



## **CIBC Dividend Visa Infinite and Dividend Platinum Visa Amazon Prime offer FAQ**

### **I. Eligibility**

#### **Q1: What is the CIBC Dividend® Visa Infinite\* and Dividend Platinum® Visa digital Amazon Prime offer?**

From November 1 to February 28, 2019, eligible clients who open a CIBC Dividend infinite Visa or Dividend Platinum Visa can get a 1-year Amazon Prime membership from CIBC.

#### **Q2: Who is eligible for the offer?**

New and current CIBC cardholders who open a brand new CIBC Dividend® Visa Infinite\* Card or CIBC Dividend Platinum® Visa\* Card:

New cardholders: Clients who do not have a CIBC credit card open at the time they apply and are approved for the Dividend Infinite or Dividend Platinum card during the offer period.

Current cardholders: Clients who have a CIBC credit card open at the time they apply and are approved for a second card, which must be a new Dividend Infinite or Dividend Platinum card.

Product changes or transfers to a Dividend Infinite or Dividend Platinum are excluded.

As this is a Digital Exclusive Offer: Clients must apply online only through CIBC's website at [www.cibc.com](http://www.cibc.com), CIBC Online Banking, or through the CIBC Mobile Banking® App on your mobile device during the offer period. Account must be open and in good standing at the time the Amazon Prime Code is awarded.

#### **Q3: What must I do to qualify for the offer?**

You must:

- Apply online through CIBC's website at [www.cibc.com](http://www.cibc.com), CIBC Online Banking, or through the CIBC Mobile Banking® App on your mobile device during the offer period.
- Apply and be approved for a new Dividend Infinite or Dividend Platinum accounts between November 1, 2018- February 28, 2019.
- Spend \$500 or more during your first 4 monthly statement periods. Qualifying transactions exclude balance transfers, CIBC Convenience Cheques and cash advances.

Please refer to the full terms and conditions.

**Q4: If I apply at a Banking Centre, Airport or through Telephone Banking am I eligible for the Amazon Prime offer?**

No, you must Apply and be approved online through: CIBC's website at [www.cibc.com](http://www.cibc.com), CIBC Online Banking, or through the CIBC Mobile Banking® App on your mobile device during the offer Period.

**Q5: I already have a CIBC Dividend® Visa Infinite\* Card or CIBC Dividend Platinum® Visa\* Card, can I still get this offer?**

No, you must apply and be approved for a new CIBC Dividend® Visa Infinite\* Card or CIBC Dividend Platinum Visa Card during the offer period.

**Q6: I currently have Amazon Prime. Can I still get this offer?**

Yes, you can still get this offer and receive an additional year of Amazon Prime.

**Q7: If I open an eligible CIBC Dividend® Visa Infinite\* Card or CIBC Dividend Platinum® Visa\* Card and add my spouse as an authorized user, will we get two Amazon Prime memberships?**

The offer is limited to one 1-year Amazon Prime membership for the primary cardholder. Authorized users are not eligible for an additional year of Amazon Prime.

**Q8: If I open more than one CIBC Dividend® Visa Infinite\* Card or CIBC Dividend Platinum® Visa\* Card during the offer period, am I eligible for more than 1 Amazon Prime membership code?**

Yes. Amazon Prime codes are limited to 1 Amazon Prime code per “Eligible Card” per client on newly approved credit card accounts opened during the offer period to a maximum of 2 codes per client.

**Q9: I saw an Amazon Prime offer for the CIBC Smart Account. Am I eligible for this offer as well?**

Yes. This offer can be combined with other CIBC offers that consist of the Amazon Prime code.

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## II. Receiving your Amazon Prime promotional code

**Q10: How do I receive my 1-year Amazon Prime promotional code?**

If you qualify for the offer, you will receive an email within 8-10 weeks after completing the qualifying transactions at the email address you provided when you opened your account. The email will contain an alpha-numeric code that you can redeem for a 1-year Amazon Prime membership on Amazon.ca.

**Q11: It's been over 10 weeks and I have not received an email from CIBC with my promotional code.**

Make sure that you have completed all the qualifying transactions as stated in the terms and conditions and mentioned above. Ensure that the email address you have provided us is valid. Try checking your junk mail. If you still cannot find the email, call us at 1-800-465-4653 and a CIBC representative will help investigate and resolve your concern.

**Q12: I accidentally deleted the email that contains my Amazon promotional code. What should I do?**

Call us at 1-800-465-4653 and a CIBC representative will help investigate and resolve your concern.

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### III. Redeeming your Amazon Prime promotional code

**Q13: How do I redeem my code to receive the 1-year Amazon Prime membership?**

You can redeem the code using the link provided in the email or at [www.amazon.ca/redeemprime](http://www.amazon.ca/redeemprime). Follow the instructions on your screen. To avoid errors when entering your alpha-numeric code, copy the code from the email and paste it into the page on Amazon.ca. The code is not valid on Amazon.com.

The code is for one-time use only and must be redeemed before **August 31, 2021**. The code is for you only. Your code cannot be transferred, exchanged or resold. Your code is not the same as an Amazon Gift Card claim code.

**Q14: I do not have an Amazon account. What do I need to know to redeem my code for a 1-year Amazon Prime membership?**

Follow the link in your email to sign up for an Amazon account. You'll need to have a credit or debit card accessible. While the first year's membership is on us as a reward for qualifying for the CIBC Dividend Visa Infinite and Dividend Platinum Visa digital Amazon Prime offer, you must provide Amazon with a valid credit card number to activate your membership.

After one year, your subscription will renew automatically and you will be charged (currently \$79/year plus taxes) unless you cancel. You may cancel your Amazon Prime membership at any time by logging in to your Amazon account or by calling Amazon customer service at 1-877-586-3230.

**Q15: I currently have an Amazon account. What do I need to know to redeem my code for 1-year Amazon Prime membership?**

If you are an existing Amazon Prime member, you can redeem the code for an additional year of Amazon Prime. For example, if you redeem your code in January 2019 and your existing membership expires in May 2019, your subscription will be extended to May 2020.

Note: Your Amazon Prime account renews automatically. After the additional year, your subscription will renew automatically and you will be charged (currently \$79/year plus taxes) unless you cancel. You may cancel your Amazon Prime membership at any time by logging in to your Amazon account or by calling Amazon customer service at 1-877-586-3230.

**Q16: What if my code does not work?**

Please call Amazon customer service at 1-877-586-3230.