



American Express® Merchant Card Acceptance Agreement

403002 V (04/12)

Si vous êtes résidente du Québec, en continuant ce processus et en participant à cette convention en anglais, vous reconnaissiez avoir eu l'occasion d'examiner et d'utiliser la version française de cette convention, vous consentez à ce qu'elle vous soit transmise sous forme électronique, et vous exprimez expressément votre désir d'être uniquement contrainte par la version anglaise de la convention.

Lien : <https://www.americanexpress.com/content/dam/amex/ca/fr/merchant/pdfs/ca-caa-fr.pdf>

If you are a resident of Quebec, by proceeding with this process and entering into this agreement in English, you acknowledge that you had the opportunity to review and use the French version of this agreement and consent to receiving it electronically and that it is your express wish to be bound only by the English version of the agreement.

Link: <https://www.americanexpress.com/content/dam/amex/ca/fr/merchant/pdfs/ca-caa-fr.pdf>

Merchant Legal Name:

Amex Sales/Client Manager:

Merchant DBA Name:

Amex Sales/Client Manager ID Number:

Amex Merchant Number:

Amex Sales/Client Manager Email:

Information Summary Box

Date of Contract	<p>Effective Start Date: The agreement begins as of the date (i) you first accept the Card after receipt of the Agreement or otherwise indicate your intention to be bound by the Agreement, or (ii) we approve your application to accept the Card, whichever occurs first.</p> <p>Length of Term: No Fixed Term. Either party can terminate the Agreement without cause at any time by notifying the other party.</p>
Acquirer	<p>Amex Bank of Canada Merchant Services 2225 Sheppard Avenue East, Suite 100 Toronto, Ontario M2J 5C2</p> <p>Customer Service Telephone #: 1-800-268-9877 www.americanexpress.ca/merchant</p>
Cancellation of contract(s) and applicable penalties	<p>The terms of the Agreement provide the right to cancel at any time without penalty.</p>
Complaint handling procedures	<p>If you have a complaint, please contact Amex Bank of Canada Merchant Services Customer Care Support at: 1.800.268.9877 (toll-free) 1.866.549.6426 (TTY)</p> <p>Or write to:</p> <p>Amex Bank of Canada P.O. Box 3204, Station "F" Toronto, Ontario, M1W 3W7 Attn: Manager Merchant Customer Care Support</p> <p>Amex Bank of Canada Complaint Handling Procedures are available on our website at: www.americanexpress.ca/complaints</p>
Information about Payment Terminal	<p>Please contact your terminal provider for information on your payment terminal(s).</p>



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Contactless payments acceptance	To accept American Express contactless payments, including digital mobile wallets, please contact your terminal provider for information on how to enable your payment terminal(s).
Transaction return policy	Each Credit Transaction you process for which we do not retain the Discount Rate is subject to a fee, not to exceed \$2 per Credit issued.
Independent Sales Organization or Referral Agent (where applicable)	Referral agent contact information: Name: _____ Address: _____ City: _____ Province/State: _____ Postal Code/Zip: _____ Phone Number: _____
Code of Conduct	The Code of Conduct can be accessed through the following link: https://www.canada.ca/en/financial-consumer-agency/services/industry/laws-regulations/credit-debit-code-conduct.html
Statements	You can view your statements online by enrolling in Online Merchant Statements at www.americanexpress.ca/merchant . If you choose to receive a paper statement a fee of \$4.95 may be applicable.

Fee Disclosure Box

Payment Card Type	Processing Method	
	Card/Device Present ¹	Card/Device Not-Present ²
These are the most common types of domestically issued cards and their processing methods. They do not represent all the possible fees and variations that are charged to merchants.	Means that the card/device was electronically read (contact or contactless interface or mag-stripe).	Means that the card/device was not electronically read. Generally, the card information is manually key-entered (e.g. mail/telephone order, online, recurring payment).
American Express Cards	____ % + \$ ____	____ % + \$ ____
American Express Prepaid Cards	____ % + \$ ____	____ % + \$ ____

Acceptance of the American Express Card also includes acceptance of the JCB Card.

1. Card/Device Present represents your Discount Rate per transaction and/or per transaction fee (if applicable).
2. Card/Device Not-Present represents your Discount Rate per transaction and/or per transaction fee (if applicable). It also includes a Non-Swiped Adjustment of 0.30% per transaction (if applicable).



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Other Fees Disclosure Box

Submission, Settlement and Data Security Fees

An 'x' in the box indicates the fee is applicable to you.

	Name of Fee	Amount	Description
×	Paper Statement Fee	\$4.95	If you choose to receive a paper statement, a fee for each paper statement may be applicable.
	Inbound Fee	0.60%	A fee applied on charges made using a Card issued outside Canada*.
×	Monthly Gross Pay Fee	0.03%	A fee may be applicable when enrolled in the Monthly Gross Pay option.
×	Foreign Issued Debit Card Discount Rate	____% + \$____	A fee applied to Foreign Issued Debit Card transactions.
	Credit Processing Fee (Credit Fee)	\$2.00	Each Credit Transaction you process for which we do not retain the Discount Rate is subject to a fee, not to exceed \$2 per Credit issued.
	Retain Discount on Credit	Varies by transaction	We will retain the Discount Rate (and other fees that were charged for the transaction) for each Credit Transaction you process.
×	Retain Discount on Chargeback	Varies by transaction	We will retain the Discount Rate (and other fees that were charged for the transaction) for each Chargeback Transaction processed.
×	Technical Specifications Non-Compliance Fee	0.25%	A fee charged per Non-Compliant Transaction.
×	Data Incident Non-Compliance Fee	Varies based on incident	A fee charged per incident involving unauthorized access or use of Cardmember data or sensitive authentication data.
×	Data Security Non-Validation Fee	Varies based on incident	You may be assessed non-validation fees if you fail to provide the mandatory Validation Documentation by the applicable deadline.

Refer to the Merchant Operating Manual at www.americanexpress.ca/merchantpolicy for more information about merchant fees.

*The inbound fee does not apply to Charges made on Foreign Issued Debit Cards. For Charges submitted on or after July 15, 2024, the inbound fee will change to 0.60% of the face amount of the Charge, as applicable. Please contact your American Express representative or call (800) 268-9877 for more information.



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Part I. To be completed by an American Express representative.

Amex Merchant Numbers:

Top of Chain # _____

Language Preference _____

Corporate Affiliation # _____

Amex Industry Code (3 Digits) _____

Franchise Affiliation # _____

Est. Annual Amex Charge Volume \$ _____

Merchant Location # _____

Est. Average Amex Transaction Size \$ _____

Previous Merchant Number: _____

Payment Option: Net Pay Gross Payment: Daily Monthly

Recur/Auto Bill

Payment Plan: _____

Speed of Pay Incentive: Regular Submissions discount rate less _____ %

Part II. Please print the following information clearly. If you have questions, contact your American Express representative.

Full Legal Name of Merchant: _____

Doing Business As (DBA, Trade Name): _____

Telephone Number _____ Fax Number _____ Are you a home-based business? Yes No

Business Address (No P.O. Box):

Address _____

City _____ Province _____ Postal Code _____

Correspondence Address (If different from above. P.O. Box is allowed):

Name _____

Address _____

City _____ Province _____ Postal Code _____

Type of Business: Corporation Partnership Sole Proprietorship Non-Profit/Charity

Financial Institution Details: To designate the account for settlement of your American Express submissions, a copy of a void cheque is required.

Financial Institution Name _____ Route and Transit _____ Account Number _____

Point Of Sale (POS) Information: POS Provider/Processor Name _____ and Merchant Number _____

Business Email Address: _____

By providing a business email address to us, you confirm that it is an appropriate way to communicate with you and that your acceptance of the Card will be considered your ongoing consent that we may provide communications to you for any purpose associated with the administration of the agreement between us by any electronic means, including email, posting communications on an American Express website, making communications available to you through links provided on a statement or other notice, or any combination of these or other means and you hereby designate the email addresses and information systems to which all such communications may be provided by us to you as the email addresses and information systems through which you agree to receive such electronic communications.

Website Address (URL) _____



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Part III. Please print the following information clearly. If you have questions, contact your American Express representative.

Authorization: By signing below, I certify that I have read this Agreement (which includes the Information Summary Box, Fee Disclosure Boxes, this page and the Agreement for American Express Card Acceptance on the following pages) and that I, on behalf of the merchant named herein, agree to be bound by this Agreement. I certify that I am an authorized signing officer of the merchant and as such have authority to bind the merchant. I acknowledge that the Consent to Use Personal Information, Business Information Consent, Nature of Information Consent, Nature of Information Collected and Consent to Collect, Use and Disclose Information (including Personal Information) for Compliance Purposes (which applies to the merchant named above) set out in the Terms and Conditions enables the sharing and exchange of Information with others.

- This Agreement becomes effective upon approval of the merchant to accept Cards by Amex Bank of Canada.

Applicable in the Province of Quebec only: It is the express wish of the parties that this document be drawn up and executed in English. Il est la volonté expresse des parties que cette convention et tous les documents s'y rattachent soient rédigés et signés en anglais.

Authorized Signer's Name (print) _____

Home Address _____

Authorized Signer's Title _____

City _____

Date of Birth (mm/dd/yyyy) _____

Province/State _____

Signing Date _____

Country _____

Postal Code _____

Please Sign Here X _____

[Please complete and sign the Pre-Authorized Debit Plan \(PAD Agreement\) on the last page.](#)

Terms and Conditions for American Express® Card Acceptance

This Agreement is by and between **Amex Bank of Canada**, a Canadian Bank, and **you, the Merchant**.

General Provisions

1. SCOPE AND OTHER PARTS OF AGREEMENT; DEFINITIONS

- a. **Scope of the Agreement.** The Agreement constitutes your agreement to accept Cards in Canada. By accepting our Cards, you agree to be bound by this Agreement.
- b. **Other Parts of the Agreement.**
 - i. **Merchant Operating Manual.** The Merchant Operating Manual sets forth the policies and procedures governing your acceptance of the American Express Cards. You shall ensure that your personnel interacting with customers are fully familiar with the Merchant Operating Manual. The Merchant Operating Manual is a part of, and is hereby incorporated by reference into, the Agreement. You agree to be bound by and accept all provisions in the Merchant Operating Manual (as changed from time to time) as if fully set out herein and as a condition of your agreement to accept the Card. We have the right to make changes to the Merchant Operating Manual as set forth in Section 8.k of the General Provisions. The Merchant Operating Manual and releases of scheduled changes therein are provided in electronic form, existing at the website specified below in the definition of "Merchant Operating Manual" or its successor website.
- c. **Definitions.**

Capitalized terms used but not otherwise defined in the General Provisions or any accompanying schedules and exhibits have the meanings ascribed to them in the Merchant Operating Manual. Some definitions are repeated here for ease of reference.

Affiliate means any Entity that controls, is controlled by, or is under common control with either party, including its subsidiaries. As used in this definition, "control" means the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of an Entity, whether through ownership of voting securities, by contract, or otherwise. For the avoidance of doubt, but not by way of limitation, the direct or indirect ownership of more than 50% of (i) the voting securities or (ii) an interest in the assets, profits, or earnings of an Entity shall be deemed to constitute control of the Entity.

Agreement means the General Provisions, the Merchant Operating Manual and any accompanying schedules and exhibits, collectively (also referred to as the Card Acceptance Agreement).

American Express Card or Card means (i) any card, account access device, or payment device or service bearing our or our Affiliates' Marks and issued by an Issuer or (ii) a Card Number. Card also includes any card or other account access device or service issued by a Third-Party Issuer and bearing such Third-Party Issuer's name or Marks, but not the Marks of American Express, such as JCB cards.

Cardmember means an individual or Entity (i) that has entered into an agreement establishing a Card account with an Issuer or (ii) whose name appears on the Card.

Charge means a payment or purchase made on the Card.

Chargeback, when used as a verb, means (i) our reimbursement from you for the amount of a Charge subject to such right, or (ii) our reversal of a Charge for which we have not paid you; when used as a noun, means the amount of a Charge subject to reimbursement from

you, or reversal. (Chargeback is sometimes called "full recourse" or "Full Recourse" in our materials.)

Credit means the amount of the Charge that you refund to Cardmembers for purchases or payments made on the Card.

Discount and **Discount Rate** mean an amount that we charge you for accepting the Card, which amount is: (i) a percentage (Discount Rate) of the face amount of the Charge that you submit; or a flat per-Transaction fee, or a combination of both; and/or (ii) a Monthly Flat Fee (if you meet our requirements).

Entity means a corporation, partnership, sole proprietorship, trust, association, or any other legally recognized entity or organization.

Establishments means any or all of your and your Affiliates' locations, outlets, websites, online networks, and all other methods for selling goods and services, including methods that you adopt in the future.

General Provisions means the provisions set out in the Agreement, other than the provisions in the Merchant Operating Manual or any accompanying schedules or exhibits hereto.

Marks mean names, logos, service marks, trademarks, trade names, taglines, or other proprietary designs or designations.

Merchant Code or Code of Conduct means the Code of Conduct for the Credit and Debit Card Industry in Canada, as modified, supplemented or replaced.

Merchant Number means a unique number we assign to your Establishment.

Merchant Operating Manual means the American Express Merchant Operating Manual which is available online at americanexpress.ca/merchant and can be accessed by entering your online Merchant Account user ID and password.

Other Agreement means any agreement, other than the Agreement, between (i) you or any of your Affiliates and (ii) us or any of our Affiliates.

Other Payment Products mean any charge, credit, debit, stored value or smart cards, account access devices, or other payment cards, services or products other than the Card.

Prepaid Card means a Card marked "prepaid" or bearing such other identifier used by American Express from time to time.

Reserve means a fund established and/or collateral held by us as security for your or any of your Affiliates' obligations to us or any of our Affiliates under the Agreement or any Other Agreement.

Third Party Issuer means a third-party Card Issuer whose Cards are accepted by the Merchant under the Agreement.

We, our, and us mean Amex Bank of Canada.

You and your mean the Entity accepting the Card under the Agreement, and (as applicable) its Affiliates conducting business in the same industry. (Sometimes called the "Merchant", "Service Establishment", or "SE" in our materials).

- d. **List of Affiliates, Notification of Establishments.** You must provide to us a list of your Affiliates that accept Cards under the Agreement within 30 days after execution of the Agreement and promptly notify us of (i) any changes to the list or (ii) the occurrence of any event described in Section 3.b of the General Provisions. We reserve the right to exclude any of your Affiliates or Establishments from our services provided under the Agreement. You must notify us promptly if you have any Establishments in the United States (the "U.S."),

Puerto Rico, the U.S. Virgin Islands, or in any other U.S. territory or if you have any Establishments in another area where the U.S. dollar is the local currency (together the U.S. and U.S. Dollar Territories), as our Discount, fees, and payment terms for Card acceptance may be different there. We shall notify you of those terms and you will cause your Establishments in the U.S. and U.S. Territories to comply with the terms of an agreement with our Affiliate governing Card acceptance there.

e. **For Your Use Only.** This Agreement covers only you. You must not obtain Authorizations, submit Charges or Credits, or receive payments on behalf of any other party except as otherwise expressly permitted in the Merchant Operating Manual.

2. ACCEPTING THE CARD

a. **Acceptance.** You must accept the Card as payment for all goods and services sold at all of your Establishments, except as otherwise expressly specified in the Merchant Operating Manual. You agree that the provisions of Chapter 3 (Card Acceptance) of the Merchant Operating Manual are reasonable and necessary to protect the Cardmember's choice of which method of payment to use. You are responsible and jointly and severally liable for compliance by each of you and your Affiliates (and your respective Establishments) with all provisions of the Agreement and for performance of all obligations under the Agreement.

b. **Transaction Processing and Payments.** Our Card acceptance, processing, and payment requirements are set forth in the Merchant Operating Manual. Some requirements are summarized here for ease of reference, but do not supersede the provisions in the Merchant Operating Manual.

i. **Payment for Charges.** We will pay you according to your payment plan in Canadian dollars for the face amount of Charges submitted from your Establishments in Canada less all applicable deductions, rejections, and withholdings, which include: (i) the Discount, (ii) any amounts you owe us or our Affiliates, (iii) any amounts for which we have Chargebacks, and (iv) any Credits you submit. Your initial Discount is indicated in this Agreement or otherwise provided to you by us. In addition to the Discount, we may charge you additional fees and assessments for accepting Cards as listed in the Merchant Operating Manual or as otherwise provided to you in writing by us. We may adjust any of these amounts and may charge you new fees and other amounts for accepting the Card. We will provide you with at least 90 days notice of any increase to your current fees and assessments or if we add a new fee or assessment unless the increase is made in accordance with a predetermined fee schedule as part of this Agreement.

ii. **Chargeback.** We have Chargeback rights, as described in the Merchant Operating Manual. We may Chargeback by (i) deducting, withholding, recouping from, or offsetting against our payments to you or your Affiliates, or debiting your Bank Account, or we may notify you of your obligation to pay us, which you must do promptly and fully; or (ii) reversing a Charge for which we have not paid you. Our failure to demand payment does not waive our Chargeback rights.

iii. **Protecting Cardmember Information.** You must protect Cardmember Information and provide us documentation validating your compliance with the PCI DSS and other information security requirements described in the Merchant Operating Manual.

increase a reserve to be held by us in our account (the "Reserve"). Furthermore, you agree that we will hold the Reserve for a minimum period of six (6) months, with discretion to extend where circumstances warrant in our sole discretion. In order to fund or replenish the Reserve, we may at any time in our sole discretion: (i) withhold amounts that would otherwise be owing to you under this Agreement or under any Other Agreement; or (ii) require you to provide additional funds to us.

b. **Notice Events: Trigger Events for Reserve.** Without derogating from our right to establish a Reserve at any time, some of the events that may cause us to establish and/or increase a Reserve include: (i) your ceasing a substantial portion of or adversely altering your operations; (ii) your selling any material portion of your assets or any entity acquiring 25% or more of any class of the equity interests issued by you (other than entities currently owning 25% or more of such interests), whether through acquisition of new equity interests, previously outstanding interests, or otherwise; (iii) your suffering a material adverse change in your business, assets, condition (financial or otherwise) or prospects or a material adverse change occurring in your industry; (iv) your breach of any provision of the Agreement; (v) your becoming insolvent; (vi) our receiving a disproportionate number or amount of Disputed Charges at your Establishments; (vii) our reasonable belief that you will not be able to perform your obligations under the Agreement, under any Other Agreement, or to Cardmembers; or (viii) the establishment of a reserve or other protective action taken by any Entity with whom you have entered into an arrangement for the acceptance or processing (or both) of Other Payment Products that (A) results in the withholding of funds that would otherwise have been payable to you, (B) requires you to make a direct payment into a reserve account or similar device, or (C) requires you to provide such Entity with a letter of credit or other third-party guarantee of payment.

c. **Setting-Up a Reserve.** If we need to create a Reserve, then we may immediately establish a Reserve and/or terminate this Agreement. We will inform you if we establish a Reserve. We may increase the amount of the Reserve at any time as long as the amount of the Reserve does not exceed an amount sufficient, in our reasonable judgment, to satisfy any financial exposure or risk to us under this Agreement (including from Charges submitted by you for goods or services not yet received by Cardmembers) or to us or our Affiliates under any Other Agreement, or to Cardmembers.

d. **Grant of Security.** You hereby grant to us for the benefit of us and our Affiliates a first priority security interest in and to and a continuing lien on all of your right, title and interest in and to the following property, in each case whether now owned, held or existing or hereafter acquired or arising, and wherever located: (i) the Reserve Assets (to the extent that you now or hereafter have or are deemed to have any rights in the Reserve Assets); (ii) the Agreement, any Other Agreement, and any rights to payment arising from the Agreement or any Other Agreement; and (iii) any and all products and proceeds of any of the foregoing (collectively, the *Collateral*). The security interest and lien granted hereby secure, and the Collateral is security for, the prompt and complete payment and performance in full when due, whether at stated maturity, by required prepayment, declaration, acceleration, demand or otherwise, of all present and future obligations (whether direct, contingent or otherwise) of you and/or your Affiliates under the Agreement and the Other Agreements. Any and all Collateral, and any and all other funds, money or amounts now or hereafter in our or our Affiliates' possession, may be commingled with our or our Affiliates' other funds or property, or, in the case of any funds or other property held pursuant to this Section 3 with any other funds or other property of our and our Affiliates' other customers. In addition to our rights and remedies provided for in the Agreement, we and our Affiliates will have all rights and remedies of a secured party and secured creditor under the Personal Property and Security Act and any other applicable law in any applicable jurisdiction. Notwithstanding anything herein to the contrary, you and your Affiliates shall remain liable for all obligations under the Collateral, the

3. PROTECTIVE ACTIONS

a. **Creating a Reserve.** Regardless of any contrary provision in this Agreement, we have the right in our sole discretion to take security for your or any of your Affiliates' obligations to us or any of our Affiliates, under this Agreement or any Other Agreement. In addition to the foregoing, we may at any time in our sole discretion establish or

Agreement and all Other Agreements and nothing contained herein is intended or shall be a delegation of duties to us or our Affiliates.

- e. **Further Assurances.** Promptly upon any request by us, you agree to duly execute, deliver, and record such further instruments, agreements, powers of attorneys and other documents, as we may reasonably request to perfect, preserve the priority of and confirm the lien, security interest or rights of set off, recoupment and subordination set forth in the Agreement or to otherwise further effect the purposes of the Agreement.
- f. **Set-Off.** We may at any time and from time to time, without notice to you, without demand for payment and without any other formality, set-off, appropriate and apply any and all Charges, deposits, and other amounts (including without limitation the Reserve) held by us or any other indebtedness and liability owed by us to you or any of your Affiliates, against and in reduction of any debts, obligations or amounts owing by you or any of your Affiliates to us or our Affiliates including, without limitation, pursuant to this Agreement or any Other Agreement, and in such order of application as we may from time to time determine in our sole discretion. Without limiting the generality of the foregoing, we may at any time and from time to time without notice to you, without demand for payment and without any other formality, set off and apply any and all indebtedness at any time owing by us to or for the credit of or the account of you or your Affiliates (including the Reserve held by us) against and on account of: (i) any amounts you or any of your Affiliates owe to us or any of our Affiliates under this Agreement or any Other Agreement; (ii) any costs incurred by us in connection with the administration of the Reserve, including legal fees; or (iii) any costs incurred by us as a result of your failure to fulfill any obligations to us, any of our Affiliates, or to Cardmembers, including legal fees.

We may take other reasonable actions to protect our rights or those of any of our Affiliates, including changing the speed or method of payment for Charges, exercising immediate Chargeback under any of our Chargeback programs, offsetting any amounts due to you under the Agreement against amounts that you owe us or our Affiliates under the Agreement or any Other Agreement, or charging you fees for Disputed Charges.

- g. **Other Protections.** We and our Affiliates may take other actions to protect our and our Affiliates' exposure to you or your Affiliates under the Agreement or any Other Agreement, including changing the speed or method of payment for Charges, exercising our Chargeback rights, charging you fees for Disputed Charges, or recouping from, or otherwise offsetting against, any amounts due from us or any of our Affiliates to you or any of your Affiliates under the Agreement or any Other Agreement against amounts that you or any of your Affiliates owe us or our Affiliates under the Agreement or any Other Agreement. We may also terminate the Agreement or suspend the services under the Agreement at any time with or without notice to you for any reason.
- h. **Providing Information.** You must provide to us promptly, upon request, information about your finances, creditworthiness, and operations, including your most recent certified financial statements.

4. NOTICES

- a. **Notices.** Except as otherwise provided in Section 4.b of the General Provisions, all notices under the Agreement must be provided in writing to the applicable location provided or described in Section 4.c or 4.d: (i) by email, effective when sent; or (ii) by mail through Canada Post or by expedited mail courier service, effective upon the earlier of (A) receipt or (B) two (2) business days after being deposited with a nationally recognized expedited mail courier, three (3) days after being deposited in the mail if mailed by first class postage, or ten (10) days after being deposited in the mail if mailed by third class postage.

- b. **Other Notices from Us.** We may also provide notices to you by: (i) hand delivery, effective when delivered; (ii) facsimile, effective when sent; or (iii) by posting on an American Express website or via our merchant portal, effective when posted or otherwise made available to you. Other provisions in the Agreement may also provide for specific notices to be sent by other methods. When we provide notice by posting or via our merchant portal, as a courtesy, we may also make you aware of it through a link provided on a statement or through other communications.

- c. **Our Notice Address.** Unless we notify you otherwise, you will send notices to us at:

Amex Bank of Canada
Merchant Services
2225 Sheppard Avenue East, Suite 100
Toronto, Ontario M2J 5C2
Attention: Vice President, Client Management
Fax: 1.800.909.4511
Email: MerchantServicesOnline@aexp.com

- d. **Your Notice Address.** We will send notices to you at the address, email address, or facsimile number you indicated on your application to accept the Card. You must notify us immediately of any change in your notice address.

5. INDEMNIFICATION AND LIMITATION OF LIABILITY

- a. **Indemnity.** You shall indemnify, defend, and hold harmless us, any Third Party Issuer, and our Affiliates, respective agents, employees, representatives, successors, assigns and third party licensees from and against all damages, liabilities, losses, costs, and expenses, including legal fees, in any respect arising or alleged to have arisen from: (i) your breach of the Agreement; (ii) your negligence, fraud, willful misconduct or other wrongful act or omission; (iii) your violation of any privacy, intellectual property, or other third party right; (iv) any transaction you submit or other use of our services by you or anyone using your online_Merchant Account user ID, password or other credentials; or (v) your provision of, or failure to provide, goods or services.
- b. **Limitation of Liability.** In no event will we (including a Third Party Issuer), or our Affiliates, successors or assigns be responsible or liable to you for (i) any incidental, indirect, speculative, consequential, special, punitive, or exemplary damages of any kind (whether based in contract, tort, including negligence, strict liability, fraud, or otherwise, or statutes, regulations or any other theory) arising out of or in connection with the Agreement, even if advised of such potential damages or (ii) damages arising from delays or problems caused by telecommunications carriers, internet service providers, other communication networks or the banking system, except that our rights to create Reserves and exercise Chargebacks will not be impaired by such events.

6. TERM AND TERMINATION

- a. **Effective Date/Termination Date.** The Agreement begins as of the date (i) you first accept the Card after receipt of the Agreement or otherwise indicate your intention to be bound by the Agreement, or (ii) we approve your application to accept the Card, whichever occurs first. Either party can terminate the Agreement without cause (and notwithstanding any other rights established under the Agreement) at any time by notifying the other party. Termination will take effect according to the applicable notice period specified in Section 4.a or 4.b of the General Provisions.
- b. **Grounds for Termination.** In addition to our rights in Sections 3.c and 6.a of the General Provisions, we may terminate the Agreement at any time without notice to you and without waiving our other rights and remedies if you have not submitted a Charge within any twelve (12) month period. The Agreement is a contract to extend financial accommodations, and if bankruptcy or similar proceedings are filed

with respect to your business, then the Agreement will terminate automatically.

c. Post-Termination. If the Agreement terminates, or a party notifies the other party of its intent to terminate the Agreement without waiving our other rights and remedies, we may withhold from you any payments and/or establish or increase a Reserve until we have fully recovered all amounts owing to us or our Affiliates and for as long as there is financial exposure or risk to us or our Affiliates under the Agreement or any Other Agreement. If any amounts remain unpaid, then you and your successors and assigns remain liable for such amounts and shall pay us within thirty (30) days of our request. You must also remove all displays of our Marks and any Third-Party Issuer Marks, promptly return our materials and equipment immediately, and submit to us any Charges and Credits incurred prior to termination.

d. Effect of Termination. Termination of the Agreement for any reason does not relieve the parties of their respective rights and duties under the Agreement that by their nature are intended to survive termination, including the provisions of Sections 1, 3, 4, 5, 6, 7, and 8 of the General Provisions, our Chargeback rights, and your duties set forth in the Merchant Operating Manual to: (i) protect Cardmember Information, (ii) comply with your indemnification obligations, (iii) retain documents evidencing Transactions, and (iv) notify your Recurring Billing customers of such termination. Our right of direct access to the Bank Account also survives until such time as all credits and debits permitted by the Agreement and relating to Transactions prior to the effective date of termination, have been made.

e. Events That May Cause Termination. In addition, we reserve our right to terminate the Agreement immediately without notice to you, and all obligations or debts owed by you under the Agreement shall be due and payable in full, upon the occurrence of any of the following events: (i) You default in any of your obligations under this Agreement or fail to pay when due any of the debts or obligations hereunder; (ii) You engage in any activities that harm our business or the American Express Brand; (iii) If we have reason to believe, in our sole discretion, that you are involved in any way in fraudulent or illegal business transactions or activities; (iv) If you are wound up, dissolved or liquidated or if any trustee in bankruptcy, receiver, monitor or liquidator or any other officer with similar powers is appointed in respect of you, or you become insolvent or bankrupt or make or agree to any filing for the purposes of protection from creditors; (v) You default under any agreement with respect to any indebtedness or other obligation to any person other than us which results in the acceleration of such indebtedness or obligation or the right of such person to realize upon any of your property; or (vi) We in good faith believe the prospect of payment or performance of the obligations under the Agreement is impaired. You agree to notify us within 24 hours if any of the events described in subsections (iv) or (v), above, occur.

f. Discontinuance of Accepting Third Party Issuer Products. Notwithstanding anything in the Agreement, we may require you to discontinue acceptance at your Establishment(s) of any Third-Party Issuer product that bears that Third Party Issuer's name or Marks and that does not bear our Marks. Upon such discontinuance, you must remove all displays of such Third-Party Issuer's Marks.

7. DISPUTE RESOLUTION

a. Asserting a Claim. The parties agree to use commercially reasonable efforts to settle any Claim within 30 days following the time that a Claim is raised or shorter time-period as either party may determine. All Claims will be resolved exclusively by arbitration pursuant to this Section 7, except as otherwise provided for herein. Solely in this section, "Claim" means any claim, dispute, or controversy between you and us whether contractual, extracontractual, tortious or statutory arising from or relating to the Agreement or the relationship resulting from the Agreement, including the validity or enforceability or scope of this Arbitration provision. Claim also includes any claim,

dispute, or controversy that may arise from or relates to: (i) our ordinary business practices, policies and procedures including our rights to Chargeback, create reserves and debit your Bank Account; or (ii) the Discount.

b. Arbitration. A Claim that is not resolved directly between the parties will be resolved pursuant to this Section 7 and the National Arbitration Rules ("Rules") of ADR Institute of Canada, Inc. ("Administrator") or its successors or replacement Administrator. For a copy of the Rules, to file a Claim or for other information about the Administrator contact: ADR Institute, 234 Eglinton Avenue East, Suite 407, Toronto, Ontario M4P 1K5; email admin@adric.ca. Prior to the initiation of any Claim we have the right to change or replace the Administrator or the Rules in our sole discretion.

c. Small Claims Court Proceedings and Complaint Procedures. Notwithstanding anything to the contrary in this section, you may pursue any Claim without resort to arbitration in a small claims court of the province or territory of your main business office in Canada, so long as the Claim is individual, within the jurisdiction of and pending only in that court. You may also access our complaint escalation procedures set forth in subsection 8.s of the General Provisions and acknowledge that our Office of the Chief of Complaints and the Ombudsman for Banking Services and Investments do not deal with complaints that are the subject of arbitration or small claims court proceedings.

d. Consolidation. The parties agree that individual arbitration provides a more efficient and cost-effective method of resolving Claims than court litigation. All Claims will be arbitrated on an individual basis. Claims brought by you against us or by us against you may be joined, heard one after the other or consolidated as the arbitrator may direct in arbitration with Claims brought by or against someone other than you, if agreed to in writing by all relevant parties. The parties further agree that the arbitrator will have no jurisdiction or authority to consider any Claim brought on a class action or representative party basis.

e. Arbitration Procedures and Appeal. The arbitrator will take reasonable steps to preserve the privacy of individuals and of business matters. Where the Claim being arbitrated is for an amount less than \$50,000, there will be no oral discoveries or oral hearing subject to the discretion of the arbitrator to direct otherwise. The arbitrator's decision will be final and binding. However, where an appeal is not prohibited by statute, any party can appeal the award to an appeal panel administered by the Administrator, which will consider anew any aspect of the initial award objected to by the appealing party. Where the award under appeal is for \$50,000 or less, the appeal will be to a single appeal arbitrator and where the award under appeal is for more than \$50,000, the appeal will be to a three-member appeal panel. The appealing party will have 30 days from the date of entry of the written arbitration award to notify the Administrator that it is exercising the right of appeal. The Administrator will then notify the other party that the award has been appealed. The Administrator will appoint the appeal panel that will conduct arbitration pursuant to the Rules and issue its decision within 120 days of the date of the appealing party's written notice. The decision of the three-member appeal panel will be by majority vote. The appeal decision will be final and binding and there will be no further appeal. The appeal decision will be considered as a final award.

f. Location of Arbitrations/Payment of Fees. Any arbitration hearing that you attend will take place in the province or territory of your main business office in Canada. If you do not have a business office in Canada, then the arbitration hearing will take place in Toronto, Ontario. The arbitrator and, where applicable, the appeal panel shall be entitled to fix the costs and expenses of the arbitration, including reasonable legal fees, the costs and expenses of the arbitration and appeal, and the fees of the arbitrator, appeal panel and Administrator.

8. MISCELLANEOUS

- a. **Confidentiality.** You must keep confidential and not disclose to any third party the terms of the provisions of the Agreement or any other information that you receive from us that is not publicly available.
- b. **Proprietary Rights and Permitted Uses.** Neither party has any rights in the other party's Marks except as expressly specified in the Merchant Operating Manual, nor shall one party use the other party's Marks without its prior written consent, except that we, our Affiliate or a Third Party Issuer, if applicable, may use your name, address, (including your website addresses or URLs), and telephone numbers in any media or program, including any materials that we or our Affiliate or such Third Party Issuer may issue.
- c. **Your Representations and Warranties.** You represent, warrant and covenant to us that as of the date that the Agreement is effective, and continuing during the term of the Agreement: (i) every statement made to us on your application or other information provided to us in relation to the Agreement is true, correct and complete; (ii) you are duly organized, validly existing, and in good standing under the laws of the jurisdiction in which you are organized; (iii) you are duly qualified and licensed to do business in all jurisdictions in which you conduct business; (iv) you have full authority to enter into the Agreement and all necessary assets and liquidity to perform your obligations and pay your debts under the Agreement as they become due; (v) there is no circumstance existing, threatened or pending that might have a material adverse effect on your business or your ability to perform your obligations or pay your debts under the Agreement; (vi) you are authorized to enter into the Agreement on behalf of your Affiliates and the individual who signs the Agreement or otherwise enters into it has authority to bind you and them to it; (vii) you are not doing business under a name or style not previously disclosed to us; (viii) you use the services provided hereunder only for your own proper business purposes and will not resell, directly or indirectly, any part of those services to any individual or Entity unless expressly permitted in the Merchant Operating Manual or authorized by us; (ix) you have not submitted Transactions that are transactions between Cardmembers and any other individual or Entity, i.e., you have not engaged in factoring or "laundering" of Transactions; (x) you own and control the Merchant Account; (xi) you will not at any time during the term of the Agreement grant or pledge, any security interest or lien in the Reserve Assets or Merchant Account to any individual or Entity without our consent; (xii) you are not a person or entity listed on the List of Names made subject to the Regulations Establishing a List of Entities pursuant to subsection 83.05(1) of the Criminal Code of Canada or the United Nations Suppression of Terrorism Regulations, or any other such list or regulation that may exist now or in the future ("Prohibited Lists"). The Prohibited Lists under this section may be subject to change from time to time, with or without notice to you; (xiii) you have not assigned to any third party any payments due to you under the Agreement and all indebtedness arising from Charges are for bona fide sales of goods or services (or both) at your Establishments and free of any liens, claims, or encumbrances other than ordinary sales taxes or with respect to liens or other security interests that you grant pursuant to credit facilities obtained in the ordinary course of business from your commercial banks or other financial institutions; and (xiv) you have read the Agreement and kept a copy for your file. If any of your representations, warranties, or covenants in the Agreement become untrue, inaccurate, or incomplete at any time, you must immediately notify us and we may immediately suspend or terminate the Agreement with or without notice in our sole discretion.
- d. **Compliance with Laws.** You agree to comply with Applicable Law.
- e. **Governing Law.** This Agreement and the rights of the parties herein will be governed and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable in Ontario.
- f. **Interpretation.** In construing the Agreement, unless the context requires otherwise: (i) the singular includes the plural and vice versa;
- (ii) the term "or" is not exclusive; (iii) the term "including" means "including, but not limited to"; (iv) the term "day" means "calendar day"; (v) references to "you" means each of you individually and all of you collectively; (vi) any reference to any agreement (including the Agreement), instrument, contract, policy, procedure, or other document refers to it as amended, supplemented, modified, suspended, replaced, restated, or novated from time to time; (vii) all captions, headings, and similar terms are for reference only; (viii) unless otherwise noted, all amounts are in Canadian Dollars; (ix) any reference to a website or URL (or both) also refers to its successor website or URL; and (x) where specific language is used to illustrate by example or clarify a general statement, such specific language shall not be interpreted to modify, limit, or restrict the construction of the general statement. To the extent possible, these General Provisions, the provisions of the Merchant Operating Manual, and the provisions of any accompanying schedules or exhibits shall be interpreted to give each their full effect. However, if a conflict is deemed to exist between them, then that conflict shall be resolved in the following order of precedence: any accompanying schedules or exhibits shall control over the General Provisions or the Merchant Operating Manual (or both) and the Merchant Operating Manual shall control over the General Provisions.
- g. **Assignment.** You shall not assign the Agreement, or any of your rights, interests, or obligations under the Agreement, whether voluntarily or by operation of law (including by way of sale of assets, merger, or consolidation), without our prior written consent. Any purported assignment by operation of law is voidable in our sole discretion. We may assign the Agreement or any of our rights, interests, or obligations under the Agreement, without your consent. Except as otherwise specified herein, the Agreement binds, and inures to the benefit of, the parties and their respective successors and permitted assigns.
- h. **Change of Control and Material Changes.** You agree to advise us immediately of a change of control or any other material change in the way you carry on business which could impact the way we provide services to you under this Agreement.
- i. **Waiver: Cumulative Rights.** Either party's failure to exercise any of its rights under the Agreement, or its delay in enforcing any right, shall not constitute a waiver of its rights, nor shall either party's waiver of its rights on any occasion, shall not constitute a waiver of such rights on any other occasion. No course of dealing by either party in exercising any of its rights shall constitute a waiver thereof. No waiver of any provision of the Agreement shall be effective unless it is in writing and signed by the party against whom the waiver is sought to be enforced. All rights and remedies of the parties are cumulative, not alternative.
- j. **Savings Clause.** If any provision of the Agreement is held by a court of competent jurisdiction to be illegal or unenforceable, that provision shall be replaced by an enforceable provision most closely reflecting the parties' intentions, with the balance of the Agreement remaining unaffected.
- k. **Amendments.** We reserve the right to change the Agreement at any time (including by amending any of its provisions, adding new provisions, or deleting or modifying existing provisions) on at least thirty (30) days' prior notice to you, provided that we may change the Merchant Operating Manual pursuant to the provisions set forth below. You agree to accept all such changes (and further to abide by the changed provisions in the Merchant Operating Manual). We are not bound by any changes that you propose in the Agreement, unless we expressly agree in a writing signed by our authorized representative. An email does not constitute such a signed writing.
- (1) **Scheduled Changes.** The Merchant Operating Manual is scheduled to be published twice each year, in April and October. We may change the provisions of the Merchant Operating Manual in scheduled releases (sometimes called "Notification of Changes" in our materials) as follows:

- a release of scheduled changes to be published every April, with changes that take effect in the following October or on such other date as we set forth in the Notification of Changes, and
- a release of scheduled changes, to be published every October, with changes that take effect in the following April or on such other date as we set forth in the Notification of Changes.

Where a scheduled change is to take effect during the period between two (2) editions of the Merchant Operating Manual, we will also include the change in the edition of the Merchant Operating Manual covering the period during which the change shall take effect, noting the effective date of the change.

(2) Unscheduled Changes. We may also change the provisions of the Merchant Operating Manual in separate unscheduled releases at any time, which shall take effect thirty (30) days after notice to you (unless another effective date is specified in the notice).

- I. Entire Agreement. The Agreement is the complete and exclusive expression of the agreement between you and us regarding the subject matter of the Agreement and supersedes any prior or contemporaneous agreements, understandings, or courses of dealing regarding such subject matter.
- m. Excusable Delay/Force Majeure. In no event shall either party be liable to the other for any delay in or failure to perform due to causes beyond the control and without the fault or negligence of the party claiming excusable delay or force majeure, including without limitation, any act of God or any act or omission of another party.
- n. Consent to Use Personal Information. In Sections n, o, p, q and r the words "we", "our" and "us" mean Amex Bank of Canada, its Affiliates (including Amex Canada Inc., a provider of travel related services), and their agents and service providers (acting on their behalf) and the words "you" and "your" have the meaning given in Section 1.c and also include, the sole proprietor (where an Entity accepting the Card under the Agreement is a sole proprietorship), the partners (where an Entity accepting the Card under the Agreement is a partnership), and the principals, signatories and other authorized representatives of each Entity accepting the Card hereunder.

Information is any information about you and includes *Personal Information* which is any information which relates to an individual and allows that individual to be identified. We collect, disclose, use and process Information: (1) to consider initiating and to initiate, maintain and develop our relationship with you and each Entity accepting the Card under the Agreement in connection with our offering products and services generally, including helping us to understand the current and future needs of our customers and to otherwise analyze and manage our business and risk; (2) to administer billing and accounting services and related security measures in relation to each Entity accepting the Card under the Agreement; (3) to monitor the Merchant Account, Transactions and any related activity; (4) to evaluate the credit standing of each Entity accepting the Card under the Agreement; (5) to share and exchange reports and Information with any person, corporation, firm or enterprise with whom each Entity accepting the Card under the Agreement has or proposes to have a financial relationship and to use other third party databases (including registries and licensing authorities) or references provided by each Entity accepting the Card under the Agreement to obtain or verify Information about the financial circumstances, background or identity of each Entity accepting the Card under the Agreement; (6) as permitted by or to comply with Applicable Law and/or any other legal or regulatory requirements; (7) to promote and to market products and services offered by us or other well established companies, including by means of direct marketing through ordinary mail, email, telephone or other available communication channels; and (8) where the provision of services or benefits provided to you in relation to you or in relation to each Entity accepting the Card under the Agreement are offered by or include the participation of third party suppliers, to our sharing and exchanging with such third party

suppliers and their agents and service providers any Information reasonably required for the provision of the services.

If you provide us with your business email address, we will use it in accordance with the terms disclosed on the application page and Section 8.r below. You agree that we, or reputable organizations selected by and acting for us, may from time-to-time monitor or record any of your telephone calls with us for the purposes of servicing accuracy, quality assurance and training. We may use Information in our records for as long as it is needed for the purposes described above even after our relationship with you or the Entity accepting the Card under the Agreement has ceased. You consent to our collection, disclosure, use and processing of Information about you for the purposes described above. You authorize third parties to give us the Information for these purposes. If you provide us with Information about any other individual, you confirm that the individual: (i) has consented to our collection, disclosure, use and processing of that Information for these purposes as reasonably required; and (ii) authorizes third parties to give us the Information for these purposes. You may refuse or withdraw your consent to use your Personal Information for the purposes set out in clause (7) completely or you may select from any partial consent options that we may make available through your Online Merchant Account. Your request will be processed promptly but may not be captured for communications already in progress. This will not limit Information we may provide for you when you contact us.

In providing you with our products or services, we will transfer information outside of your province or territory of residence or outside of Canada ("other locations") where different data protection laws apply, such as to the United States (where our main operational data centres are located). No matter where we transfer information about you, we will protect it in the manner described in our privacy notices and in accordance with applicable laws using appropriate contractual protections. We also assess whether other technical and organizational measures are required. However, governments, courts, law enforcement or regulatory agencies in other locations may be able to obtain disclosure of your information through their laws. For information about the manner in which we or our service providers (including service providers outside of Canada) treat personal information, please contact us.

- o. Consent to Use Business Information. You agree and consent in your individual capacity and on behalf of each Entity accepting the Card under the Agreement to our collection, disclosure, use and processing of information which may include Personal Information. You also agree to the sharing and exchange of credit and any other Information relating to each Entity by us with any person or corporate entity with whom each Entity accepting the Card under the Agreement has or proposes to have a financial relationship and to the use of other third party databases or references provided on behalf of each Entity accepting the Card under the Agreement to obtain or verify information about each Entity accepting the Card under the Agreement and its financial circumstances.
- p. Nature of Information Collected. The Information we collect from time to time may include: (1) Information to identify you such as name and business contact information; (2) Information about the Entity's financial circumstances and behaviour, such as income, assets, payment history and creditworthiness; (3) Information for the provision of products and services (for example, language and other preferences); (4) Information relating to Transactions arising from your and each Entity accepting the Card under the Agreement's relationship with or through us. We collect Information from various sources including from you directly from applications, correspondence or other communications, through the products and services you or the Entity accepting the Card under the Agreement use, from others with your consent, or from other permitted sources. We will review and analyze Information in various ways. For example, when we monitor Transactions, we use proprietary techniques to help identify Transactions that may be of risk from a credit, fraud or money laundering and terrorist financing perspective. This involves our

understanding of the ordinary use of our products and services in order to identify unusual activity. It also includes assessing Information in relation to information from other sources including our own records to detect suspicious patterns or connections. When we promote and market products and services offered by us or other well-established companies (*Promotions*), each Promotion is carefully developed to ensure that it meets our standards. We try to make sure these Promotions reach only those customers most likely to take advantage of them. To do this, we develop lists for use by us based on Information you have provided us on your applications, in surveys and other communications. We may also use that Information, along with non-credit information from external sources, to develop lists that are used by us. The lists used to send Promotions are developed under strict conditions designed to safeguard the privacy of Information. Except in the limited circumstances where our use of Information is permitted or required by law, before using your Information for any new purposes we will explain them to you and seek your consent. Subject to legal and contractual restrictions, you can withdraw your consent to our use of your Information at any time with reasonable notice. For example, as described above you may choose not to receive marketing offers or other promotional materials. If you refuse or withdraw your consent for any purpose that is necessary for us to fulfill our product or service contract with you, we will not be able to provide you, or continue to provide you, with the product or service. In some cases, certain consents are mandatory and cannot be withdrawn. Similarly, you cannot withdraw your consent on matters that are essential to the management of our businesses, including the disclosure of Information when we assign our rights to others such as for the sale or collection of debts or to enable compliance with Applicable Law or any other legal or regulatory requirement. To obtain more information about our policies and procedures in protecting your privacy, including how to file a complaint or request access, correction and disposal of your personal information held by us, and additional details about your consent rights, please visit our website at www.americanexpress.ca/privacy.

q. Consent to Collect, Use, and Disclose Information (including Personal Information) for Compliance Purposes. You acknowledge and agree that our ultimate parent company is headquartered in the United States of America, and we are bound by laws, regulations, and/or rules of that jurisdiction. You hereby expressly consent and agree to and shall provide to us all information and/or sign all necessary documents (including properly executed and valid, applicable U.S. Internal Revenue Service forms) that we require to allow us and our Affiliates to collect, use, and disclose information to comply, and maintain compliance, with all applicable laws, regulations, and/or rules of the United States of America and any other jurisdictions that are applicable to them, including, without limitation, U.S. tax laws, regulations and/or rules. We have the right to withhold on payments to you and/or remit such funds to the applicable government agency in order to comply with such laws, regulations, and/or rules.

r. Electronic Communications. We may provide any notice, including any notice under Section 4.a., as well as any statement, or other communication related to this Agreement to you by any lawfully permitted electronic means, including by (i) transmission to an electronic address (e.g., email), (ii) posting it on an American Express website, or (iii) making it available to you on an American Express website through a link provided on a statement, other notice or communication. You hereby designate the electronic addresses and information systems to which all such communications may be provided by us to you as the electronic addresses and information systems through which you agree to receive such communications. All electronic communications that we provide to you will be deemed to be received by you once the electronic communication enters the information system designated for the receipt of electronic communications even if you do not access the electronic communication for any reason. You agree that we may use any electronic address you, or any of your authorized representatives, provide to us in the ordinary course of business for the purposes of administering this Agreement. You will provide us with your current

electronic address so we may continuously and effectively communicate with you. It is your responsibility to access and retain copies of all electronic notices, statements or communications that we provide you. You may revert to paper statements by changing your selection in Online Merchant Services on the American Express website or by calling our Merchant Services Centre at 1.800.268.9877. If you ask us for a paper copy of an electronically delivered notice, statement or communication, we may charge you a fee for providing the copy. The provisions of this paragraph will survive termination of this Agreement. **You must inform us immediately if there is a change to the contact information (such as postal or email address) you have provided to us.**

s. Complaint Handling Procedures. We process many customer account transactions each day and we try very hard to ensure that your business is handled in an efficient and courteous manner. We have set up procedures for customers that wish to bring a concern to our attention and encourage you to follow the complaint procedures outlined below.

The following are the Amex Bank of Canada - Complaint Handling Procedures not related to the Code of Conduct for the Credit and Debit Card Industry. If your complaint is related to the Code of Conduct those procedures are detailed separately below.

We strive to provide the world's best customer experience every day and try very hard to ensure that your business is handled in an efficient and courteous manner. If, however, we have not met your expectations and you have a complaint that you wish to bring to our attention, we encourage you to follow the procedures outlined here to help us address your concern.

Step One: We can help, tell us about your concern

If you have a complaint, please contact our Amex Bank of Canada Merchant Services Staff at 1.800.268.9877.

- 1.866.549.6426 (TTY)

Step Two: Elevate your concern

If your concern is not resolved to your satisfaction by our Merchant Services Staff, you should write to our Manager of Customer Care Support at the address that follows. Please see the **Timelines** section.

Amex Bank of Canada
P.O. Box 3204, Station "F"
Toronto, Ontario
M1W 3W7

Attention: Manager Customer Care Support

Step Three: Contact the Amex Bank of Canada Chief Complaints Officer

If the issue remains unresolved, you may contact the Amex Bank of Canada Chief Complaints Officer at the contact information below. Please see the **Timelines** section.

Amex Bank of Canada
P.O. Box 3204, Station "F"
Toronto, Ontario
M1W 3W7

Attention: Amex Bank of Canada Chief Complaints Officer

- 1.888.301.5312 (toll-free)
- 437.836.7400 (outside Canada/U.S., please call collect)
- 1.866.529.1344 (TTY)
- 1.855.683.3769 (fax)
- 1.647.259.8770 (fax outside Canada/U.S.)

Timelines:

We work hard to ensure that your complaint is acknowledged and investigated in a timely manner. If you have not followed the complaint

escalation steps as outlined, we may forward your concern to the appropriate complaint handling level for investigation and response. Once your complaint reaches Step Two we will do our best to provide a response detailing your concern and the appropriate resolution or explanation within 45 days. In the event that we are unable to respond within that time period, a notice will be provided to you estimating the completion date of the investigation.

We encourage you to use our internal complaint handling process first. However, 90 days after reaching Step Two, you have the right to contact the Ombudsman for Banking Services and Investments (OBSI). OBSI may contact the Amex Bank of Canada Office of the Chief of Complaints to facilitate the earliest possible resolution of your complaint. [Obtaining A Status Update on Your Complaint](#)

At any time during the complaint handling process, you can obtain an up-to-date status of your complaint, including which step in the process your complaint is in and what the next step is by calling our Amex Bank of Canada Merchant Services Staff at 1.800.268.9877 or if applicable by contacting your Client Manager.

The following are the Amex Bank of Canada - Merchant Complaint Handling Procedures for complaints related to the Code of Conduct for the Credit and Debit Card Industry.

We strive to provide the world's best customer experience every day and try very hard to ensure that your business is handled in an efficient and courteous manner. If, however, we have not met your expectations and you have a merchant complaint related to the **Code of Conduct for the Credit and Debit Card Industry**, we encourage you to follow the procedures outlined here to help us address your concern.

Step One: We can help, tell us about your concern related to the Code of Conduct

If you are a merchant and have a complaint pertaining to the Code of Conduct for the Credit and Debit Card industry, please contact our Amex Bank of Canada Merchant Services Staff at 1.800.268.9877. Upon contacting American Express, our staff will open an investigation by asking you for details related to your complaint.

The questions our staff will ask you are also reflected within our [Complaint Handling Form](#): if you prefer to mail in your complaint, you can download that Complaint Handling Form from our website (www.americanexpress.com/ca/merchant/complaint), insert the requested information and send your completed template along with any supporting documentation (i.e. agreements, statements) to the following address. Please see the [Timelines](#) section.

Amex Bank of Canada
P.O. Box 3204, Station "F"
Toronto, Ontario
M1W 3W7

Attention: Manager Merchant Customer Care Support

Please note that the information being submitted may be shared within American Express, with your processor or financial institution in order to assist us in answering your concerns.

Step Two: Contact the Amex Bank of Canada Chief Complaints Officer

If the issue remains unresolved, you may contact the Amex Bank of Canada Chief Complaints Officer at the contact information below. Please see the [Timelines](#) section.

Amex Bank of Canada
P.O. Box 3204, Station "F"
Toronto, Ontario
M1W 3W7

Attention: Amex Bank of Canada Chief Complaints Officer

- 1.888.301.5312 (toll-free)
- 437.836.7400 (outside Canada/U.S., please call collect)

- 1.866.529.1344 (TTY)
- 1.855.683.3769 (fax)
- 1.647.259.8770 (fax outside Canada/U.S.)

Timelines:

We work hard to ensure that your complaint is acknowledged and investigated in a timely manner. If you have not followed the complaint escalation steps as outlined, we may forward your concern to the appropriate complaint handling level for investigation and response.

Following receipt of your complaint we will:

- Acknowledge receipt of your complaint within five (5) business days.
- Provide our final decision within 90 days (step 1) and 45 days (step 2) of receiving your complaint, along with:
 - A summary of the complaint.
 - The final result of the investigation.
 - Explanation of the final decision; and
 - Information on how to further escalate your complaint in the event of an unsatisfactory outcome in step 1, along with the Complaint Handling Form.

If we cannot provide a response within 90 days (step 1) and 45 days (step 2) you will be informed of the delay, the reason for the delay, and the expected response time.

Obtaining A Status Update on Your Complaint

At any time during the complaint handling process, you can obtain an up-to-date status of your complaint, including which step in the process your complaint is in and what the next step is, by calling our Amex Bank of Canada Merchant Services Staff at 1.800.268.9877, or if applicable by contacting your Client Manager.

Elevating Your Complaint Outside of Amex Bank Of Canada

- The Ombudsman for Banking Services and Investments (OBSI) Once the Amex Bank of Canada Office of the Chief of Complaints has provided a decision on your concern, and if you are still not satisfied, the OBSI can provide you with information and a further review of your

complaint. Please note that you may contact OBSI earlier as set out in the [Timelines](#) section.

The OBSI can be reached toll-free at 1.888.451.4519, 416.287.2877 (locally), 1.855.889.6274 (TTY) or by fax at 1.888.422.2865 or 416.225.4722 (locally).

You can also email ombudsman@obsi.ca or visit www.obsi.ca.

Ombudsman for Banking Services and Investments
401 Bay Street
Suite 1505, P.O. Box 5
Toronto, Ontario
M5H 2Y4

• Financial Consumer Agency of Canada (FCAC)

If you have a complaint in respect of the Code of Conduct for the Credit and Debit Card Industry in Canada or any concern related to the *Payment Card Networks Act* (the "Act"), you may contact the Financial Consumer Agency of Canada (FCAC) by writing to the address that follows. The FCAC supervises payment card network operators (PCNOs) to ensure they comply with the provisions of "the Act", they are also responsible for promoting public awareness of the Code and "the Act". You can reach the FCAC at 1.866.461.3222 (English toll free), 1.866.461.2232 (French toll-free) from anywhere in Canada/U.S. or 613.941.1436 (fax).

You can also email info@fcac-acfc.gc.ca or visit www.fcac-acfc.gc.ca.

Financial Consumer Agency of Canada

6th Floor, Enterprise Building
427 Laurier Ave. West
Ottawa, Ontario
K1R 1B9

The FCAC will determine whether we are in compliance. It will not, however, resolve individual merchant complaints.

• **Voluntary Commitments and Codes of Conduct**

For a complete listing of the Voluntary Commitments and Codes of Conduct to which Amex Bank of Canada subscribes, please visit our website at www.americanexpress.ca/codes or write to the Manager of Customer Care Support for a copy.

• **Privacy Commissioner of Canada**

For privacy matters, the Office of the Privacy Commissioner of Canada investigates complaints concerning the *Personal Information Protection and Electronic Documents Act (PIPEDA)* or any successor legislation.

Complaints to the Office of the Privacy Commissioner can be submitted in writing to the address that follows. For general privacy inquiries and additional information about personal information handling practices, you can contact the Office of the Privacy Commissioner of Canada at 1.800.282.1376, 819.994.6591 (TTY) from anywhere in Canada/U.S. or 819.994.5444 from outside of Canada/U.S. (please call collect) or 819.994.5424 (fax).

You can also email info@priv.gc.ca or visit www.priv.gc.ca

Office of the Privacy Commissioner of Canada
30 Victoria Street
Gatineau, Quebec
K1A 1H3

t. **Language.** The parties have agreed that the Agreement and the documents related thereto be drawn up in the English language. LES PARTIES EXIGENT QUE LA PRÉSENTE CONVENTION AINSI QUE LES DOCUMENTS QUI S'Y RATTACHENT SOIENT RÉDIGÉS EN ANGLAIS.

u. **Your Third-Party Service Providers.** Some Merchants choose to deal directly with us for aspects of the Transaction process; others enlist the assistance of various third parties to provide them with services. These third parties may include: service providers/Processors, Terminal Providers, vendors, and Covered Parties and other agents contracted to operate on your behalf. You may retain, at your expense, such third parties; however, you remain financially and otherwise liable for all obligations (including confidentiality obligations and compliance with the Technical Specifications), services, and functions they perform under the Agreement on your behalf, such as the technical requirements of authorizing and submitting Transactions to us, as if you performed such obligations, services, and functions. You must ensure that these third parties cooperate with us to enable your Card acceptance. We may bill you for any fees or deduct them from our payments to you. Upon our request, you must provide us with all relevant information about your third-party Processors. Any omission or failure to perform by your third party does not relieve you of your obligations under the Agreement. We need not alter our conduct of business in respect of your third parties' performance and may rely upon that performance as if done by you.

v. **No Third-Party Beneficiaries.** Except for the indemnitees specified in Section 5.a of the General Provisions, the Agreement does not and is not intended to confer any rights or benefits on any individual or Entity that is not a party to the Agreement and none of the provisions of the Agreement are enforceable by any individual or Entity other than the parties to the Agreement, their successors and permitted assigns. The parties reserve the right to amend or terminate the Agreement without the consent of those indemnitees.

w. **Press Releases.** You shall not issue any press release or make any public announcement relating to the Agreement, us or our Affiliates or the services we provide without our prior written consent.

x. **Independent Contractors.** You and we are independent contractors. No agency, partnership, joint-venture, or employment relationship is created between the parties by the Agreement. Each party is solely responsible for its own acts and omissions and those of its respective agents, employees, representatives, and subcontractors in connection with the Agreement.

y. **Electronic Signatures.** The parties are entitled to sign and transmit an electronic signature of the Agreement. To the extent either party signs the Agreement by electronic signature, each party acknowledges and agrees that this electronic method of signature is as conclusive of the signing party's intention to be bound by the Agreement as if that party had signed the Agreement by manuscript (pen and paper) signature.

By: AMEX BANK OF CANADA

By:



Kerri-Ann Santaguida

Vice President and General Manager

Merchant Services, Amex Bank of Canada

AMERICAN EXPRESS MERCHANT CARD ACCEPTANCE AUTHORIZATION FOR PRE-AUTHORIZED DEBIT PLAN (PAD AGREEMENT)

The undersigned (Establishment, we, our or us) has signed an agreement governing the acceptance of American Express Cards at its locations (Card Acceptance Agreement);

WHEREAS the Establishment hereby agrees to grant Amex Bank of Canada direct access to the Establishment's bank account for the purpose of allowing Amex Bank of Canada to, among other things, debit such account for amounts owing by the Establishment pursuant to the Card Acceptance Agreement;

NOW, THEREFORE, the Establishment hereby authorizes and agrees as follows:

1. Scope

We acknowledge that this PAD Agreement and authorization is provided for the benefit of Amex Bank of Canada and our financial institution or institutions named below or otherwise advised to you in writing by us from time to time (collectively, *Financial Institution*) and is provided in consideration of the Financial Institution agreeing to process debits against our account or accounts (*Account*) in accordance with the Payments Canada Rules.

2. Valid Signing Authority

We warrant and guarantee that all persons whose signatures are required to sign on our Account have signed this PAD Agreement below.

3. Authority to Debit Account

We hereby authorize Amex Bank of Canada to draw on the Account for the purpose of paying Amex Bank of Canada amounts owing to it pursuant to the Card Acceptance Agreement or any other agreement between us and Amex Bank of Canada (a "pre-authorized debit" or *PAD*).

4. Cancellation of Arrangement

This PAD Agreement and our authorization may be cancelled at any time upon notice by us. We acknowledge that, in order to revoke this PAD Agreement and our authorization, we must provide 30 days advance notice of cancellation in writing to Amex Bank of Canada. We acknowledge that we may obtain a sample cancellation form and further information on our right to cancel this PAD Agreement and our authorization at our Financial Institution or by visiting www.payments.ca. We acknowledge that it could take up to 5 business days after Amex Bank of Canada's receipt of such notice to implement our revocation. Amex Bank of Canada may debit our Account up until the time when the revocation has been implemented by them.

Amex Bank of Canada may cancel, change or suspend this agreement at any time by providing us with notice and may cancel or suspend this agreement without notice if Amex Bank of Canada considers us to be in default under the terms of the Card Acceptance Agreement or such other agreement as applicable, or if one or more payments fail for any reason. Amex Bank of Canada will make changes without notice to us as required by the deposit institution or in accordance with the Payments Canada Rules

5. Acceptance of Delivery of Authorization

We acknowledge that provision and delivery of this PAD Agreement and authorization to Amex Bank of Canada constitutes delivery by us to the Financial Institution. Any delivery of this PAD Agreement and authorization to Amex Bank of Canada constitutes delivery by us.

6. PAD Category

This PAD Agreement is for business purposes. PADs may be for fixed or variable amounts and may be on set dates, intervals or otherwise triggered by a specified act, event or other criteria. Specific acts, events and other criteria include chargebacks and credits initiated by our customers, the merchant discount fees and any other fees or assessments owed by us to Amex Bank of Canada as described more fully in the Card Acceptance Agreement. Amex Bank of Canada will obtain our authorization each time in the case of debits occurring at sporadic frequency. There is no maximum amount for any PAD.

7. Waiver of Pre-notification and Confirmation - Business PAD Agreements

We hereby waive any requirement for advance notification by Amex Bank of Canada of any debit to the Account.

We are also waiving our right to receive a confirmation of this agreement ten (10) days before the first amount is drawn from our account, however Amex Bank of Canada will still provide such confirmation (or a copy of our PAD agreement) no later than five (5) days following the first such withdrawal.

American Express Merchant Number: _____
Merchant Name: _____
Address: _____
City: _____
Province: _____ **Postal Code:** _____
Contact Name: _____
Phone: _____ **Banking Route:** _____
Transit: _____ **Account:** _____
Merchant Bank
Account Holder Name: _____

**Merchant Authorized
Signatory:**

Date:

8. Account Information

The details of the Account that Amex Bank of Canada is authorized to draw upon are indicated below. A specimen cheque if available for this Account has been marked "VOID" and attached to this Authorization. In the case of accounts advised to Amex Bank of Canada later, account details and a specimen cheque will be provided at the time of that advice. We undertake to forthwith inform Amex Bank of Canada, in writing, of any change in the Account information provided in this PAD Agreement.

9. Validation by Processing Institution

We acknowledge that the Financial Institution is not required to verify that a PAD has been issued in accordance with the particulars of this Authorization including, but not limited to, the amount.

We acknowledge that the Financial Institution is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Amex Bank of Canada as a condition to honouring a PAD issued or caused to be issued by Amex Bank of Canada on our Account.

10. Contract for Goods or Services

Cancellation of this PAD Agreement and authorization does not terminate the Card Acceptance Agreement between us and Amex Bank of Canada. This PAD Agreement applies only to the method of payment and does not otherwise have any bearing on the Card Acceptance Agreement.

11. Your Rights of Dispute

A PAD may be disputed by us under the following conditions:

- (i) the PAD was not drawn in accordance with this PAD Agreement; or
- (ii) the PAD Agreement was cancelled.

In order to be reimbursed, we acknowledge that a declaration to the effect that either (i) or (ii) took place, must be completed and presented to the branch of the Financial Institution holding our Account up to and including 10 business days after the date on which the PAD in dispute was posted to our Account.

We acknowledge that we have certain recourse rights if any debit does not comply with this PAD Agreement. For example, we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on our recourse rights, we acknowledge that we may contact our Financial Institution or visit www.payments.ca. We acknowledge that a claim on the basis that our Authorization was revoked, or any other reason, is a matter to be resolved solely between Amex Bank of Canada and us when disputing any PAD after 10 business days.

12. Undersigned's Acceptance

We understand and accept the terms hereof and acknowledge and agree to participate in the PAD Agreement plan with Amex Bank of Canada as set out herein.

13. Disclosure of Information Consent

We consent to the disclosure of any personal information that may be contained on this PAD Agreement to our Financial Institution and the financial institution at which Amex Bank of Canada maintains its account to be credited with the PADs as far as any such disclosure of personal information is directly related to and necessary for the proper application of the Payments Canada Rules.

14. Limitation of Liability

To the extent permitted by applicable law, Amex Bank of Canada shall not be liable to us, or any third party for any incidental, indirect, consequential, special, punitive or exemplary damages of any kind whatsoever arising from or in connection with this PAD Agreement including without limitation lost revenues, loss of profits or loss or interruption of business. This provision shall survive termination of this PAD Agreement.

ATTACH VOID CHEQUE HERE

FOR BANKING CHANGE REQUESTS, PLEASE FAX TO: [1-800-367-2917]

FOR ALL OTHER REQUESTS, PLEASE FAX TO: [1-800-909-4511]