

# Owner Rebate Program FAQs



## 1. When will I receive my rebate?

Qualified owners will automatically receive their rebate by direct deposit on Tuesday, March 23, 2010.

## 2. How do I know if I qualify?

All qualifying personal owners will be notified by letter with details of their rebate. Rebates are calculated based on products and services used. The more products that an owner has increases the amount of the rebate being paid.

The payment is being made to personal owners only and the minimum rebate payment is \$5.00. This is a combined minimum of rebates calculated on both non-registered and registered products.

## 3. Is my rebate taxable?

Rebates on non-registered interest-bearing accounts are treated like interest income and are therefore taxable. For rebates on these products, a T5 will be issued for qualifying amounts (i.e. cumulative amounts of \$50 or greater earned between rebate amount and interest earned on the accounts). Rebates on mortgages, loans or lines of credit are not taxable and therefore, not included on the T5. Rebates on registered products (RRSPs or RRIFs) are tax sheltered.

## 4. Will my rebate be credited to my account?

Non-registered product rebates will be credited to the owner's savings account. If the owner has no savings account, it will be credited to their chequing account and if the owner has no chequing account, it will be credited to their term deposit. If there is NO deposit account, the owner will receive a cheque. Please note that we are encouraging those owners who receive a cheque to open a savings or chequing account so that they may qualify for the rebate next year.

Registered product rebates will be credited to the registered account. If there is NO registered product (master number) open, no registered rebate will be paid.

## 5. How was my rebate calculated?

The rebate was calculated based on 2009 data:

- Personal share account with \$5.00 balance.
- A percentage of interest earned by owners on savings accounts, term deposits, and registered products.
- A percentage of interest paid by owners on loans, mortgages, lines of credit and overdrafts.
- Monetary credit for open MasterCard credit card accounts and open chequing accounts.
- A percentage of the value of index-linked products and preferred shares.

## Customer-Owner Rebate Equation

Product Group	Refund Rate
Savings	2.05%
Chequing	\$1.00
Term Deposits	2.05%
Term Deposits - Index Link (rebate calculated on balance)	0.060%
Term Deposits – Index Link Matured (calculated on interest YTD)	0.70%
Open Line of Credit	2.05%
Consumer Loans	2.05%
Mortgages	2.05%
RRSP/RRIFs	2.05%
RRSP/RRIF Index Link (calculated on balance)	0.060%
RRSP/RRIF Index Link Matured (calculated on interest YTD)	0.70%
MasterCard	\$1.00
<b>Total Rebate Amount</b>	<b>\$300,000.00</b>

### 6. Why is the rebate only for qualified personal owners –what about commercial owners?

We are working to create a program that is sustainable and that allows as many owners as possible to share in our success. We will endeavor to broaden the reach of the rebate program in future years to include more owners.