



Termination of the **Desjardins Staples Personal Credit Card** and **POS financing program.**

Background

Desjardins and Staples have decided to end their partnership for issuing Staples/Bureau en Gros personal credit cards and offering in-store financing, effective November 1, 2020. Staples Customers will be able to make purchases and Accord D financing on their Staples Personal Credit Card until October 31, 2020. In Québec, Desjardins Members can continue to make a purchase with Accord D financing on their Desjardins-issued Visa or MasterCard credit card until October 31, 2020. There are no changes to the Business card, Commercial card and Preferred card accounts at this time. Staples Business, Commercial and Preferred credit cards will continue to be active and accepted at Staples/Bureau en Gros beyond November 1, 2020.

Customer FAQs

Can I still use my Staples Personal Credit Card?

Yes. You can continue to use your card to access in-store financing up to October 31st.

What happens to the balance on my card?

You will not be required to pay your balance in full after November 1st. You are responsible for paying your balance in accordance with the terms set out in your Cardholder Agreement. If you have a balance on a financing plan, like 12 months, no interest, no payments, you will still get the benefit of those terms. You are still responsible for paying the balance.

Will I continue to get information from Desjardins?

Yes. Desjardins will continue to send you statements and important information regarding your account.

What do I do with my Staples Personal Credit Card?

You can no longer use your credit card at Staples after November 1st, 2020, so you can destroy your card and dispose of it safely. Please note that keeping the card can facilitate a refund in store for merchandise if required.

I also have a Staples Business Credit Card—are there any changes with this card?

Not currently. You can continue using your Staples Business Card in-store and online.

I have a question about my Desjardins Staples Personal Credit Card. Who can help me?

Please call Desjardins at the number found at the back of your card or on your monthly statement.