

Rewards Policy

Last updated: March 29, 2024

Please read this Rewards Policy ("**Policy**") carefully as it constitutes a legally binding agreement between you and Neo Financial Technologies Inc. ("**Neo**", "**we**", "**our**" or "**us**").

This Policy is operated by Neo and applies to all Offers and Neo Rewards™ (as each are defined below) shown within the Neo Platform (defined below) (the "**Program**"). Neo is solely responsible for the Program. You acknowledge that some Neo Products (defined below) may be offered by Neo's banking providers, and that such banking providers have no responsibility for the Program. You agree therefore not to make any claims against any of Neo's partners for any matter connected in any way with the Program or this Policy.

1. General

- a. From time to time, Neo or third-party Neo partners ("**Merchants**") may make certain offers ("**Offers**") for various rewards, such as discounts, cashback, or credits (collectively "**Neo Rewards™**") through the Neo website or app ("**Neo Platform**").
- b. If you have an eligible credit or deposit product with Neo, or any other eligible product or service as determined by Neo from time to time ("**Neo Product**"), you may be eligible to earn Neo Rewards™ through the Neo Platform.
- c. At all times, Neo Rewards™ are earned according to the eligibility requirements, terms and conditions of Offers set by Neo or any Merchant, as the case may be.
- d. Rewards or other loyalty programs offered by Merchants outside of the Program ("**Merchant Rewards**") are earned according to the eligibility requirements, terms and conditions of Offers set by Merchants. You acknowledge that any obligations regarding Merchant Rewards are between Merchant and you, and not Neo. Neo is not responsible for the administration of any Merchant Rewards, does not guarantee any Merchant Rewards, and cannot be held liable for any Merchant Rewards owed.
- e. Neo Rewards™ may be subject to additional terms, conditions and restrictions set by Neo or Merchants. Subject to applicable law, such terms,

conditions and restrictions may be updated, modified, suspended, or cancelled at any time without prior notice to you. Offers may not be made available to all users or in certain jurisdictions.

- f. Neo Rewards™ are tracked and can be viewed in the Neo Platform.
- g. Descriptions of Offers and Neo Rewards™ may include inaccuracies or typographical or other errors. You agree that neither Neo nor any Merchant will be responsible for such errors and that both Neo and Merchants reserve the right to correct them when they are discovered. Neo and Merchants reserve the right to cancel all transactions affected by such errors, refund all amounts paid and cancel all Neo Rewards™ progress associated with such transactions without any liability.

2. Offers

- a. Once you are approved for an eligible Neo Product you may participate in Offers presented to you through the Neo Platform.
- b. Offers may be removed from the Neo Platform without notice. Offers may expire. Partial progress towards an Offer does not constitute a guarantee that Neo Rewards™ will be earned.
- c. Offers and associated Neo Rewards™ may have a specific dollar amount, may provide a percentage-based discount, or may have other effects (such as making a charitable donation). The individual terms of an Offer and associated Neo Rewards™, for example, the amount of any dollar or percentage discount, number of times it can be used, expiry date, locations for redemption and any other rules that may apply are described in the information accompanying or in conjunction with the Offer.
- d. If the Offer includes a discount on a purchase, the amount will be determined by the terms of the Offer and will be credited after the purchase has been authorized and settled.

3. Neo Rewards™

- a. Neo Rewards™ are earned automatically following a Qualifying Transaction (as defined below).

- b. You acknowledge that Neo Rewards™ rates may change at any time and Neo may provide notice to you where required by applicable law. Any guaranteed Neo Rewards™ top-up will be paid monthly.
- c. For the purpose of calculating the Neo Rewards™ amounts, purchase amounts are rounded to the nearest cent.
- d. If we notice any errors relating to the Neo Rewards™ paid, we may unilaterally correct these errors without prior notice to you.
- e. Neo Rewards™ earned may be fully or partially rescinded if the Qualifying Transaction does not settle, is reversed, or is completely or partially refunded.
- f. Should all, or a portion of, your Neo Rewards™ be reversed, your eligible Neo Product will be charged for the reversed Neo Rewards™ in the ordinary course.
- g. You agree that both Neo and the Merchant will have no liability to you for transactions that are not confirmed, are cancelled or reversed, or that the Merchant has been unable or unwilling to fulfill.
- h. The right to use Neo Rewards™ is personal to the original recipient and may not be transferred. Neo Rewards™ cannot be copied, reproduced, distributed, or published directly or indirectly in any form or by any means for use by any third party other than the original recipient. For greater certainty, Neo Rewards™ distributed or circulated without Neo's written approval, for example on an Internet message board or on a "bargains" website, are not valid for use or redemption.
- i. Neo Rewards™ may not be used in conjunction with other vouchers or any other discounts or promotions provided or advertised from time to time unless otherwise stated.
- j. Neo Rewards™ may not be exchanged, redeemed, or refunded for cash (other than as may be explicitly permitted by Neo from time to time), and may not be transferred or assigned to a third party.

4. Qualifying Transactions

- a. You are only permitted to earn Neo Rewards™ in connection with spending activity on the Neo Platform for non-commercial, personal, family or

household purposes and not in connection with spending for any commercial business purposes ("**Qualifying Transactions**"). Neo maintains the right to review any transaction and to determine, in Neo's absolute and sole discretion, if certain transactions are Qualifying Transactions.

- b. By accepting Offers and Neo Rewards™, you acknowledge that you are responsible for determining whether you are eligible to receive Neo Rewards™ under applicable laws. At any time and in Neo's sole discretion (including where you are not eligible to earn Neo Rewards™ according to this Policy and applicable laws), Neo may correct the amount of Neo Rewards™ shown as credited to your Neo Rewards™ account.

5. Ineligible Transactions

- a. The following are not eligible for Neo Rewards™ and will not be considered Qualifying Transactions:
 - i. transactions that do not have an eligible Neo Rewards™ amount or percentage indicated on the Neo Platform;
 - ii. purchases that are below the Qualifying Transaction amount, as indicated in the relevant Offer or on the Neo Platform;
 - iii. Interest accrued in connection with a Neo product;
 - iv. fees charged by Neo;
 - v. cash advances, whether or not they appear as purchases on your Neo Product;
 - vi. in relation to Neo Perks, charges processed, billed or pre-paid prior to your enrollment in the applicable Neo Perk; and
 - vii. any other transaction that Neo indicates is excluded from earning Neo Rewards™.
- b. In certain provinces and other jurisdictions, Neo Rewards™ may not be applied to any amount paid in taxes or to the purchase of alcohol, tobacco, cannabis, and other items as determined from time to time by us or as required by law.
- c. If Neo Rewards™ are applied to an ineligible transaction, Neo is entitled to reverse the Neo Rewards™ provided. Abuse of any ineligible transactions

can result in removal from the Program and/or suspension or cancellation of the applicable Neo Product.

6. Price and Payment

If you would like to redeem an Offer or subscribe to a Neo Perk:

- a. Any amount listed on the Neo Platform is in Canadian dollars.
- b. Neo Rewards™ are earned on the Canadian dollar equivalent of transactions made in currencies other than Canadian dollars.
- c. Payment must be made or associated with an eligible Neo Product.
- d. The price of Merchant goods and services are controlled at the sole discretion of the Merchant.
- e. Amounts, prices or any other fees are subject to change at any time at Neo's or the Merchant's discretion.

7. Neo Perks

- a. You may choose to subscribe to certain packages of perks, rewards or other benefits ("**Neo Perks**"), if available. The costs to subscribe to, and the specific perks, rewards and benefits associated with Neo Perks are displayed in the Neo Platform and are subject to change from time to time.
- b. Neo Perks may be subject to additional terms, conditions and restrictions that are set by Neo or Merchants. Subject to applicable law, such terms, conditions and restrictions may be updated, modified, suspended, or cancelled at any time without prior notice to you. Neo Perks may not be made available to all users or in certain jurisdictions.
- c. Subscription costs for Neo Perks will be applied to, or deducted from, as the case may be, your eligible Neo Product, starting on the day you subscribe, or immediately following any free trial period.
- d. Your subscription for Neo Perks is for an indeterminate term, subject to monthly subscription payments.
- e. In order to enroll in certain Neo Perks, you may be required to share personal information with third parties, in accordance with Neo's Privacy Policy.
- f. You may unsubscribe from Neo Perks at any time through the Neo Platform.

8. Termination and Cancellation

- a. Neo may change or terminate an Offer, any Neo Rewards™, Neo Perks or any other benefits at any time, for any reason and without prior notice. Neo may make changes that affect, without limitation, processes, benefits, levels, rules for earning and redeeming Neo Rewards™, rules for the use, availability and type of Neo Rewards™ and Neo Perks, availability of Offers, and participation in the Offer. Neo may, at its sole discretion, choose to substitute a similar Offer at any time immediately. Termination or changes may include instances where Neo believes that you have:
 - i. acted in a manner inconsistent with applicable laws or regulations;
 - ii. failed to pay Neo or Merchants any amounts due;
 - iii. acted in an inappropriate, fraudulent or abusive manner; or
 - iv. breached or violated any of the terms of this Policy or other terms and conditions for use of the Program, the Neo Platform, the Neo Product.

Nothing contained in this Policy will limit Neo in the exercise of any legal or equitable rights or remedies.

- b. Merchants may terminate their participation in an Offer at any time and without prior notice to you. Neo will not be held liable for any progress or rewards earned under an Offer that is cancelled, including by Merchants that have been removed from the Program for any reason.
- c. You may not accumulate or redeem Neo Rewards™ or any other benefits after the termination of an Offer.
- d. Subject to the terms of the Offer and applicable law, upon termination of an Offer, all unredeemed Neo Rewards™ will be forfeited without any obligation or liability, and Neo Rewards™ claims will no longer be honoured.

9. Using your Neo Rewards™

- a. Neo Rewards™ are held as a separate balance within your Neo Profile.
- b. Where available, you can use your Neo Rewards™ by:
 - i. transferring your Neo Rewards™ to your associated Neo deposit account;

- ii. redeeming your Neo Rewards™ as statement credits against eligible purchase charges to your associated Neo credit card (any such redemption will not be considered a payment towards the balance of your Neo credit card and you must still make a separate payment of at least the minimum payment due);
 - iii. redeeming Neo Rewards™ for items available in the Neo Store (additional terms and conditions may apply); or
 - iv. completing any other use as specified by Neo from time to time.
- c. If you cancel your eligible Neo Product, you will lose your Neo Rewards™ balance. Subject to the terms of this Policy, if we cancel your eligible Neo Product for any reason, all Neo Rewards™ balances will be lost and Neo may apply such balance to offset any amounts outstanding to Neo.

10. Taxes

- a. There may be tax implications associated with your participation in the Program. You are solely responsible for determining and fulfilling your tax obligations.

11. Referral Program

- a. Eligible customers will be provided a unique website link associated with their Neo Profile ("**Referral Code**") which can be used to invite and refer eligible friends or family to sign up for certain Neo Products ("**Referral Program**"). You represent and warrant that you have the consent of your eligible friends or family to refer them to Neo.
- b. Your Referral Code can only be used for personal and non-commercial purposes. You may share your link via social media or email if you are the primary content owner. You are prohibited from misrepresenting your relationship with Neo or with any Neo Product to any third parties or the public, and you will not make any warranty or representation on behalf of Neo.
- c. Individuals who are residents of Canada, and are new Neo customers who have applied for and been approved for a valid Neo Product may be eligible to be referred under a Referral Program (a "**Referred User**").

- d. Neo reserves the right, at its sole discretion, to deny a Referred User access to a Neo Product for any reason including suspected fraud, inadequate credit history, previously provided Neo Product or failure to meet the eligibility criteria for any such Neo Product.
- e. A Neo Rewards™ referral credit, in the amount we determine from time to time ("**Referral Credit**"), may be earned by you and the Referred User once all conditions associated with the applicable Referral Program have been met.
- f. Referral Credits will be applied automatically into the applicable Neo Profile.
- g. The amount of Referral Credits earned and redeemed are subject to change at any time at Neo's sole discretion.
- h. Neo reserves the right, at any time in our sole discretion, to: (i) cancel any Neo Product, or revoke or adjust any Referral Credits you earn if you are earning or using Referral Credits contrary to this Policy, or you are otherwise manipulating or abusing any Neo Product or the Neo Platform; and (ii) add to, amend or cancel the Referral Conditions, a Referral Program or this Policy in relation to a Referral Program.

12. Contests/Competitions

- a. From time to time, Neo may run contests, giveaways, or competitions ("**Contests**"). Contests are subject to this Policy, as well as the rules and eligibility requirements specific to each Contest ("**Contest Rules**").
- b. In general, Contests will be open to individual residents of Canada over the age of majority in the province or territory in which they reside, with the exception of:
 - i. employees, representatives and agents of Neo, its advertising;
 - ii. persons with whom the foregoing persons are domiciled, whether related or not;
 - iii. Neo's advertising and promotion agencies; and
 - iv. residents of Quebec, unless specified otherwise in the Contest Rules.
- c. For greater certainty, subject to applicable law, we reserve the right, at any time and in our sole discretion, to withdraw any Contest, to add to or amend

terms and conditions (including this Policy) in relation to any Contest or to vary or terminate the operation of a Contest at anytime without prior notice to you.

13. Changes to this Policy

- a. Subject to applicable law, we may change the terms and conditions of this Policy, any aspect of the Program, Referral Program, or any Neo Rewards in any respect, all without prior notice to you, except where required by law. For more clarity, we may change the following terms and conditions of this Policy: (i) General, (ii) Offers, (iii) Neo Rewards and Neo Rewards rates, (iv) Qualifying Transactions, (v) Ineligible Transactions, (vi) Price, (vii) Neo Perks, (viii) Termination and Cancellation, (ix) Using your New Rewards, (x) Taxes, (xi) Referral Program, (xii) Contests/Competitions, (xiii) Changes to this Policy.
- b. If notice is required to be provided under applicable law we may provide such notice through the Neo Platform or by otherwise communicating with you electronically. You agree that subsequent use of your Neo Product means that you agree to and accept the revised terms and conditions of this Policy the Program, Referral Program or Neo Rewards™.
- c. *For Quebec residents only:* We will provide you with written notice of any change between 60 and 90 days before the change comes into effect. The notice will set out exclusively the new clause, or the amended clause and the clause as it read formerly, the date of the coming into force of the amendment and your rights to refuse the change. In the event you do not agree with any changes you may cancel your Account, without cost penalty, or cancellation indemnity, by sending us a notice to that effect within 30 days of the effective date of the change if the change entails an increase in the consumer's obligations or a reduction in our obligations. If you do not exercise your right to cancel your participation in the period set out above, your continued enrollment and participation after the 30 day period is your acknowledgement that you agree to the new or modified version of this Policy, Program, Referral Program or Neo Rewards™, as applicable.