



Dear Valued Cardholder,

3rd Notification.

As a follow-up to our communication advising of the upcoming change to your existing rewards programme, CIBC FirstCaribbean Rewards, please note that you were enrolled in the CIBC FirstCaribbean My Rewards Programme from 15 March, 2021.

As a **Gold** cardholder, you now have the ability to shop online or in store via an e-wallet using your points in addition to using your points for travel, hotels and car rentals.

We know that travel may be limited right now, but you can use your points to shop online at your favourite retailers around the globe.

CIBC FirstCaribbean My Rewards app is available for download from the Google Play or iOS store. After you download the app please follow the prompts and complete the registration process. Once you have registered and signed in you will be presented with a points card which carries a card number and other information which will be useful as you start to shop online. Add this number to Google Pay, Apple Pay, Samsung Pay or any other e-wallet and use your mobile phone to shop using contactless technology.

We hope that you have seen our previous messages to you regarding this change, however, as a reminder, please take note of the following:

1. A unique Email Address is required for each credit card enrolled

- To facilitate enrolment in the enhanced rewards program, we have used the email address currently recorded on your credit card account. If we are unable to identify an email address on your credit card account, an alternate email address linked to your account found on our other banking platforms may be used. Should you wish to add or update the email address linked to your credit card, please feel free to do so at any time by contacting our **Customer Care and Sales Centre at 1 866 743-2257**.
- If you have multiple credit cards you will need to add a separate email address for each card. Your credit cards will not be merged automatically.

2. Your points will now expire 36 months after they are earned, instead of 60 months.

3. On demand and automatic Cash Back options are no longer available. Instead you will be able to use your points for travel options and purchases via a digital rewards card on the CIBC FirstCaribbean My Rewards App online or via e-wallets in store where available.

Please review the program's **Terms and Conditions** posted at cibcfcb.com and on the My Rewards website cibcfcbredeem.com along with the frequently asked questions.

Sincerely,

Jennifer Fuller

Jennifer Fuller
Associate Director, Cards Issuing Sales and Portfolio Management



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cibcfcb.com



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