



TERMS USED IN THIS AGREEMENT

When this Agreement refers to “you” or “your,” it means the customer and debit cardholder whose name is shown on the Debit Card and may include a person designated by you as an additional cardholder and/or nominee(s) and/or authorised user(s) as requested by the customer. The customer(s) shall be solely liable for transactions conducted by the nominee(s) and/or any authorised user(s).

When this Agreement refers to “we,” “our” and “us,” it means the RBC Company with whom you have an Account that issues a Debit Card to you.

“Account” means an account with us that may be accessed using a Debit Card.

“Account Disclosures” means the terms and conditions applicable to your Account as amended from time to time.

“ABM” or “ATM” means an automated banking machine or teller machine.

“Biller” means a utility, business or other party with an arrangement with us, for the acceptance, collection, processing, depositing, and crediting of customer payments, on behalf of and for the credit of the Biller(s) Account. RBC in its sole discretion may offer this service and may, without notice, discontinue this service.

“Card Not Present Transaction” or “CNP Transaction” means a debit transaction made where the cardholder is not physically present at a physical terminal with the Debit Card at the time that the payment is effected; for example, online purchases or transactions made by mail or telephone order and/or where the Debit Card is not swiped, waved or inserted into a physical terminal, but the information is captured by the Merchant with the cardholder, nominee or user consent for online authorisation in real-time or thereafter.

“Contactless Transactions” means a card-present transaction within the RBC approved maximum thresholds conducted without the cardholder, nominee or authorised user swiping or inserting the card by (i) waving the Debit Card over the point-of-sale terminal (ii) or holding the Debit Card over the point-of-sale terminal or (iii) tapping the Debit Card on the point-of-sale terminal, utilising chip technology at participating Merchants which accept contactless payments.

“CVV” means card verification value, which is the three-digit security code on the back of the Debit Card.

“Debit Card” means your RBC Royal Bank Visa® Debit Card and any other card associated with your RBC account which will be subject to this Agreement when we issue it to you. Debit Card use includes any combination of use of the physical card and/or use of the card number with the expiry date and/or CVV and/or any RBC approved secondary authentication criteria and/or secondary or auxiliary authentication you have consented to by setting up accounts with Merchants or payment providers and providing authentication criteria to the said party.

“Dynamic Currency Conversion (DCC)” is a service that some financial institutions or Merchants may provide that allows you to pay for International Transactions in the local currency of the card.

“Electronic Signature” includes, but is not limited to, the use of a personal identification number (PIN) at ABMs and point-of sale (POS) terminals, a written signature at POS devices without a PIN pad, a Contactless Transaction, or the use of the Debit Card number and CVV, if required, to make a CNP Transaction. It refers but is not limited to each combination of numbers selected by you, for your use or that of an authorised user, as a means of authorisation to use certain services that are available from us from time to time. It identifies the authorised user of the Debit Card.

“International Provider” means Visa Incorporated, Mastercard International Inc. as well as any other card brand with whom we issue Debit Cards.

“International Transaction” means a non-domestic transaction using your Debit Card where the Merchant country is different from the country where your Account is held and/or where the settlement currency is different from the domestic currency of the country in which your Account is held. Where the Merchant country is the same as where your Account is held, but the settlement currency is different, this would be construed as an International Transaction.

“Local Debit Network” means a domestic or intra-regional card network, where applicable, that is established and used within the country in which your Account is held and applies only where RBC is a participant in such a network. Such Local Debit Network(s) are recognised by applicable International Providers but are separate entities from the International Provider.

“Losses” means any loss to you or to us that results from the unauthorised use of the Debit Card, including but not limited to, losses incurred from withdrawals, transfers of funds, debits, or other Account activity.

“Merchant” is any business entity or person that sells goods or services to a customer and accepts payment cards from the International Provider.

“PIN” means the confidential personal identification number for the Debit Card.

“Point of Sale Transaction” or “POS Transaction” means a transaction which occurs at a point-of-sale terminal or device. POS Transactions include advance payment transactions and Contactless Transactions.

“POS” means point-of-sale terminal.

“RBC Companies” means Royal Bank of Canada and its subsidiaries and affiliates.

WHAT THIS AGREEMENT COVERS

This Agreement sets out the terms that apply when the Debit Card is used by you, a nominee, or an authorised user. It replaces any earlier agreement between you and us specifically governing Debit Cards. It also applies to any re-issue or replacement Debit Card we provide to you.

This Agreement is your promise to be responsible for the use of the Debit Card and PIN. It tells you about your rights and duties. You should read it carefully.

Selecting a PIN, or signing, activating or using a Debit Card means that you have received and read this Agreement and agree to its terms and conditions. You will use your Debit Card and PIN according to the terms of this Agreement and any other terms or conditions that we may advise you of from time to time.

ABOUT THE DEBIT CARD

This Debit Card gives you and/or an authorised user access to the funds in your Account, whether at local RBC ATMs or POS, Local Debit Network ABMs or POS, and wherever International Provider cards are accepted. The Debit Card is not a credit card. You will pay no interest on transactions made on the Debit Card. The Debit Card is and remains our property. Any modification of the physical plastic, by you and/or a third party will be considered destruction of our property, and you will be held liable for same. Any fraudulent losses resulting from the modification of the plastic will be borne by you. We do not guarantee the functionality of modified cards. You may only use the Debit Card for ABM transactions, including, but not limited to, withdrawals and POS Transactions, where applicable, when there are sufficient available funds in the Account. Debit Cards designated for domestic use only cannot be used for International Transactions. RBC in its sole discretion reserves the right to offer new or enhanced services with the Debit Card.

ELIGIBILITY

RBC, in its sole discretion, reserves the right to provide Debit Cards to clients with a valid, applicable Account. Limitations may apply to the issuance of such Debit Cards. If your Account is closed, we reserve the right to cancel the card. RBC in its sole discretion reserves the right to issue one (1) Debit Card per currency, per customer regardless of the number of accounts tied to it or owned by you. Where RBC supports issuance of a Debit Card to an applicable foreign currency account(s), RBC in its sole discretion reserves the right to issue one (1) Debit Card per applicable foreign currency, per customer. Where a parent/guardian consents to the issuance of a Debit Card to a minor, the adult joint holder of the Account shall be liable for all Losses and liability on that Account associated with the use of the Debit Card.

RIGHTS AND DUTIES USING THE DEBIT CARD

The use of the Debit Card must be aligned with the terms and conditions set out in this Agreement and in your Account agreement. The Debit Card may be used for the following purpose(s):

- To pay for goods and services at a store or Merchant that has POS or other designated card terminals that accept Debit Card payments either in person or online.
- To make cash withdrawals, bill payments, balance enquiries, deposits, or to transfer funds from one account to another at local RBC Royal Bank ABMs, where applicable and provided the service is available.
- To make cash withdrawals and balance enquiries from ATMs at other banks, locally or internationally where applicable.
- To identify you when you and/or an authorised user(s) is (are) requesting services from us, where applicable.

You must maintain the card plastic as originally provided to you by us, without making any changes to the card, inclusive of the design and security features. Failure to adhere may result in you forfeiting all rights to dispute transactions charged against the Debit Card.

It is your responsibility to secure the Debit Card in a manner that prevents unauthorised transactions including the use of Radio Frequency Identification (RFID) or any other near field communication. We will treat the Electronic Signature as authorisation whenever it is used with the Debit Card, and any instructions received or transactions done using the Debit Card and Electronic Signature will have the same legal effect as if you signed a written direction to us. For these transactions, you will have the same responsibilities as if you had used the Debit Card and PIN.

PERSONAL IDENTIFICATION NUMBER

Instructions on how to select the PIN and how to change it are made available on the issuance of the card along with guidance on which Accounts you and/or an authorised user may access with the Debit Card and PIN.

Protecting the security of the Debit Card and PIN is of critical importance. You expressly agree to keep the PIN confidential and separate from the Debit Card at all times. You agree to adhere to PIN security guidance including, but not limited to, caution against creating a PIN using common criteria such as the date of birth, telephone numbers, addresses and other common numeric references which can be readily determined by a fraudster.

Should you disclose the PIN to another party, deliberately or otherwise, you will be liable for those transactions.

AUTHORISATION

By using the Debit Card to conduct a transaction, you authorise us to debit or credit your Account, as the case may be, for the amount of the transaction and any other fee(s) imposed by the Merchant or other financial institution at the time for the transaction. For Card Not Present Transactions and Contactless Transactions, you authorise us to debit or credit your Account, as the case may be, for the amount of the transaction and any other fee(s) imposed by the Merchant or other financial institution without the need for you to provide the PIN. You also authorise us to debit your Account for any service fees and apply

any foreign exchange mark-up applicable to the transaction(s). Rates of exchange may vary based on transaction, processing or settlement date, cross-currency conversions, network rates and/or regulatory rates, cardholder selected options including, but not limited to, Dynamic Currency Conversion (DCC) selected with the Merchant, which may increase the overall final cost or posted amount of the transaction.

PROTECTING YOUR DEBIT CARD AND PIN

You are responsible for taking reasonable precautions to keep the Debit Card and PIN safe. These include:

- Ensuring that you and/or an authorised user can see the Debit Card at all times for POS Transaction(s).
- Keeping the Debit Card in a safe place and never allowing the unauthorised use of it.
- Never revealing the PIN to anyone, including financial institution employees, law enforcement agencies or even close family members or friends.
- Immediately changing the PIN at any of our branches or calling us to deactivate the Debit Card if you suspect that someone knows the PIN.
- Using a free hand or your body to shield the entry of the PIN at ATMs and payment terminals.
- Not accepting assistance from anyone at the ATM. In addition, you should not ask anyone to conduct a transaction for you.
- Remembering to always retrieve the Debit Card and transaction record after every ATM and POS Transaction.
- Regularly checking your Account statements and balances to verify all transactions have been properly recorded, should you determine not to accept the transaction record. If entries do not accurately reflect your transaction activities, such as missing or additional transactions, you are required to immediately notify us.
- Not writing the PIN on the Debit Card.
- Ensuring that any written record(s) of the PIN is (are) kept separate from the Debit Card and a reasonable attempt to hide or disguise the PIN is made so that no one else can easily guess that it is a record of the PIN.

LOST OR STOLEN DEBIT CARD

You must immediately notify us as soon as you are aware that the Debit Card is lost or stolen, or as soon as you suspect that someone else is using the Debit Card or simply knows the PIN, or as soon as you suspect that the Debit Card is missing. Once notified, and the agent confirms that the card is blocked, we will investigate subsequent transactions, where applicable, after notification. You are required to closely review your card activity via available channels and notify us of any unusual, unauthorised, erroneous or suspicious transactions and complete necessary dispute/chargeback forms within thirty (30) days of the transaction(s). Failure to do so may result in your liability for such transactions after review/investigation.

You may contact us by calling our Advice Centre; the numbers are provided at the back of the Debit Card and may be found on our public website (<https://www.rbc.com/caribbean.html>).

We reserve the right to amend our contact information, and notification of such changes will be available on any our approved communication channels.

VALIDITY

The Debit Card will be valid until the Valid To (“Thru”) or expiration date shown on the Debit Card, except where the Debit Card is cancelled in accordance with this Agreement.

SETTING LIMITS

RBC, in its sole discretion, will set one or more limits that will apply to use of the Debit Card. Some of these limits will be periodic; for example daily limits and/or business day limits – the maximum amount you can withdraw in cash – or the limit for purchases or other transfers from your Accounts, CNP Transactions, POS purchases, or any combination of purchases based on the transaction amount and/or number of transactions within a specified period using the Debit Card for the relevant period. Where possible and viable, we will provide information on such limits. We may apply thresholds or decline foreign currency transactions on local currency Accounts, subject to our protocols and foreign exchange availability. We are not obligated to authorise and/or process foreign currency transactions against local currency Accounts. We may from time to time change any of these limits, and you can obtain confirmation of what the limits are by contacting the Advice Centre or visiting any of our branches. We may also apply restrictions, as required, based on the International Provider, other network, regulatory or our fraud protocols. Not all limitations, particularly relating to fraud protocols, may be publicly disclosed. For any questions regarding unsuccessful transactions, please contact our Advice Centre.

In addition to any limits that apply to the Debit Card, user limits and transaction counts may apply. This means that the amount of funds or number of transactions that you can access at any time may be subject to a further limit so that you may not have access to the full limit or transaction counts on the Debit Card(s) on any given day.

Notwithstanding any limit that is set on the Debit Card by us, transactions using the Debit Card will also be subject to applicable laws of the jurisdiction in which it was issued including, but not limited to, exchange control laws and regulations. You agree to be bound by these laws and regulations and understand that non-compliance may result in the cancellation or termination of the Debit Card and/or closure of your Account.

LOCAL DEBIT NETWORK

Debit Cards which are restricted to local use only may not allow for CNP Transactions, and this may vary based on the Merchant currency and country. When you or an authorised user uses the Debit Card for ATM withdrawals or POS purchases, the amount of the transaction will be immediately deducted from the available balance of the Account and its value will be reduced by the value of the transaction in addition to any applicable service charges. Such funds are withheld and/or debited from the Account selected on the POS terminal or ATM whether “Banking/Chequing” or “Savings”.

VISA DEBIT TRANSACTIONS (Processed outside of a Local Debit Network)

Except for Local Debit Network transactions, Visa Debit transactions are usually processed using a two-step method known as authorisation and settlement. When you and/or an authorised user uses the Debit Card for a transaction:

The Merchant usually electronically requests an authorisation from us at the time of the transaction, and this authorisation amount may be held or debited in real-time, against the Account associated with the Debit Card. This process is usually followed by a settlement, typically within three (3) business days after authorisation, for the amount of the transaction and, in some cases, reflects adjustments to the initial authorisation amount. For example, Merchants may need to adjust the authorisation amount when not all goods ordered are available, if the price of the goods ordered changes (due to fluctuations in foreign exchange rates, or in the case of items that are charged by weight, such as groceries), or if you cancel one or more items of the original order. When this happens, a credit adjustment in the amount of the original authorisation may be credited to your Account, followed immediately by a debit adjustment that reflects the final settlement amount of the transaction. In some instances, if the settlement amount exceeds your Account balance on the date of the final processing of the transaction(s), your Account may be overdrawn, and applicable charges may apply.

The transaction(s) is (are) processed to the applicable Account associated with the Debit Card. This is the Account you or an authorised user accesses with the Debit Card when the “Banking/Chequing” or “Savings” option or the “Debit” or “Credit” option on a POS terminal or at an ATM is selected.

If you change the primary Account associated with the Debit Card, this may impact the processing of payments to your Account; however, you will remain liable for such transaction(s).

If a Merchant or another financial institution requests an authorisation for a transaction you or an authorised user wants to conduct (preauthorisation request), we may place a hold on your Account for the amount of that preauthorisation request. Some Merchants may request preauthorisation of an amount either higher or lower than the actual transaction amount that ultimately is posted to your Account. Although we place a hold on the preauthorised amount, your Account will be debited for the actual transaction amount when the transaction is processed. While the hold remains on your Account, the available balance for subsequent debit transactions may be reduced by the amount of the hold. We will remove the hold from your Account a) when the actual transaction amount is debited from your Account or b) up to ten (10) business days after the pre-authorisation request. RBC will not be liable for any subsequent transaction decline in such circumstances where holds remain.

Card Not Present Transactions: You may be required to take additional steps (including using a separate password, code, or any other selected identifier) in order to purchase goods and services online, or any other electronic formats where the card is not physically present at a Merchant, or over the telephone from certain Merchants. In some instances, Merchants may also require an additional level(s) of authentication to be followed for successful transaction processing. This will never include the disclosure of confidential information such as your PIN.

Mail and Telephone Orders (MOTO) Transactions: Additional caution should be exercised with such transactions, and you and/or an authorised user(s) is (are) encouraged to transact with reputable and established Merchants. This will never include the disclosure of confidential information such as your PIN. Where you or an authorised user(s) provide(s) the card number, expiration and in some instances CVV for MOTO transactions, which may be manually keyed in by the Merchant, you will be liable for such transactions and are encouraged to closely monitor account activity to ensure the accuracy of such transactions posted to your Account. We are not obligated to process such transactions. We may also apply restrictions as required based on the International Provider, other network, regulatory or our fraud protocols as needed. Not all limitations, particularly relating to fraud protocols, may be publicly disclosed. For any questions regarding unsuccessful transactions, please contact our Advice Centre.

ABM Withdrawals: The amount of the transaction may be immediately deducted from or held against the Account inclusive of any applicable service charges.

CONTACTLESS TRANSACTIONS

This Agreement applies to Contactless Transactions using the Debit Card, where applicable. We and/or participating Merchants may establish maximum transaction limits from time to time for Contactless Transactions. As a result, if you and/or an authorised user exceed(s) these limits, you and/or an authorised user may need to insert the Debit Card in a POS terminal to complete your transaction(s). In some instances, fees may apply.

LIABILITY FOR LOSSES

You are responsible for all authorised use by you or an authorised user of the Debit Card. Transactions are authorised by you or an authorised user by:

- Using the Debit Card and PIN at any machine or electronic equipment capable of accepting such payment or transaction;
- Presenting the Debit Card to a Merchant with or without signing a voucher or otherwise indicating your authorisation of the transaction;
- Providing the Debit Card number, expiry date and/or CVV to a Merchant or other party to whom payment or a transaction is to be made; for example, by telephone, mail order, online, or in some exceptional circumstances in person, or for purposes of establishing a one-time, recurring or periodic transaction directly from your Account;
- Using the Debit Card and PIN to access the primary and/or any associated Account at an RBC™ ATM or any other Banks' ATMs, through our Digital Banking, or at any of our branches; and
- Authorising anyone else to do any of the above (a) through (d).

If you authorise a transaction, you are responsible for all transaction costs and associated fees/service charges including, but not limited to, Account withdrawals (including amounts borrowed if your Account has a line of credit or has an overdraft facility) which may result.

You are liable for Losses if you contribute to someone else's unauthorised use of your Debit Card by:

- Disclosing your PIN to someone;
- Not adequately securing your PIN by writing the PIN on or near the Debit Card, or choosing a PIN that is easily guessed (see the Personal Identification Number section of this Agreement), or keeping a poorly disguised written record of your PIN on or near your Debit Card;
- Failing to secure the Debit Card properly.

Where you cooperate fully in any investigation that we, or the public authorities, may conduct regarding the unauthorised use of the Debit Card, and we establish that the use of the Debit Card was unauthorised, you are not liable for:

- Losses that occur because you have been the victim of fraud, theft, or have been coerced by trickery.

You are strongly encouraged to review the account activity, at minimum, on a monthly basis and immediately notify us of any unauthorised or unusual activity. Failure to formally dispute transactions within thirty (30) days of the transaction date may result in liability for such transactions if we are not able to successfully dispute the transaction(s) on your behalf. You are required to immediately notify us when the Debit Card is lost, stolen, or misused or if you suspect that someone unauthorised is using the Debit Card or knows the PIN. Delays in notifying us may result in liability for such transactions.

LIABILITY MAY EXCEED ACCOUNT BALANCE

Liability for Losses may exceed the Account balance or available funds if the Account is an account which is used to carry out transactions, has an overdraft facility, or where there are variations in the foreign exchange rates or based on settlement and clearing dates as set out in International Provider Transactions terms. The liability may also exceed your Account balance for Losses that result from fraudulent, inaccurate, or invalid deposits made at an ABM.

VERIFICATION AND RECORDS

All transactions carried out using the Debit Card and PIN, including deposits of instruments, cash and other items, are subject to our verification and acceptance. Some transactions may be declined. Bank verification and acceptance may take place on a date later than the date of use of the Debit Card and may affect Account balances and funds availability.

Our records showing the use of your Debit Card and PIN and our determination of the details of that transaction, including our count and verification of the particulars of any Debit Card and PIN use, will be considered correct and binding on you, unless you provide written notification of a dispute and complete the required forms within thirty (30) days of the date of the disputed transaction(s).

Transaction records of the Debit Card use are issued to help you with Account recordkeeping.

AUTHORISED USER(S)

RBC, in its sole discretion, may issue a Debit Card to an authorised user that is someone else who is authorised to act on your behalf (for example, a person acting under a Power of Attorney given by you) or an authorised user(s) for a company. If we, in our sole discretion, agree, you are responsible for ensuring that any and all authorised users comply with this Agreement. You will be liable for all transactions carried out by an authorised user(s). We are not obligated to provide this service and may, at any time, block additional cards and/or rescind the service without notice.

You acknowledge that any authorised user(s) may have access to your Account information including the balances and transaction history, and you agree to such access.

INTERPRETING AND ENFORCING THIS AGREEMENT

This Agreement will be interpreted in accordance with the laws of the jurisdiction in which your Account is held. In the event of a legal dispute, you agree that the courts of the jurisdiction in which your Account is held shall be competent to hear such dispute, and you agree to be bound by any judgment of such court(s).

PROBLEMS WITH MERCHANTS/LIMITATION ON OUR LIABILITIES

RBC will not be held liable for the quality and/or quantity of any goods or services related to the transactions on your Account from use of the Debit Card, other than the dispute process, which is subject to review and approval. You are required to settle any concerns related to quality and/or quantity of goods or services directly with the Merchant or Biller. In some instances, Merchants may refer you to a reseller.

We may, in our sole discretion, offer bill payments at our ABMs. Should this service be available, and you opt to make bill payments at one of our ABMs, you are responsible for the completeness and accuracy of the information provided, including but not limited to, Biller reference numbers and payer names. Failure to do so may result in incomplete or subsequently declined payments or application of payments to an incorrect account held at the Biller if you provide an incorrect reference number. We are in no way obligated to provide additional verification of the name and Biller reference number(s) and will not be liable for any delay in payment application, declines, erroneous payment application by the Biller and/or Biller penalties or charges.

We try to ensure that transactions are completed whenever you use the Debit Card for a purpose we have agreed to. However, we will not be liable to you for damages (including special, indirect or consequential damages) if an ABM or a Merchant does not accept the Debit Card or you or an authorised user cannot use the Debit Card for any reason, including where we cancel or temporarily deactivate the Debit Card or decline a transaction because we have detected activity in your Account, or the use of the Debit Card that we consider to be unusual, or the value of the transaction exceeds the prescribed limit. We are not responsible for a Biller's or Merchant's posting practices or if they charge you late fees, or interest penalties.

FEES AND SERVICE CHARGES

You are liable for fees outlined in our Schedule of Fees & Service Charges, which is available on our website at www.rbc.com/caribbean or may otherwise be obtained from us upon request. Periodically, there may be revisions to the Bank's fees and/or charges. The Bank may inform you of any such revisions. When you or an authorised user uses the Debit Card, you agree to pay any applicable fees and charges.

In addition to transaction fees and service charges for every transaction, other Account fees may apply, as provided in the Account Disclosures. Merchants or other financial institutions may set their own service fees for ATM or Merchant transactions and, when you or an authorised user uses the Debit Card, you agree to pay any applicable fee.

You agree to pay any duties, statutory fees and/or taxes applicable to any transaction made using the Debit Card.

CONTACTING US ABOUT A PROBLEM

If you have any problems, concerns or wish to provide us with general feedback, please call the Advice Centre or visit any of our branches. If you contact us to report an unauthorised transaction(s) on the Account and complete the relevant dispute form(s), an investigation may be conducted, and a provisional credit may be applied. Based on the outcome of the investigation, we will advise of our decision of your liability for the transaction(s). In some instances, additional investigation is warranted and allowed by applicable laws or regulations, and this may take additional time.

IMPERMISSIBLE TRANSACTIONS

You agree not to use the Account and/or the Debit Card in any manner, for any illegal, improper or unlawful purpose. You acknowledge and agree that we reserve the right to prevent the Account and/or the Debit Card from being used for certain types of transactions as determined by us, including but not limited to, transactions connected to online gambling, restricted transactions or any transaction not aligned with our risk appetite, Anti-Money Laundering or Anti-Terrorist Financing policies. For security purposes, we may decline any transaction if for any reason it appears to us to be suspicious or potentially in violation of this Agreement, applicable International Provider network operating regulations, our policies or any applicable law.

DIFFERENT CURRENCY OR OUT OF COUNTRY TRANSACTIONS

All Debit Card transactions completed in a currency other than the currency of the Account will be converted and posted to your statement in the currency of the Account. The International Provider will convert to U.S. dollars any international charge or credit made to the Account. The conversion will be pursuant to the specific International Provider's regulations in effect. The rate selected by the International Provider is determined from (i) a rate of rates available from wholesale currency markets for the applicable central processing date and/or (ii) government-mandated rates in effect for the applicable central processing date. Debits, bills denominated in U.S. dollars can be used for local currency purchases, bill payments and cash withdrawals; however, such transactions will require currency conversion. We will effect the currency conversion using the applicable daily exchange rate on the date of the transaction. The International Provider may charge to us international service fees and currency conversion fees. Accordingly, we may apply a related international service fee to the Account, as may be determined by us from time to time. We will not assume any risk associated with foreign currency exchange gains or losses from currency conversions, resulting from your use of the Debit Card.

We also reserve the right to apply a fee to the Account, as may be determined by us from time to time, for each transaction, purchase or cash withdrawal made outside of the country in which the Account is held, regardless of whether the transaction, purchase or cash withdrawal is made in a foreign currency or in the currency of your territory. In this event, we may charge an international service transaction fee on the amount of each out-of-territory transaction, purchase or cash withdrawal, regardless of the currency in which the purchase or cash withdrawal was made. We will post to your Account the total amount of the transaction in the local currency.

The exchange rate may differ from the rate in effect on the date of the transaction. These processing and transaction fees will be added to the balance in your Account. When you or an authorised user uses the Debit Card for a transaction in a foreign currency and the Merchant gives you a credit, the value of the original debit transaction may not match the credit value exactly due to exchange rate fluctuations relating to the timing difference between the two transactions. In some instances, Merchants offer Dynamic Currency Conversion (DCC) services to convert the amount for the transaction at the POS, ABM or online to the currency of the Debit Card. Should you opt to accept this service, additional Merchant fees and higher conversion rates may apply, which may result in the transaction(s) converted at rates higher than the market or regulatory rates on the applicable date. By opting for the service, you accept any additional fees, charges and higher exchange rates applied with such services.

PROTECTING YOUR PRIVACY – COLLECTION AND USE OF CUSTOMER INFORMATION

The terms of your Account agreement in respect of protecting your privacy and the collection and use of your information are hereby incorporated by reference and made part of this Agreement.

OUR PRIVACY POLICIES

You may obtain more information about our privacy policies by calling us or by visiting our website.

Collection, use and disclosure of your information:

a. Collecting your information

We may from time to time collect financial and other information about you such as:

- Information establishing and maintaining your identity (for example, name, address, telephone number, date of birth, etc.), type of business (if any) and your personal background;
- Information related to transactions arising from your relationship with and through us, and from other financial institutions;
- Information you provide on an application for any of our products and services;
- Information for the provision of products and services; and
- Information about financial behaviour such as your payment history and credit worthiness.

We may collect and confirm this information during the course of our relationship. We may obtain this information from a variety of sources, wherever located, including from you, from service arrangements you make with or through us, from credit reporting agencies and financial institutions (including correspondent banks), from registries, from references you provide to us and from other sources as is necessary for the provision of our products and services.

You acknowledge receipt of notice that from time to time reports about you may be obtained by us from credit reporting agencies.

b. Using your information

This information may be used or disclosed from time to time for the following purposes:

- To verify your identity and investigate your personal background;
- To open and operate your Account(s) and provide you with products and services you may request;
- To better understand your financial situation;
- To determine your eligibility for products and services we offer;
- To help us better understand the current and future needs of our clients;
- To communicate to you any benefit, feature and other information about products and services you have with us;
- To protect your interests where, in our sole discretion, we deem necessary or desirable;
- To help us better manage our business and your relationship with us;
- To maintain the accuracy and integrity of information held by a credit reporting agency; and
- As required or permitted by law.

For these purposes, we may:

- Make this information available to our employees, our agents and service providers, who are required to maintain the confidentiality of this information;
- Share this information with other financial institutions (including correspondent banks) or persons with whom you have or may have financial and other business dealings, wherever located; and
- Give credit, financial and other related information to credit reporting agencies, who may share it with others.

In the event our service provider is located outside of your jurisdiction, the service provider is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider is located.

Upon your request, we may give this information to other persons.

We may also use this information and share it with RBC Companies wherever located, who shall be entitled to retain copies of any information disclosed (i) to manage our risks and operations and those of RBC Companies; (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies and other entities who have a right to issue such requests; and (iii) to let RBC Companies know your choices under "Other uses of your personal information" for the sole purpose of honouring your choices.

If we have your relevant tax number, we may use it for tax related purposes if you hold a product generating income and share it with the appropriate government agencies, and we may also share it with credit reporting agencies as an aid to identify you.

c. Other uses of your information

- We may use this information to promote our products and services, and promote products and services of third parties we select, which may be of interest to you. We may communicate with you through various channels, including telephone, electronically or mail, using the contact information you have provided.
- We may also, where not prohibited by law, share this information with RBC Companies for the purpose of referring you to them or promoting to you products and services which may be of interest to you. We and RBC Companies may communicate with you through various channels, including telephone, electronically or mail, using the contact information you have provided. You acknowledge that as a result of such sharing they may advise us of those products or services provided.
- If you also deal with other RBC Companies, we may, where not prohibited by law, consolidate this information with information they have about you to allow us and any of them to manage your relationship with RBC Companies and our business.

You understand that we and RBC Companies are separate, affiliated corporations. RBC Companies include our affiliates which are engaged in the business of providing any one or more of the following services to the public: deposits, loans and other personal financial services; credit, charge and payment card services; trust and custodial services; securities and brokerage services; and insurance services.

You may choose not to have this information shared or used for any of these "Other uses" by calling the Advice Centre or visiting any of our branches, and in this event, you will not be refused credit or other services just for that reason. We will respect your choices and, as mentioned above, we may share your choices with RBC Companies for the sole purpose of honouring your choices regarding "Other uses of your personal information".

d. Your right to access your information

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information, to learn more about our use of automated processing, to ask questions about our privacy policies or to request that the information not be used for any or all of the purposes outlined in "Other uses of your personal information", you may do so now or at any time in the future by contacting us via our Advice Centre or visiting any of our branches.

OUR PRIVACY NOTICES

All collection, use, and disclosure of your personal information will be in accordance with our Global Privacy Notice and Digital Channel Privacy (available at www.rbc.com/privacysecurity), which form part of these terms.

If you have concerns with our adherence to applicable privacy-legislation, you have the right to contact the relevant regulatory and/or data protection authority, whose contact information may be obtained on the website (<https://www.rbc.com/caribbean.html>).

NO WAIVER

You understand and agree that no delay or failure on our part to exercise any right, remedy, power, or privilege available under this Agreement will affect or preclude our future exercise of that right, remedy, power or privilege.

SEVERABILITY

If any one or more of the provisions of this Agreement is for any reason deemed void, invalid, illegal or unenforceable, the remaining provisions will remain valid and in force.

AMENDMENT

From time to time, we may amend the terms and conditions of this Agreement and may provide advance notice of same. We may, in our sole discretion, provide thirty (30) days' notice of amendments via any of the following: market announcements, notices on our website, on our ABM screens, in our branches, through Digital Banking, by electronic mail.

An electronic copy of this Agreement is available on our website, which may be viewed by you at any time on our website. By using the Debit Card after an amendment to this Agreement is made by us, you accept and agree to the changes. If you do not agree with the changes, you must terminate this Agreement and return the Debit Card and any additional debit cards issued at your request.

ENDING THIS AGREEMENT

If you contravene any part of this Agreement, if we are required by law, if we suspect unauthorised use of the Debit Card, or fraudulent use, or attempted fraud, or fraud exposure, we may restrict or discontinue the use of the Debit Card. If you contravene this Agreement, we reserve the right to end this Agreement at any time, without prior notice to you. Where we restrict or discontinue the use of the Debit Card or end this Agreement, we may make reasonable efforts to notify you. In all other cases, you or we may end this Agreement at any time by giving notice in writing. If this Agreement has ended, your obligations continue until they have been completely satisfied.

GOVERNING LAW

This Agreement is governed by and construed in accordance with the laws of the jurisdiction in which your Account is held.