



## RELOADABLE PAYMENT CARD DISCLOSURE (VERBAL)

**STEP1:** The following regulatory disclosure must be read to the client when a reloadable payment card is discussed as a possible payment option either at face-to-face interview or over the phone. It must be read to the client prior to them deciding or agreeing on a prepaid card as the benefit payment option. An affirmative acceptance (verbal consent) from the client must be obtained after reading the disclosure, prior to issuing the card.

In order to consider the prepaid card as the option for receiving your benefit payments, I need to provide you with some important information.

- The funds on the card are not insured by the Canada Deposit Insurance Corporation (CDIC)
- The card is issued by Royal Bank of Canada (RBC) and can only be loaded with payments from the Province of Ontario (the Government) or an Ontario Works delivery agent (OW delivery agent) and only RBC may remove funds from the card if instructed to do so by the Government or OW delivery agent.
- The funds on the card will not expire however the card plastic will expire at the end of the month shown on the card. Approximately 60 days before the card expiry, a new card will be sent to you by Royal Bank unless there has been no activity on the card within the previous 12 months and the balance is zero. The funds on the expired card will automatically be transferred to the new card.
- The card cannot be used for ‘cashback’ transactions where a retailer charges an amount greater than the price of the goods or services purchased on the card and return the difference to you in cash. Withdrawals of cash can only be made via ATM up to a daily limit determined by Royal Bank.
- If the amount of a purchase is greater than the balance on the card, you must advise the retailer in advance, along with the available balance on the card and the form of payment you will use to cover the difference
- If you have any questions about the prepaid card you can go online to [www.rbcrightpay.com](http://www.rbcrightpay.com) or call Royal Bank toll-free at 1-855-232-0675
- If the card is lost, stolen, or misused you must contact RBC immediately at 1-855-232-0675.

The following fees and limits apply to your card.

Type of Fee	Amount of Fee
Purchases – using your Card to buy goods or pay for services.	No fee
Cardholder Support via RBC Right Pay Cardholder Website.	No fee
Automated Telephone Cardholder Support.	No fee
Live Agent Cardholder Support.	No fee
Cash Withdrawal from an RBC Royal Bank® ATM – making cash withdrawals at Royal Bank ATMs.	Four no fee withdrawals per month. Additional withdrawals are \$2 each.



Cash Withdrawal from a non-RBC Royal Bank ATM – making cash withdrawals from a non-Royal Bank ATM in Canada.	\$2 per withdrawal. Convenience fee as set by ATM owner may apply.
Cash Withdrawal from an ATM Outside Canada – making cash withdrawals at any ATM outside Canada.	\$5 per withdrawal. Convenience fee as set by ATM owner may apply.
ATM Balance Inquiry Fee – checking your balance at any RBC Royal Bank ATM	Two no fee Card balance requests per month. Additional Card balance requests are \$0.50 each.
Replacement Card Fee – replacing your Card, including if it is lost or stolen. Make sure your profile is up-to-date as this information is used to replace a Card.	No fee
Inactivity Fee – fee charged after 12 consecutive months of inactivity. Your Card is considered inactive in any month that money is not loaded onto the Card and you do not use your Card to make a purchase, cash withdrawal, balance inquiry, PIN change; or to call RBC Right Pay Cardholder Support or visit the RBC Right Pay website.	\$2.50 per month
Foreign Currency Conversion – transactions in a foreign currency will be converted into Canadian dollars no later than the date Royal Bank posts the transaction to the Card at an exchange rate that is 2.5% over a benchmark rate Royal Bank of Canada pays the payment card network that is in effect on the date of conversion.	
<b>The Limits That Apply to Your Card</b>	
Cash Withdrawal Limits at an ATM – the amount you can withdraw from ATMs.	\$500 per withdrawal \$2,000 withdrawal limit per calendar day
Maximum Daily Purchases – based on the available balance on your Card, the maximum amount you can purchase using your Card per calendar day.	\$4,000 per calendar day

**Step 2:** If the disclosure is read to the client in person, provide the client with written disclosure

**Step 3:** Once the above disclosure has been read and/or provided to the client, obtain the client’s verbal consent to move forward with the reloadable payment card as the method of payment:

(Client name), based on this, do you consent to moving forward with the reloadable card as a possible payment option?

**Step 4:** Add a note in SAMS indicating that:

- If over the phone, full disclosure has been provided to the client verbally
- if in person, full disclosure has been provided to the client verbally and in writing
- verbal consent has been obtained from the client.