

# BMO<sup>®</sup> Business Mastercard<sup>®</sup> Cardholder Agreement



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# Your BMO Business Mastercard®

## Account Agreement

We appreciate you choosing a BMO Business Mastercard. This agreement is between you and us in relation to your account and card.

It also applies to any renewal or replacement of your card.

In this Agreement, “**you**”, “**your**” and the “**Customer**” means the business shown on a BMO Business Mastercard application (the “**Application**”). The “**Owner**” means collectively each business owner who is shown on that Application or who is subsequently added to the Account as an Owner, and for greater certainty references to “**the Owner**” in this Agreement means “**each Owner**” unless otherwise indicated. “**We**”, “**our**”, and “**us**” means Bank of Montreal. Some words in this Agreement have special meanings, which we have explained in section 1 below. The Customer and the Owner have asked us to open an Account and we have agreed to do so on the terms set out in this Agreement. This Agreement should be read carefully, and kept for reference, by the Owner and the Customer. The Customer and the Owner will not be bound by this Agreement if the Account has not been activated and all Cards and Cheques are returned to us (in such a situation please call us to ensure that we have received all Cards and Cheques and that the Account has been closed). We will provide the Customer with supplementary terms for any Card benefits and services which the Customer accepts.

### 1. About some of the words in this agreement

Here are the definitions of some of the words used in this Agreement in their singular form though the definitions are equally applicable to the plural forms of such words:

- **ABM** means an automated banking machine
- **Account** means a BMO Business Mastercard account
- **Agreement** means the most recent terms and conditions of the BMO Business Mastercard Account Agreement, the card carrier and any other terms or notices that we may provide to you related to the card and your account
- **Balance Due** means the amount shown on your account statement as the balance due, which is the balance you owe as of the statement date. Your balance due does not include any installment plan payments not yet due
- **Card** means a BMO Business Mastercard credit card
- **Card Carrier** means the form that the Card is attached to when it is received by the Customer or Owner
- **Cardholder** means a person to whom a Card is issued
- **Cash-Like Transactions** mean Transactions involving the purchase of items directly convertible into cash
- **Cheque** means a BMO Business Mastercard cheque
- **Co-Applicant** means an owner of the business other than the primary cardholder who co-signed for a BMO Business Mastercard Account
- **Good Standing** means you are in compliance with this Agreement
- **Installment Plan** means the defined repayment of a balance over a set duration of monthly payments. Your balance owed is moved from your account’s purchase category to the installment plan. You may have several installment plans active at the same time
- **Installment Plan Interest** means the interest we charge each month for each installment plan

- **Installment Plan Monthly Fee** means the fee we charge each month for each installment plan
- **Installment Plan Total Monthly Payment** means the amount you must repay each month if you have an installment plan and is made up of the monthly principal amount(s) plus installment plan monthly fee(s) or interest due that statement. This amount will be added to the minimum payment due on your monthly account statement for the duration of the plan
- **Network** is the payment card network identified on the front of your card
- **New Installments** means the amount shown on your monthly statement as new installments and is the amount that you have put on an installment plan during that statement cycle
- **New Balance** means the amount shown on your account statement as the new account balance, which is the balance you owe as of the statement date
- **Payment Due Date** means the date on your account statement on which payment of the minimum payment is due
- **Personal Information** includes information you provided to us or information we collected from other sources about you, such as your name, address, age, financial data, Social Insurance Number, or employment records, and other information that could be used to identify you
- **PIN** means personal identification number
- **Primary Owner** means the Owner identified on the Application as the primary owner
- **Total Balance** means the amount shown on your account statement as the total account balance, which is the balance you owe as of the statement date plus any installment plan payments not yet due
- **Total Installments Not Yet Due** means the installment plan(s) monthly principal amount to be paid in future payments
- **Our Purchase Exchange Rate** means the rate we pay to Mastercard International Inc. on the date the Transaction is posted to the Account plus the markup percentage shown on the Card Carrier or in any notice we may send to the Customer
- **Our Refund Exchange Rate** means the rate we pay to Mastercard International Inc. on the date the refund is posted to the Account, minus the markup percentage shown on the Card Carrier or in any notice we may send to the Customer

## 2. Account for business purposes only

2.1 The Account will be opened in the name of the business shown on the BMO Business Mastercard application. The Account is established only for the purpose of purchasing goods and/ or services or obtaining cash advances to be used for business, commercial or organizational purposes on behalf of the business. You agree that Cardholders may use the Account only for business, commercial or organizational purposes, and not for personal, family or household purposes. You understand that this agreement not to use the Account for personal, family or household purposes means that certain important duties imposed upon creditors, and certain important rights conferred upon consumers, pursuant to federal or provincial laws will not apply to the Account.

### **3. Account, Credit Limit and Cards**

- 3.1 We show the credit limit for the Account (the “Credit Limit”) on your Card Carrier and on your Account Statement. The Credit Limit applies to the Account even if more than one Card is issued on the Account. We may reduce the Credit Limit at any time without telling you in advance. You do not have the right to exceed the Credit Limit. If we allow you to exceed the Credit Limit, you will pay the over limit fee set out in the card carrier or in any notice that we provide to you. We will only charge one over limit fee in any monthly statement period.
- 3.2 We will issue to the Owner, and at the Customer’s request we will issue to other employees of the Customer, Cards to access the Account. We may issue renewal and replacement Cards for any Cardholder.
- 3.3 The Customer agrees that if a Card is issued, the only person permitted to use it is the person for which the Card was issued.
- 3.4 We may issue each Cardholder a PIN enabling the Cardholder to use the Card at an ABM accessible with the Card to obtain cash advances. The Customer shall instruct each Cardholder not to disclose the Cardholder’s PIN to any other person. Transaction records issued by ABMs are solely for the Customer’s convenience and, in the event of any dispute as to the accuracy of such records, our internal records shall be conclusive.
- 3.5 We may provide Cheques that the Owner may draw against the Account. The Customer shall ensure that blank Cheques are kept securely and shall take all reasonable steps, including procedures and controls, to detect and prevent thefts or losses due to Cheque fraud or forgery. Any one Owner shall immediately notify us of any losses, theft or unauthorized use of Cheques by calling the published number for reporting lost or stolen Cards.

### **4. Your responsibility for the total debt**

- 4.1 Subject to this section and section 5, you are responsible for and must pay the total debt. This applies whether or not you incurred the total debt, whether or not the total debt exceeds your credit limit, and regardless of how the total debt was incurred or when you received your card. You must not use the account, or any other credit card account with us, to pay all or any part of the total debt.
- 4.2 Each owner agrees to be liable as primary obligor, both individually and together with you for all amounts for which you are liable, under this agreement, such that we shall have the option of pursuing you and/or each owner individually or together for payment of such amounts. Each owner hereby acknowledges that we are relying on their joint and several liability (solidarily in the Province of Quebec) in respect of the total debt in agreeing to extend credit to you.
- 4.3 You expressly consent to us communicating information about you and your account to owners and additional cardholders and to contact owners and additional cardholders for the purposes of communicating such information.

## 5. Your responsibility for lost, stolen or misused cards

### Safeguarding the use of your PIN, card and account

5.1 You must take reasonable care to safeguard your card, PIN and cheques against loss, theft or misuse. To safeguard your PIN:

- you must not voluntarily disclose your PIN
- you must keep your PIN separate from your card
- you must not write your PIN on your card
- you must not choose a PIN selected from a primary cardholder or additional cardholder or owner's name, date of birth, telephone numbers, address or social insurance number.

5.2 You must not allow any person other than a cardholder to use a card, or the account. If this happens, you will be liable for all resulting transactions and any interest, fees and losses incurred, even if the other person was a minor or did not comply with any limitations you placed on their use of the card or account.

### Unauthorized use and liability

5.3 You must notify us by telephone immediately about any actual or suspected loss, theft or unauthorized use of any card, PIN, cheque or account information for the account. You may contact us as set out in Section 20. We may take whatever steps that we consider necessary to recover any affected card and, additionally, may report the loss, theft or unauthorized use to the appropriate authorities.

5.4 In general, your maximum liability for the loss, theft or unauthorized use of any card, PIN, cheque or account information for the account is \$50 per transaction unless you have demonstrated gross negligence or, in Quebec, gross fault, in safeguarding those cards, PINs, cheques or account information for the account.

5.5 If someone uses your card without your authorization, you are not liable if:

- you did not contribute to the unauthorized use
- you used reasonable care to safeguard your card and PIN, and
- you notified us by telephone within 24 hours after you learned of the loss, theft or misuse of your card or cheques, or after you suspected that someone else knows your PIN.

If you don't meet these criteria, you will be liable for all charges incurred in connection with the unauthorized use.

5.6 You agree to cooperate and help with any investigation that we initiate into unauthorized use you report before we will consider reimbursing you for any losses. This cooperation may include filing a report with law enforcement authorities.

## 6. Charges

6.1 The Customer shall pay the annual fee for each Card. The Customer shall also pay our service charges for retrieval of a sales draft, issuance of a replacement statement, dishonoured payments and other services that we provide from time to time.

6.2 Cardholders may use the Card and the Owner may use Cheques to charge to the Account the following: (a) the price of goods or services obtained from a merchant honouring the Card (a "Purchase"), (b) the price of goods or services obtained from a merchant paid by means of a Cheque, or (c) cash advances obtained through use of the Card or a Cheque either directly from us, including

through use of ABMs, or from financial institutions honouring the Card or accepting the Cheque. Any such use of a Card or Cheque which results in a charge to the Customer Account, whether or not the Card was presented to a merchant (such as mail, telephone or Internet order purchases), the Cardholder's signature was obtained, or a PIN was used, is called a **"Transaction"**. A **"Cash Advance"** means any Transaction referred to in (b) above and any cash advance referred to in (c) above. We treat Cash-Like Transactions (including wire transfers, money orders, and travellers' cheques) and gaming transactions (including betting, off-track betting, race track wagers, casino gaming chips and lottery tickets) as Cash Advances.

- 6.3 We will record all Transactions with respect to each Card, as well as all interest, service charges, credit notes and adjustments relating to such Card on the Account. All Transactions, interest and service charges posted to the Account, shall constitute a charge to the Account, (a **"Charge"**).
- 6.4 Upon receipt of a credit note issued by a merchant for goods or services charged to the Account, we will post the credit to the Account. If we do not receive the credit note prior to the time the related charge is included in an Account Statement (as defined below), the Customer shall make the required monthly payment based on the balance shown on the Account Statement.
- 6.5 If the Card is a Canadian dollar Mastercard, we convert Transactions made in a foreign currency to Canadian dollars. If the Card is a U.S. dollar Mastercard, we convert Transactions made in a currency other than U.S. dollars to U.S. dollars. We make the conversion at Our Purchase Exchange Rate in effect on the day the Transaction is posted to the Account. Our Purchase Exchange Rate may not be the same as the rate that was in effect on the Transaction date.
- 6.6 If the Card is a Canadian dollar Mastercard and a foreign currency Transaction is refunded to the Account, we convert the Transaction to Canadian dollars. If the Card is a U.S. dollar Mastercard and a Transaction in a currency other than U.S. dollars is refunded to the Account, we convert the Transaction amount to U.S. dollars. We make the conversion at Our Refund Exchange Rate on the date the refund is posted to the Account. Our Refund Exchange Rate may not be the same as the rate that was in effect on the date the Transaction was refunded. The difference between Our Purchase Exchange Rate and Our Refund Exchange Rate means that the amount credited to the Account for a refund of a foreign currency Transaction will in most cases be less than the original amount charged to the Account for the Transaction.

## **7. Statements and Interest**

- 7.1 As of the same date in each month (the **"Monthly Billing Date"**), we will prepare a statement for the Account (the **"Account Statement"**) that will include Charges to the Account that have been recorded during the period commencing the day after the immediately preceding Monthly Billing Date and ending on the current Monthly Billing Date (the **"Billing Period"**). We will provide the Account Statement to the Primary Owner shown in the Application and any additional cardholder or owner who requests copies. We will provide the information by mail to the addresses in our records unless you and we agree on another method. You must inform us immediately of any changes to these addresses.

7.2 The Customer may pay the Total Balance in full at any time; however, they must make sure that we receive at least their minimum payment on or before the payment due date shown on their Account Statement.

To calculate the minimum payment, we add \$10 to the amount of interest and fees (excluding Installment Plan interest and fees) shown on the Account Statement, plus any Total Monthly Installment Plan Payments. In addition to that amount, we also add to the minimum payment the larger of:

- any amount past due on the Account Statement; or
- the amount by which the Total Balance shown on the Account Statement exceeds the Credit Limit.

If the Balance Due is \$10 or less, the Customer must pay the full amount.

7.3 Interest shall be charged on the amount of all Purchases, Cash Advance, service charges and fees from the date of the Transaction until payment is received.

If you choose to create an Installment Plan, interest, if applicable, will be charged on that Installment Plan at the interest rate you agreed to in the relevant terms and conditions. We don't charge interest on Purchases, Installment plans and fees appearing on your account statement for the first time if you pay your Balance Due in full (or the Total Balance for customers with interest-bearing Installment Plans) within the grace period set out in your card carrier or in any notice we provide to you. Otherwise, interest charges on those Purchases, Installment Plans and fees will appear on your next monthly statement. We will charge interest retroactively from the date of the Purchase, Installment Plan conversion (for customers with interest-bearing Installment Plans) or fee until the date we receive payment in full (The Customer must pay interest on all Cash Advances).

7.4 Interest will be charged at an annual interest rate that is either (a) shown on the Card Carrier or (b) provided to you as part of an Installment Plan; or (c) equal to our Prime Rate (the annual interest rate announced by us from time to time as its prime interest rate for Canadian dollar loans) plus the margin shown on the Card Carrier. If clauses (a) or (b) apply, we may change the interest rate from time to time and provide the Customer with notice of the change. If clause (c) applies, the interest rate will change automatically upon a change to the Prime Rate, and we may change the margin from time to time and provide the Customer with notice of the change. Interest is calculated on a daily basis by multiplying each daily interest-bearing balance of Charges by a daily rate of interest equal to the interest rate divided by the actual number of days in the year. The Account Statement will show the total amount of interest for the Billing Period.

7.5 We will apply each payment to the Account towards Charges which appear on an Account Statement in the following order: (a) Total Monthly Installment Plan Payment due, (b) interest, (c) service charges, (d) Cash Advances and interest-bearing Purchases; and (e) non-interest bearing Purchases. In case of returns, credits will be allocated according to the payment allocation described above. If you have an active Installment Plan please refer to BMO PaySmart terms and conditions at [bmo.com/paysmart-business](https://bmo.com/paysmart-business) for more information. The remainder, if any, will then be applied towards Charges which have not yet appeared on an Account Statement in the same order as shown above.

7.6 The Customer shall make the required monthly payments even if the Customer disputes with us any Charge or other issue, pending resolution of the disputes.



- 7.7 If the Customer does not notify us of an error or omission with regard to any Charge in an Account Statement within thirty (30) days after the Monthly Billing Date, the Customer agrees that the Account Statement shall be deemed conclusively to be correct.
- 7.8 Notwithstanding section 7.7, the Customer shall be liable for any Cheque bearing a forged or unauthorized signature unless (a) the forged or unauthorized signature was made by a person who was at no time an Owner or an agent or employee of the Customer and (b) the Customer and the Owner had complied with sections 5.6 and 6.2.

## **8. Interest and Applicable Fees**

We will calculate an annual percentage rate (APR) based on the interest and applicable fees you have been charged and we may refund any charges, at our discretion, that would result in your APR exceeding the maximum that we are permitted by law to charge.

## **9. Installment Plans**

Installment Plans allow eligible cardholders to repay specific eligible amounts over a defined repayment schedule. Access to an Installment Plan is governed by the terms of this Account Agreement and subject to additional terms and conditions available at [bmo.com/paysmart-business](https://bmo.com/paysmart-business).

## **10. Certain Rights and Responsibilities of the Customer**

- 10.1 The Customer shall be solely responsible for establishing and monitoring internal procedures for the use of Cards and Cheques. We shall have no obligation to enquire or verify whether any use of a Card or Cheque, or any Charge to the Account, is in accordance with any such procedures.
- 10.2 Benefits or enhancements available to a Cardholder may only be available through separate Agreements. Some benefits or enhancements may be supplied by firms independent of us and we are not responsible or liable for anything in connection with those benefits or enhancements.

## **11. Cards and Cancellation of Cards**

### **How you can cancel your card:**

- 11.1 The owner may cancel the card or any additional cards at any time by contacting us (see Section 20). If the primary cardholder cancels their card, we will also cancel all additional cards associated with the account.

### **How we can cancel your card:**

- 11.2 In addition to any remedies available to the Bank pursuant to any other agreement between you and the Bank, we may do any of the following without telling you in advance:
- cancel any card on the account
  - cancel your rights and privileges related to your card
  - close the account
  - require you to immediately return all your cards and cheques to us
- If we cancel your card, withdraw your rights and privileges, or close the account:
- we may refuse to honour cheques you write before or after cancellation
  - withdrawal or closure
  - we may seize your cards and cheques
  - you may not use your card, cheques or account

- you must destroy your card and cheques
- you must pay the total debt immediately. If you don't, we may apply any money you have on deposit with us or any of our affiliates against the total debt
- you must pay the legal fees and expenses we incur to recover amounts you owe us

### **Pre-authorized payments to merchants:**

11.3 You are responsible for any pre-authorized payments charged to the account, even after you or we cancel the account. If you wish to discontinue these payments you must contact the merchant in writing to cancel any pre-authorized payments, and review your monthly statements to ensure that the payments have been discontinued. If the merchant continues to charge your account despite your instructions to cancel the pre-authorized payments, we may be able to assist you if you provide us with a copy of the written notice you gave the merchant, along with any other information that we may ask for.

You are responsible for giving your new account number or expiry date to merchants with whom you have pre-authorized payment arrangements. In addition, the network may make available an automatic biller update (ABU) service to merchants. If a merchant registers for the network's ABU service, the merchant will automatically receive details of your new account number so that your automatic bill payments continue.

If you do not want us to provide your card updates through the network's ABU, please call us (see Section 20 for contact details). It may take up to 60 days for your opt out request to take effect.

## **12. Disclaimers**

12.1 Management reports provided to the Customer are provided without representation or warranty as to the accuracy of information provided.

12.2 We try to ensure that you can always use your card. Occasionally, however, you may not be able to do so because of systems or communication problems involving a merchant, Mastercard International Inc. or us. We may also block use of your card without telling you if we suspect unauthorized or fraudulent use of the card. We are not liable to you for any loss or damages arising directly or indirectly from this Agreement (including, without limitation, loss or damages suffered if you cannot use your card), except for damages as a result of our gross negligence or willful misconduct. In no event are we liable for any special, indirect or consequential damages, including but not limited to, lost profits and lost revenues. We always attempt to respect any available Credit Limit or any available Transaction limit requested by the Customer; however, we cannot warrant that such limits will be respected if we experience systems problems.

12.3 We are not responsible for any defects in, or poor quality of, the merchandise or services obtained by means of any Card or Cheque nor for any losses resulting from any Cardholder's disclosure to a merchant by mail or telephone of a Card number. Any claim or dispute between the Cardholder or Customer and a merchant will be settled between such parties and any such dispute shall not affect the Customer's obligations under this Agreement.

### **13. Notices**

- 13.1 All correspondence to the Customer and the Owner in connection with this Agreement shall be sent by us to the Customer's address shown in our Mastercard records.
- 13.2 Requests to issue a Card, change the Credit Limit, change the Customer's business name, terminate the Account and other requests with respect to the operation and administration of the Account may be made in writing, through online banking or by telephone. All requests must be made by at least one Owner.
- 13.3 We may allow the requests referred to in section 13.2 to be submitted through the Internet. If so, we will provide sign-on instructions, a user ID, and a password to the Owner. The Owner shall protect the user ID and password from fraudulent use and shall immediately notify us of any unauthorized disclosure of the user ID and password. Until such notification, we may rely on any request received using the user ID and password and shall have no duty to confirm such requests.

### **14. Administration**

- 14.1 At the request of an Owner, we will add an administrator to the Account who will be authorized to perform the actions listed in Schedule 1 to this Agreement. Any request to add an administrator to the Account may be made in writing, through online banking or by telephone and must be made by at least one Owner.
- 14.2 By adding an administrator to the Account, the Customer and each Owner, (a) authorize us to accept and act on instructions from the administrator in connection with the actions listed in Schedule 1 and (b) acknowledge that we have no obligation to accept instructions from the administrator and we may refuse to act on instructions in our sole discretion.
- 14.3 The Customer and each Owner agree to:
- indemnify, defend and hold us harmless, and our directors, officers, employees, representatives and agents, from any and all claims, loss, liability, expenses or damages that result from us accepting and acting on instructions from the administrator as set out in this Section 14; and
  - release us, and our directors, officers, employees, representatives and agents, from any and all claims related to us accepting and acting on instructions from the administrator as set out in this Section 14.

### **15. Digital/mobile and contactless payments**

- 15.1 This agreement applies to all types of transactions on your card or account, including contactless transactions and any transactions using a digital or mobile wallet (example: Apple Pay or Google Pay). BMO and/or participating merchants may, in their discretion, establish a maximum dollar limit from time to time for a single contactless or digital or mobile transaction. As a result, you may need to use your physical card to complete a transaction if you exceed these limits, even if your account is in good standing.

## 16. Amendment

16.1 We can change this Agreement at any time. We will post the updated Agreement online at [bmo.com](https://bmo.com). Where applicable, you will be notified of any changes in accordance with law. Your continued use of your Card, Cheques or Account after we make such changes, means that you understand and agree to such changes. Any changes we make apply to your account balance at the time we make the change and to your account balance after we make the change.

## 17. General

- 17.1 The Customer and the Owner shall provide us with such business and personal financial information as we may from time to time reasonably request.
- 17.2 No term of this Agreement shall be deemed waived and no breach excused, unless the waiver or consent is in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, does not constitute a consent to, waiver of, or excuse for, any other different or subsequent breach.
- 17.3 This Agreement may not be transferred or assigned by the Customer, voluntarily or involuntarily without our prior written consent, which may be arbitrarily withheld. If transferred or assigned without our prior written consent, this Agreement will be deemed to be terminated, unless we agree in writing otherwise.
- 17.4 This Agreement shall be binding upon and enure to the benefit of each party and its respective successors and permitted assigns.
- 17.5 Applicable in the Province of Quebec only: It is the express wish of the parties that this Agreement and any related documents be drawn up in English. *Il est la volonté expresse des parties que la présente convention et tous documents y afférents soient rédigés en anglais.*

## 18. Your personal information

To learn more about how we collect, use, disclose and safeguard your personal information, your choices, and the rights you have, please see our Privacy Code (available at [bmo.com/privacy](https://bmo.com/privacy), or from any of our branches).

### Sharing your personal information

Your personal information is shared with the card network (e.g., Visa, Mastercard) in order to operate or administer the payment card system that supports the products, services or accounts you have with us (including any products or services provided or made available by the card network as part of your product, service or accounts with us), or for any promotions the card network may make available to you.

BMO Financial Group consists of Bank of Montreal and its affiliates. Your personal information, including information about your authorized representatives and beneficiaries, is shared within BMO Financial Group, to the extent permitted by law, to: ensure we have accurate information about you, and your authorized representatives and beneficiaries; manage our total relationship; provide a better customer experience; meet your needs as they change and grow; and manage our business.

### Your Choices

**Sharing:** You may choose not to allow us to share account-specific information within BMO Financial Group, but you understand we will share your personal information where two or more BMO Financial Group affiliates provide you with jointly offered products or services.

**Direct marketing:** You may choose not to allow us to use your contact information for direct marketing, such as mail, telemarketing or email informing you about products and services we think may be of interest and value to you.

Please see “Contact Us” in our Privacy Code for more details on how to opt-out.

**Automated decisions:** We will also use your personal information to make decisions in real time by using tools to automate the processing of your personal information, for example, whether to approve or decline your transaction. These decisions can affect the products, services or features we may offer you and are also used to protect you from fraud.

## **19. Term and Termination of Agreement**

19.1 We or the Customer may immediately terminate this Agreement at any time without notice.

19.2 Upon termination of this Agreement: (a) all outstanding Cards shall be cancelled and all rights or benefits of the Customer or any Cardholder with respect to the Cards shall be revoked or withdrawn; (b) the Customer shall continue to be liable for, and to pay, the aggregate of all Charges on the Account whether or not then posted to the Account, including without limitation Charges not yet incurred, accrued service charges and interest accrued or to accrue, and all such Charges shall immediately be due and payable by the Customer; and (c) all Cards and Cheques shall be immediately returned to us.

## **20. How to contact us and complaint resolution**

### **How to contact us:**

#### **Customer Contact Centre**

**1-844-385-5055**

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 and emergency travel 7/24 help line:**

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

**514-877-0330** (International call collect)

### **We're here to help - Resolving Customer Complaints**

If you have a complaint or concern, we encourage you to let us know and give us the opportunity to make it right. BMO's complaint resolution process is outlined in the **We're here to help – Resolving Customer Complaints brochure**, which is available online at [www.bmo.com/main/about-bmo/resolving-a-complaint](http://www.bmo.com/main/about-bmo/resolving-a-complaint) and at all BMO Bank of Montreal branches.

# Our Commitment to You

BMO Financial Group appreciates and values the opportunity to assist you in meeting your financial objectives today, and in the future. We're committed to a strong customer focus: to service, to excellence, and to being responsive to help you reach your goals. This demands that we listen to you, constantly seek ways to enhance your experience with us, and help us earn the right to be your financial services provider.

## **SCHEDULE 1**

### **LIST OF PERMITTED ADMINISTRATOR ACTIONS**

The administrator may perform the following actions on the Account:

- Add or cancel an employee Card
- Change or correct the following information for an employee Card: cardholder name, address, phone number and Card limits
- Change Owner or company address
- Activate Cards
- Change or correct the Customer (business) name supported by required business documents
- Report lost/stolen Card
- Request an Account statement
- Add or remove optional enhancements
- Cancel an existing preauthorized payment setup
- Advise the Bank of a deceased cardholder (i.e. Owner or Employee)
- Request to reissue an expired Card
- Report unrecognized transactions
- Request or cancel a credit balance refund or credit adjustments
- Request a balance transfer
- Request to change to a different small business Mastercard product
- Request to change or merge an AIR MILES collector number belonging to the Customer or Owner.

Please retain this Agreement.



® Registered trademark of Bank of Montreal.

®\* Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Used under license.

®†/™† Trademarks of AM Royalties Limited Partnership used under license by AIR MILES Loyalty Inc. and Bank of Montreal.