

Change in Terms to the City National Rewards® Program Terms, Conditions, and Program Rules

This is an important notice of a change to the City National Rewards Program Rules. Please carefully review the information below, share it with any additional cardholders on the Credit Card account, and keep this Notice for future reference.

Effective January 1, 2020, we are revising certain provision of the City National Rewards® Program Terms, Conditions, and Program Rules (the "Rewards Program Rules") as follows:

1. We are revising the Rewards Program Rules to provide examples of, and to describe the actions that we can take when we determine that account holders have engaged in, improper use of the Rewards Program Rules. Accordingly, we are adding a new Section 7 entitled "Improper Use of the Program," and making conforming changes to Sections 2, 3, 6 and 8, as follows:

- a. Section 2.b. of the Reward Program Rules is amended to read in its entirety as follows:

No Points accrue if an Account is closed, cancelled, blocked, suspended, or otherwise not available for use as a source of funding, or if we have suspended or cancelled your participation in the Program as permitted by these Rules.

- b. Section 3.c. of the Reward Program Rules is amended to read in its entirety as follows:

Your Account must be open and in "good standing" at the time your Awards order is received for processing. CNB reserves the right to suspend your participation in the Program until the Account is in "good standing." To be in "good standing," an Account must (i) not be delinquent or otherwise in default under the terms of the agreement governing the Account, (ii) not have been cancelled or closed by you or us, or (iii) otherwise be available as a source for funding. In addition, you may not redeem Points for Awards if at the time your Awards order is received for processing, your participation in the Program has been suspended or cancelled as permitted by these Rules.

- c. Section 6 of the Reward Program Rules is amended to read in its entirety as follows:

6. Expiration and Forfeiture of Points. Points will be forfeited and will expire if your Account is closed for any reason. Except as otherwise provided in these Rules, Points earned on an Account do not expire provided that Account remains in good standing and the Program is not terminated by us. If we terminate the Program for any reason, you will have 60 days to redeem your Points, assuming your Account is not closed during that period. At the end of the 60-day period, your unredeemed Points will expire. Awards orders must be received on or before the date your Points expire.

- d. The Reward Program Rules are amended to add the following new Section 7:

7. Improper Use of the Program. Notwithstanding any other provision of these Rules to the contrary, and in addition to and not limitation of any other rights and remedies available to us, if we determine, in our sole discretion, that you have engaged in improper use of the Program, we reserve the right, among other things, to take the following actions:

- Suspend or cancel your participation in the Program without notice
- Suspend or close your Account
- Stop you from earning Points
- Reverse any Points that have accrued and cause you to forfeit Points
- Seek to recover Awards redeemed using Points earned as a result of improper use of the Program and to recover our monetary losses including litigation costs and damages
- Refuse to open additional or new Accounts for you in the future

For the purpose of clarification, improper use of the Program includes, by way of example and not limitation, the following:

- Using your Account in an abusive manner for the primary purpose of acquiring Points by, for example, engaging in 'manufactured spending' (manufactured spending is the process of using a rewards earning credit card to charge items that are easily convertible to cash or cash equivalents

(e.g., purchasing or reloading prepaid cards, purchasing gift cards, purchases of travelers checks, etc.), which cash is then used to make payments on the Account or for other purposes in furtherance of the scheme)

- Using a Consumer Card Account other than for personal, consumer or household purposes
- Attempting to earn points by making charges that are outside the scope of usual or customary credit card usage for Consumer Cards or Commercial Cards, as applicable
- Otherwise engaging in fraudulent, abusive or suspicious activity

- e. Current Section 7. Miscellaneous is renumbered as new Section 8, and Section 8.c. is amended in its entirety to read as follows:

Awards available under the Program are subject to change at any time without notice. We reserve the right to add to, change and/or otherwise amend the Program and these Rules at any time without notice. This means, for example, that we may (i) change the number of Points required to redeem Awards, (ii) change the number of Points that may accrue for purchases, (iii) impose caps on the annual number of Points that may accrue, (iv) impose an annual fee, or (v) discontinue or add eligible Accounts. In addition, we reserve the right to discontinue and terminate the Program at any time without prior notice unless otherwise required by applicable law. If the Program is terminated, you will have 60 days from the date we send you notice of termination to redeem your accrued Points provided the Points are not forfeited. We reserve the right to close your Account for any lawful reason at any time. If your Account is closed, your Points will be forfeited.

2. With respect to Crystal Visa Infinite Card Accounts, we are removing net purchases made at merchants that are classified as gasoline stations or groceries from the category of net purchases that accrue 3 Points for each one dollar spent. Instead, net purchases made at merchants that are classified as gasoline stations or groceries will accrue 1 Point for each one dollar spent. Accordingly, the third bullet point under Section 2.a. of the Rewards Program Rules is revised in its entirety to read as follows:

- For Crystal Visa Infinite Card Accounts: 3 Points on net purchases made at merchants that classify their merchant location for Visa in any of the following categories: airlines, hotels, taxis, limousines, rental cars, trains, buses, restaurants, and fast food and takeout food dining establishments, and 1 Point on all other net purchases.

