

BMO Flex Rewards Program Rules

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BMO Cash Back Credit Card

These Rules govern Cardholders' participation in the BMO Flex Rewards Program ("Program"). This Program allows Cardholders to earn cash back that may be redeemed for a statement credit.

"Cardholder" means the accountholder of an eligible credit card ("Account") issued by BMO Bank N.A. ("Bank") except that for Accounts with more than one borrower, "Cardholder" means the Primary Cardholder and Co-Borrower, where applicable. "Cardholder" does not include Authorized User(s). For purpose of these Rules, we may refer to the Bank as "we", "us" and "our" and the Cardholder as "you" and "your." Eligible card means a BMO Cash Back Credit Card (a "Cash Back Card") issued for personal and not business use. Cash back earned under the Program will be credited to the Account of the Cardholder and can be redeemed in the form of a statement credit. Only the Cardholder is permitted to authorize redemptions under the Program. By using or accepting an Account, you agree to these Rules and any changes, additions or deletions to them. Go to bmo.com/en-us/pdf/credit/rewardsconsumercash.pdf to view the most recent version of the Rules.

We issue and administer all Accounts. We manage the Program while third party service providers ("Third Party Service Providers") administer the Program.

These Rules and Account transactions are also subject to other agreements you may have with us, including your Cardholder Agreement and other agreements governing the Account(s) referenced in the Cardholder Documents ("Governing Agreements"). As a reminder, your Cardholder Agreement contains a provision that addresses arbitration of any disputes regarding your account, including your participation in this Program. Also, your Governing Agreements control if anything in these Rules are inconsistent with the terms of the Governing Agreements.

The following are the general terms and conditions of the Program and are subject to change by the Bank at any time without notice. See the current cash back rewards and their specific terms and conditions at bmo.com/en-us/pdf/credit/rewardsconsumercash.pdf.

General

1. We offer the Program at our sole discretion. We reserve the right to change these Rules and rewards and any fees associated with the Program at any time, for any reason and without notice, or may modify, suspend or end the Program, cancel outstanding cash back or change the redemption value of cash back. We may reverse any cash back awarded to you in error, regardless of cause, and such a reversal may cause you to have a negative cash balance. If your Account is closed with a negative cash back balance, we may charge your Account for the amount of the cash back balance. We assume no liability for any such changes.
2. We reserve the right to cancel your participation in the Program, close your Account and cause you to forfeit your cash back balance without notice in the event of fraud or abuse of the Program or Account, your violation of the Rules, or patterns suggesting improper use of the Program. For the purpose of clarification, transactions that we determine in our own discretion are made for the purpose of abusing the Program are not eligible to earn cash back and we may reverse any cash back that were accrued as a result of fraud or abuse of the Program. For further clarification, abuse of the Program includes attempting to earn cash back not allowed under the Program or by making charges that are outside the scope of usual or customary credit card usage.
3. We reserve the right to suspend your participation in the Program, which may include the accrual of cash back and the redemption of cash back for a statement credit, if your Account is not in good standing. Good standing means that your Account is not canceled, past due or otherwise in default under the terms of any agreements you have with us, including these terms and conditions. Upon bringing your Account into good standing, your participation in the Program will be reinstated, but cash back previously forfeited or eliminated will not be reinstated.
4. You authorize us (which includes, for the purposes of this paragraph, our agents and representatives) to contact you using automatic telephone dialing systems, artificial or prerecorded voice message systems, email and text messaging systems in order to provide you with information regarding the Program and your Account, including information about missed payments, the suspected misuse of your Card, or general servicing items. You authorize us to make such contacts using any telephone numbers (including wireless, landline and Voice over Internet Protocol numbers) you have supplied or will supply to us in connection with your Account or any other account you may have or will establish with us. You understand that anyone with access to your telephone may listen to or read the messages we leave or send you, and you agree that we will have no liability for anyone accessing such messages. You further understand that, when you receive a telephone call or text message, you may incur a charge from the company that provides you with telecommunications, wireless and/or data services, and you agree that we will

have no liability for such charges. You expressly authorize us to monitor and record your calls with us. You agree that you are the owner and/or primary user of any telephone number or email address you provide to us and that you will notify us if this is no longer true as to any such telephone number or email address.

5. You are responsible for any tax liability related to participation in the Program or as a result of cash back earned or redeemed.
6. The Program is void where prohibited by law.
7. We are not responsible for administering the Program. We are not responsible for errors or omissions in any Program document. We are not liable to you for cash back issued under the Program.
8. You agree that neither us, our affiliates, nor Third Party Service Providers is liable for claims that you may have against us, our affiliates, or Third Party Service Providers arising out of or in any way relating, directly or indirectly, to participation in the Program and its rewards.
9. Capitalized terms used and not defined herein have the definitions provided in Governing Agreements.
10. We reserve the right to interpret Rules and Program policies and will be the final authority on cash back qualifications.

Earning Cash Back

1. **Base Earn:** You will earn one base percent (1%) cash back for every one United States dollar (\$1.00) in eligible purchases rounded to the nearest whole dollar (i.e., a \$5.49 purchase would round down to \$5.00 while a \$5.50 purchase would round up to \$6.00 prior to being scored) made on an eligible card. There is no cap on the amount of base cash back that can be earned.
2. **Category Bonus Earn:** You will earn an additional four percent bonus (4%) cash back for every one United States dollar (\$1.00) in eligible streaming, cable TV and satellite service purchases, rounded to the nearest whole dollar made on a Cash Back Card. You will also earn an additional two percent bonus (2%) cash back for every one United States dollar (\$1.00) in eligible gas, electric vehicle charging and grocery purchases, rounded to the nearest whole dollar made on a Cash Back Card. Bonus earn on net eligible gas, electric vehicle charging and grocery purchases is only available on the first \$1,500 within a calendar quarter. After the \$1,500 cap is met within a calendar quarter, you will earn at the base rate on gas, electric vehicle charging and grocery purchases until the next calendar quarter begins and the cap is reset.

We may offer you opportunities to earn bonus cash back on certain categories of eligible purchases, such as gas, electric vehicle charging, grocery, streaming, cable TV and satellite service purchases. The networks that process your transactions provide transaction category codes, and in turn, merchants determine which codes to use when you make a purchase from them. However, merchants may

not use codes that identify certain transactions as eligible purchases. Further, not every purchase you make at certain merchants will qualify as an eligible purchase. For example, a purchase made other than fuel at a gas station may not be an eligible purchase. Because BMO does not control the categories merchants use to identify, BMO cannot guarantee that each Eligible Purchase will accrue bonus cash back.

3. All cash back is earned in United States dollars (USD).
4. Net purchases are the dollar value of goods and services purchased on an Account minus any credits, returns or other adjustments as reflected on monthly billing statements.
5. All credits and/or returns will result in a debit of the same amount of cash back that was originally earned.
6. Negative cash back will post if your returns or credits exceed your purchases for the monthly billing period.
7. Eligible purchases generally include purchase transactions on your statement. However, transactions that are not eligible purchases for purposes of cash back calculation include but are not limited to: cash advances, balance transfers, cash advances designated as purchases, which includes for clarity, purchases that can be converted to cash or cash equivalents, gift cards (including store gift cards), prepaid cards or cards that can be used for cash-like or quasi-cash transactions, person-to-person money transfers, traveler's checks, money orders, purchases of foreign currency, convenience checks, wire transfers, ATM withdrawals. Fees and card-related charges posted to an Account, including late payment fees, annual fees and interest charges as contained in the applicable Governing Agreements also are excluded from the calculation of eligible purchases. Additional transactions excluded from calculation of eligible purchases include: gaming-related transactions (including, without limitation, gambling chips, off-track wagers or lottery ticket transactions), tax payments, purchases of digital assets, and any unauthorized charges or transactions, and any airfare or hotel reservation booked directly through a third party booking service. For further clarification, transactions that we determine in our own discretion are made for the purpose of abusing the Program are not eligible to earn cash back and we may reverse any cash back that were accrued as a result of fraud or abuse of the Program or Account.
8. If the Account is closed for any reason, the Account will no longer be able to accrue cash back and all accrued cash back not redeemed for that Account will be available to redeem for 90 days as long as Account is closed in good standing.
9. Cash back earned during a billing cycle are not available for redemption until they are posted and transferred to your available cash balance. You may access BMO Flex Rewards online by logging in at **bmo.com/us** then clicking "View & Redeem" from the Account details screen. Your available cash balance is also available by calling the BMO Flex Rewards Redemption Center ("Redemption Center").

10. Earnings from any Account or program may not be combined with cash back earned from a Cash Back Card.
11. Cash back is not considered your property and cannot be transferred to any other Account, person or entity. Cash back has no cash value. If we learn of the death of the cardholder on an account without a co-borrower, we may automatically redeem any available cash back as a statement credit to the account that earned the cash back.
12. A request to change your current card type ("Current Card") to a different card type ("Product Change Card") without opening a new Account is a Product Change request. Product Change requests are subject to terms and conditions provided with a Product Change request as well as any applicable Governing Agreements authenticated or logged in.

Transferring Cash Back:

- i. If your Current Card is a Cash Back Card and your Product Change Card is a Rewards Card that earns points, your available cash back balance will be converted into points by multiplying the balance by 100 and transferred to your Product Change Card. For example, if your Current Card has an available cash back balance of \$125 at the time of Product Change, we will multiply \$125 by 100 and transfer 12,500 points to your Product Change Card.
- ii. If your Current Card earns points (not cash back) and your Product Change Card is a Cash Back Card, your available points balance will be converted into cash back by dividing the point balance by 100. For example, if you have an available points balance of 12,500 points at the time of Product Change, we will divide 12,500 by 100 and transfer \$125 cash back to your Product Change Card.
- iii. If your Current Card earns points or cash back and your Product Change Card does not earn points or cash back, you will have 90 days after the date of Product Change to redeem any available points or cash back on your account.
- iv. If you request a Product Change, you may experience a temporary delay in accessing your available points or cash back while we process your request.

Earning Cash Back:

- i. The base and bonus earn rates for your Product Change Card will begin with transactions that post after the date of Product Change.

Bonus Cash Back:

- i. If you complete a Product Change from a Rewards Card to another Rewards Card, your Anniversary date does not change. If you complete a Product Change from a non-Rewards Card to a Rewards Card, your Anniversary date will be the date of your Product Change date.
- ii. Unless otherwise specified, a Product Change Card is not eligible for an Introductory Bonus.

Redeeming Cash Back

You may redeem cash back for a statement credit that may be applied to an eligible account you designate at the Bank. Rewards redeemed to a BMO Checking, Savings, or Money Market account will be credited to that account 7-10 business days after your redemption request.

Redemptions may be considered taxable income from BMO in the tax year in which you redeem cash back. BMO may be required to send you a Form 1099-MISC for the year in which you redeem.

Please allow up to 7 to 10 business days after redemption for the statement credit to post to your Account. Statement credits will not be applied towards reducing the minimum payment due on your Account. Statement credit denominations and point valuations specific to your Rewards Card can be viewed by logging in to **bmo.com/us** and clicking View and Redeem from the Account Details screen. In the case of pooled accounts, the statement credit will be applied to the Account that is logged in at the time the statement credit redemption is made.

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Questions?

Online

Log in at **bmo.com/us** then click "View and Redeem" from your Account details screen. Online access is available 24 hours a day, 7 days a week to view your available balance or make a redemption.

Phone

Call the Redemption Center at 1-800-610-8987 for rewards program information. Redemption Center hours of operation are from 8 a.m. to 8 p.m. Central Time, seven (7) days a week, excluding federal holidays.



Talk with us
1-800-610-8987



Learn more
bmo.com/flexrewards



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