature will be pro-rated to your credit card's next anniversary date. This means that your account may initially be billed for part of the annual fee. This pro-rated amount will be billed on your next statement. At the anniversary date, the full annual fee will be billed for the coming year.

Bonus Reward

A bonus reward may be offered on your credit card, which will be applied to your account when you make your first purchase with your credit card. If you cancel your credit card within 30 days and your annual fee is refunded, the bonus will be cancelled.

Removing a Low Interest Rate

If you remove the low interest rate option within 30 days of the date the feature was added to your account, or within 30 days of the date of the statement that displayed the fee for the renewal of the feature, you will receive a full refund. After 30 days of the addition of a low interest rate (or after 30 days in the case of a renewal), the feature is considered prepaid for the balance of the year, and you will not receive a refund.

Removing an Optional Feature

If you remove an optional feature (for example, BMO 31-day Medical Protection or BMO Travel Protection) within 10 days of the date the feature was added to your account, or within 30 days of the date of the statement that displayed the fee for the renewal of the feature, you will receive a full refund. After 10 days of the addition of an optional feature (or after 30 days in the case of a renewal), the feature is considered prepaid for the balance of the year, and you will not receive a refund.

Upgrading an Optional Feature

If you upgrade to a version of an optional feature with a higher fee, (for example, from BMO 17-day Medical Protection to BMO 31-day Medical Protection), we will refund the unused portion of the annual fee for the existing optional feature and bill your account for the pro-rated annual fee for the new optional feature.

Downgrading an Optional Feature

If you downgrade to a version of an optional feature with a lower fee, (for example, from BMO 31-day Medical Protection to BMO 17-day Medical Protection), you will receive a full refund if you downgrade within 30 days of billing of the existing feature. We will then bill your account for the pro-rated annual fee of the new feature based on your credit card's next anniversary date. After 30 days, the existing feature is considered prepaid for the balance of the year, and you will not receive a refund.

Want to know more?

Call the BMO MasterCard Client Contact Centre at 1-800-263-2263.

The information in this booklet is correct as of January 14th, 2011 and is subject to change.

- 1 Award of AIR MILES reward miles is made for purchases charged to your account (less refunds) and is subject to the Terms and Conditions of your BMO MasterCard Cardholder Agreement.
- 2 Earn triple AIR MILES reward miles when you make a qualifying purchase at participating Rewards Plus merchants using your BMO AIR MILES MasterCard. Bonus AIR MILES reward miles might not be earned on your full purchase amount, as some merchants have an upper dollar spend limit on the amount eligible to earn triple AIR MILES reward miles. Refer to each merchant to find out if a limit applies.
- 3 Award of CashBack rewards is made for purchases charged to your account and is subject to the Terms and Conditions of your BMO MasterCard Cardholder Agreement. The number of CashBack rewards will be rounded down to the nearest whole number. Fractions of CashBack rewards will not be awarded.
- 4 Offer is cumulative over the statement period. Reward miles will be earned on purchases made at Shell locations in Canada (including, Beaver, Turbo and Payless) to a maximum of \$2,500 in any monthly billing period. The number of reward miles will be rounded down to the nearest whole number. Fractions of reward miles will not be awarded.
- 5 Offer is cumulative over the statement period. You will earn bonus CashBack rewards for purchases made at Shell locations in Canada (including Beaver, Turbo and Payless) to a monthly maximum of \$2,500 in Shell purchases. The number of CashBack rewards will be rounded down to the nearest whole number. Fractions of CashBack rewards will not be awarded.
- 6 Offer is awarded per transaction. Reward miles or CashBack rewards will be earned on car rentals at National Car Rental and Alamo Rent A Car locations worldwide in any monthly billing period. The number of reward miles or CashBack rewards will be rounded down to the nearest whole number. Fractions of reward miles or CashBack rewards will not be awarded.
- 7 Contract code 3717122 at National Car Rental and contract code 7014883 at Alamo Rent A Car must be included with reservation in order to receive discounts. Discount applies to basic rate, which does not include governmentally-authorized or imposed surcharges, license recoupment/air tax recovery fees or optional items. Offer is subject to standard rental conditions. Blackout dates may apply. Not valid with any other discount or promotional rate. Subject to availability and good only at participating National Car Rental & Alamo Rent A Car locations. Subject to change without notice. 24-hour advance reservations required.
- 8 If your card is used without your authorization, you will not be liable if: you did not knowingly contribute to the unauthorized use; you used reasonable care to keep your card safe from loss, theft or misuse; you kept your PIN confidential and separate from your card; you notify us by telephone within 24 hours if you learn of the loss, theft or misuse of your card, or if you know or suspect that someone else knows your PIN; there has not been more than one unauthorized use of your card in the last 12 months, and your account is in good standing. If you don't meet these criteria, you will be liable for all charges incurred in connection with the unauthorized use.
- 9 Purchase Protection and Extended Warranty Insurance benefits provided by Allianz Global Risks US Insurance Company.
- 10 Subject to credit availability and verification of identity. Cash advance fees will apply.
- 11 If you remove an interest rate or optional feature from your account before the annual anniversary date, you may not receive a full refund.
- 12 The Low Interest Rate Option may be subject to additional credit granting criteria. Not all applicants may qualify.
- 13 Insurance benefits provided by Allianz Global Risks US Insurance Company and Chubb Insurance Company of Canada.

BMO MASTERCARD CONTACT INFORMATION

- | | |
|--|---|
| <ul style="list-style-type: none">■ <i>Questions</i>
1-800-263-2263■ <i>Lost or Stolen Cards/
Emergency Card Services</i>
1-800-361-3361
514-877-0330 (collect)■ <i>TTY (hard of hearing)</i>
1-866-859-2089 | <ul style="list-style-type: none"><i>Write to us</i>
MasterCard Customer
Service Support
P.O. Box 11064
STN Centre-Ville
Montreal, QC H3C 5A2■ <i>Check your account online</i>
bmo.com/mastercard |
|--|---|

Exclusive rewards from
National Car Rental^{®††} and
Alamo Rent A Car^{®**}



Earn rewards and up to 25% discount on all rentals

- BMO SPC^{®‡} AIR MILES MasterCard^{®**} cardholders:
Earn 1.5x AIR MILES reward miles for every \$20 you spend on all rentals
- BMO SPC CashBack MasterCard cardholders:
Earn 1.5% CashBack on all rentals

Please quote the applicable Contract ID code when making a reservation: National Car Rental - 3717122; Alamo Rent A Car - 7014883.

1.800.CAR.RENT[®] nationalcar.ca alamo.ca 1.800.462.5266

TERMS AND CONDITIONS: Contract code 3717122 at National Car Rental and 7014883 at Alamo Rent A Car must be included with the reservation in order to receive discounts. Discount applies to basic rate, which does not include governmentally-authorized or imposed surcharges, license recoupment/air tax recovery fees or optional items. Offer is subject to standard rental conditions. Blackout dates may apply. Not valid with any other discount or promotional rate. Subject to availability and good only at participating National Car Rental and Alamo Rent A Car locations. Subject to change without notice. 24-hour advance reservations required.



Tear out the cards above and keep them handy in case you need to reach us.

® Registered trade-marks of Bank of Montreal.

™[®]/™[®] Trade-marks/Registered trade-marks of MasterCard International Incorporated.

™†/™† Trademarks of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Inc. and Bank of Montreal.

®†† National, the "flag" and Emerald Club are trademarks of Vanguard Trademark Holdings USA, LLC.

®** Alamo is a trademark of Vanguard Trademark Holdings USA, LLC.

™‡/™‡ Trade-mark/Registered trade-mark of Student Price Card Ltd.

®‡ Registered trademark of Shell Canada Limited. Used under license by Shell Canada Products. Used with permission by Bank of Montreal.

* Trademarks owned by their respective corporations.

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