

APPLE FAQ

1) Why is TDFS closing my account?

Starting July 26th, 2017, you will no longer be able to have charging privileges on your Apple Financial Services credit card account issued by TD Financing Services Inc. (TDFS), due to the discontinuation of the program.

2) Do I need to pay off my balance?

Yes, you are still responsible to pay any outstanding balance owing on your TDFS account in accordance with your Cardholder Agreement.

3) What happens to my promotional balance?

All balances that are currently subject to a Promotional Offer will continue until the Promotional Due Date pursuant to the Cardholder Agreement's terms. (Note: As is indicated in your Cardholder Agreement, if you default in complying with any term of the Cardholder Agreement, TDFS may also cancel Promotional Offer(s) in which you are participating effective on the date that such default occurred. Please see your Cardholder Agreement for more information).

4) If you close my account, won't my credit bureau reflect negatively?

No. Credit bureau reporting will not reflect negatively assuming payments continue to be made on time as outlined in your Cardholder Agreement with TDFS.

5) What other methods of payment are available at Apple if I can't pay with the Apple Financial Services credit card account issued by TDFS?

You can view other methods of payments at Apple at <https://www.apple.com/ca/shop/help/payments>

6) How do I process a return on my Apple account after July 26th 2017?

To process a return to Apple, please visit <https://www.apple.com/ca/shop/account/home>

7) I placed an order on the Apple website prior to July 26th 2017 and have not received my merchandise yet. Is my purchase still valid?

Your purchase is still valid and you can track your Apple shipment by visiting <https://www.apple.com/ca/shop/account/home>

If you require additional information, please contact customer service at 1- 866-508-6312, or write to:

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