

Simple is smart.

SolutionsBanking™



Product and service guide to fees

Jan. 31, 2006



Freedom 55
Financial

A division of London Life Insurance Company



Summary

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Bank accounts

Chequing account

This chequing account allows you to manage your daily banking needs for a flat monthly fee. Maintain a minimum monthly balance of \$2,500 or more and your monthly fee is waived[†].

Thirty transactions for \$7* per month including:

- Payments by cheque
- Pre-authorized debits
- Interac^{TM1} direct payment purchases
- Withdrawals and transfers via National Bank or THE EXCHANGE[®] Network, automated banking machine (ABM), Internet or by telephone through the *Solutions Banking Client Service Centre*
- Bill payments via National Bank or THE EXCHANGE[®] Network ABM, Internet or by telephone through the *Solutions Banking Client Service Centre*
- Person-to-person transfers

[†]Fee waiver does not include Interac^{®1} and CIRRUS^{®3} user fees

*Does not include Interac^{TM1} and CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

No charge for:

- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[‡]
- Subscription to telephone and Internet banking services
- List of transactions via ABM
- Monthly statement

[‡]Does not include CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

Service charges

Thirty free transactions per month as listed above.

Each additional transaction:

| | |
|--|--------|
| Payments by cheque | \$0.75 |
| Pre-authorized debit | \$0.60 |
| Interac ^{TM1} direct payment | \$0.55 |
| Withdrawal, transfer, withdrawal for bill payment via ABM | \$0.60 |
| Transfer via Internet and telephone banking | \$0.60 |
| Person-to-person transfer | \$0.50 |

ABM fees:

| | |
|--|-------------|
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 |
|--|-------------|

| | |
|--|-------------|
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 |
|--|-------------|

See pages 10 to 11 for a listing of other applicable fees.

Annual interest rate*

Deposit interest for this account is calculated on the applicable portion of the daily closing balance in each tier at the corresponding rate for that tier. Interest is credited monthly.

*Interest rates available from the *Solutions Banking* Client Service Centre.

Merit Account

A practical bank account for people aged 59 and over.

No charge for:

- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[†]
- Standard personalized cheques (200 per year)
- Monthly statement
- Subscription to telephone and Internet banking services

[†] Does not include CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

Service charges

Ten free transactions per month. Each additional transaction:

| | Less than \$2,500 | Greater than \$2,500 |
|--|-----------------------------|--------------------------------|
| Minimum monthly balance | | |
| Cheque | \$0.75 | free |
| Pre-authorized debit | \$0.60 | free |
| Interac ^{TM1} direct payment purchases | \$0.55 | free |
| Withdrawal, transfer, withdrawal for bill payment via ABM | \$0.60 | free |
| Transfer via Internet and telephone banking | \$0.60 | free |
| Bill payment via Internet and telephone banking | \$0.60 | free |
| Person-to-person transfer | \$0.50 | free |
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 | each \$1.50 |
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Annual interest rate*

Deposit interest for this account is calculated on the applicable portion of the daily closing balance in each tier at the corresponding rate for that tier. Interest is credited monthly.

*Interest rates available from the *Solutions Banking* Client Service Centre.

Get Growing Account

A no-fee account for children under age 18.

For customers from ages seven to 17, there is no charge for:

- Payment by cheque
- Pre-authorized debits
- Interac^{TM1} direct payment transactions
- Monthly statement
- Standard personalized cheques (200 per year)
- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[†]

Service charges (age seven to 17)

| | |
|---|--------|
| Telephone and Internet banking transactions | \$1.00 |
| Bill payment service via ABM | \$1.00 |
| Person-to-person transfer | \$0.50 |

ABM fees

| | |
|--|-------------|
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 |
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Annual interest rate*

Deposit interest for this account is calculated on the applicable portion of the daily closing balance in each tier at the corresponding rate for that tier. Interest is credited monthly.

*Interest rates available from the *Solutions Banking* Client Service Centre.

Important notice

Clients from ages seven to 17 may have debit cards to access ABMs. Clients under the age of seven will not be issued debit cards. However, the account can be linked to the parent or guardian's debit card to provide ABM access.

Clients from ages seven to 17 will be issued a debit card with account balance and deposit capabilities only. The parents or legal guardians of the client must complete and sign a form that enable the Bank to issue a Get Growing Account debit card if the client wants withdrawal capability.

Preferred Savings Account

Earn a premium interest rate on short-term savings.

Annual interest rate*

The interest rate is calculated on the daily closing balance and paid each month. Interest rates are available from the *Solutions Banking* Client Service Centre.

Service charges

One free transaction per month. Each additional transaction:

| | |
|--|--------|
| ABM transfer between accounts | \$5.00 |
| Interac ^{TM1} direct payment transactions | \$5.00 |
| Pre-authorized debits | \$5.00 |
| National Bank and THE EXCHANGE [®] Network ABM withdrawals | \$5.00 |
| Internet and telephone banking transactions | \$5.00 |
| Bill payment service via ABM | \$5.00 |
| additional charge per envelope | \$1.00 |
| Person-to-person transfer | \$5.00 |

ABM fees

| | |
|--|-------------|
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 |
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Lines of credit

All-in-One

The All-in-One is a financing solution that allows you to access the equity in your home to consolidate all of your banking and financing needs. It's a mortgage financing solution, a line of credit, a source of funds for investment, a chequing account and a savings account all rolled into one.

No charge for:

- Payments by cheque
- Pre-authorized debits
- Interac^{TM1} direct payment transactions
- Withdrawals and transfers via National Bank or THE EXCHANGE[®] Network ABM, Internet or by telephone through the *Solutions Banking* Client Service Centre*
- Bill payments via National Bank or THE EXCHANGE[®] Network ABM, Internet or by telephone through the *Solutions Banking* Client Service Centre
- Person-to-person transfers
- Subscription to telephone and Internet banking services
- Monthly statement
- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[†]

*Does not include Interac^{TM1} and CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

†Does not include CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

ABM fees:

| | |
|--|-------------|
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 |
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Cash surrender value (CSV) line of credit

Use this line of credit to access the cash value of your London Life permanent life insurance policy.

No charge for:

- Payments by cheques
- Pre-authorized debit
- Interac^{TM1} direct payment transactions
- Withdrawal, transfer via ABM
- Transfers between accounts via Internet and telephone banking
- Bill payment via ABM
- Bill payment via Internet and telephone banking
- Person-to-person transfer
- Subscription to telephone and Internet banking services
- Monthly statement
- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[†]

[†]Does not include CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

ABM fees:

| | |
|--|-------------|
| Interac ^{TM1} network withdrawals (excluding surcharges) | each \$1.50 |
| CIRRUS ^{®3} network withdrawals (excluding surcharges) | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Personal flex line

This line of credit offers the same access as a chequing account and can help you get started on your long-awaited projects.

No charge for:

- Payments by cheque
- Pre-authorized debit
- Interac^{TM1} direct payment transactions
- Withdrawal, transfer via ABM
- Transfers between accounts via Internet and telephone banking
- Bill payment via ABM
- Bill payment via Internet and telephone banking
- Person-to-person transfer
- Subscription to telephone and Internet banking services
- Monthly statement
- Four Interac^{TM1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces[†]

[†]Does not include CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

ABM fees:

| | |
|--|-------------|
| Envelope for bill payment service via ABM (per envelope) | \$1.00 |
| Interac ^{TM1} ABM network withdrawals (excluding surcharges) | each \$1.50 |
| CIRRUS ^{®3} ABM network withdrawals (excluding surcharges) | each \$3.00 |

See pages 10 to 11 for a listing of other applicable fees.

Fees for account transactions

Service charges

| | |
|--|------------|
| List of transactions via ABM | |
| - Per list | \$0.40 |
| - Maximum (per month) | \$0.75 |
| Return of cancelled cheques | |
| - Per cheque | \$0.25 |
| - Minimum monthly fee | \$3.00 |
| Stop payment (cheque or preauthorized debit) | |
| - With complete information | \$16.00 |
| - With partial information | \$30.00 |
| - For a series of cheques, pre-authorized debits | \$30.00 |
| Cheque certification | |
| - Account holder | \$6.00 |
| - Third party | \$15.00 |
| Cheque or pre-authorized debit issued on an account without chequing privileges | \$6.50 |
| Cheque in foreign currency cashed or deposited | |
| - In U.S. dollars | |
| - Processing of U.S. dollar items into U.S. dollars | US \$7.00 |
| - Processing of U.S. dollar items into CDN dollars | CDN \$7.00 |
| - In a foreign currency other than U.S. dollars into CDN dollars | |
| • \$1,000 or less | \$11.00 |
| • Over \$1,000 | \$13.00 |
| Bank confirmation | |
| - Per confirmation | \$18.00 |
| - After 30 minutes (hourly rate) | \$36.00 |
| Confirmation of banking charges | \$12.00 |
| Post-dated item deposited at the ABM | \$5.25 |
| Double-endorsed item refused at the ABM | \$5.25 |
| Closing an account within 90 days of opening | \$16.00 |
| Overdraft fees for a cheque or item paid without sufficient funds (without overdraft protection) | |
| each occurrence plus interest | \$5.00 |

| | |
|---|---------|
| Unencoded or unqualified cheque | \$5.00 |
| Processing charge per cheque, item or transaction, returned or rejected due to insufficient funds | \$35.00 |

Other fees

Personalized cheques (in addition to standard personalized cheques provided within an account package)

Supplier's
prevailing charges

Dormant account

| | |
|-----------------------|---------|
| - One year | \$10.00 |
| - Two years | \$20.00 |
| - Three to five years | \$30.00 |
| - Six or seven years | \$40.00 |
| - Eight or nine years | \$50.00 |

These charges will be refunded if the customer acknowledges receipt of the notice within 60 days. If the account balance is less than the applicable administration fee, the entire balance will be debited.

Tracing or producing documents:

| | |
|--|-----------------|
| - Less than 90 days following transaction date | \$5.00 |
| - 90 days or more following transaction date | \$10.00 |
| | minimum \$20.00 |

Monthly statement of account

| | |
|----------------------------------|--------|
| - Supplementary on specific date | \$3.25 |
| - On request | \$2.00 |

Service charges for fund transfers

- Automated on a fixed date
 - Set-up charge \$5.00
 - Transfer charge \$1.50
- At the request of another financial institution
 - When closing an account \$17.00

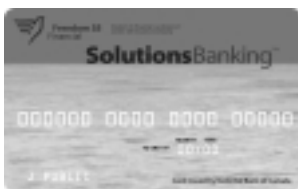
Service charges for wire transfers

- From another financial institution

| | | |
|--|-------------|-------------|
| | min. | max. |
| | \$5.00 | \$25.00 |
- To another financial institution in Canada or outside Canada (wire charges extra)

| | | |
|--|-------------|-------------|
| | min. | max. |
| | \$15.00 | \$60.00 |

Your Solutions Banking client card



This personalized debit card allows you to carry out your transactions through ABM, the Internet and by telephone through the *Solutions Banking Client Service Centre*.

Interac^{TM1} and CIRRUS^{®3} networks



You can access money with your card wherever you see these network logos. If the ABM is not identified as belonging to the National Bank, charges may apply depending on the banking transaction.

Identified merchants will allow you to withdraw extra cash when you use your client card. This service helps you save on Interac^{TM1} ABM charges from financial institutions other than National Bank.

THE EXCHANGE[®] Network



National Bank has an agreement with THE EXCHANGE[®] Network allowing you to withdraw money, as well as deposit cash or cheques and transfer money to another account.

Services not available on THE EXCHANGE[®] Network include bill payments, transaction history and selection of a personal identification number (PIN).

Internet and telephone banking through the *Solutions Banking* Client Service Centre

You will need your client card number and a personal PIN, for security reasons, to use these services.

Your Solutions Banking MasterCard



You can access your *Solutions Banking* deposit accounts with your *Solutions Banking* Regular or Platinum MasterCard through the Interac™¹ and MasterCard™²/ CIRRUS®³ shared ABM networks. You can assign a PIN for your convenience. A charge applies when using these networks.

Your *Solutions Banking* MasterCard can also serve as overdraft protection* on your *Solutions Banking* bank accounts.

The PIN allows you to use your *Solutions Banking* MasterCard to get MasterCard cash advances* almost anywhere in the world. Interest is calculated from the date you obtain the cash advance.

For more information or to apply for a *Solutions Banking* MasterCard, call 1-888-9MY-CARD or (514) 394-1427.

***Charges apply; please refer to the back of your MasterCard account statement for applicable fees.**

Customer satisfaction

Do not hesitate to call our customer service at 1-866-888-1379 (toll free in Canada). We undertake to respond to your complaint promptly. As a rule, one of our representatives will call you back within 48 hours to discuss the situation.

If you are not satisfied with the results, you can contact the National Bank Mediation Department directly by calling 1-888-955-6655. If you prefer, you can also make a complaint by writing to the following address:

National Bank Mediation Department

500, Place d'Armes
Montreal, Quebec H2Y 2W3
Fax: 1-800-260-8003

As a rule, a National Bank representative will contact you within two banking days of receiving your complaint to discuss the situation.

If your complaint is not settled to your satisfaction, please call or write the National Bank Ombudsman at:

Office of the Ombudsman of the National Bank

P.O. Box 275
Montreal, Quebec H2Y 3G7
Telephone: 1-888-300-9004
Fax: 1-800-260-8004
Website: www.nbc.ca

As a rule, one of our representatives will call you back within 48 hours to discuss the situation.

If you are still not satisfied after submitting your case to the National Bank Ombudsman, you may contact:

Ombudsman for Banking Services and Investments

P.O. Box 896, Station Adelaide
Toronto, Ontario M5C 2K3
Telephone: 1-888-451-4519
Fax: 1-888-422-2865
Website: www.obsi.ca
E-mail: ombudsman@obsi.ca

AT ANY TIME, you may write to the Financial Consumer Agency of Canada at the following address:

Financial Consumer Agency of Canada

427 Laurier Avenue West 6th Floor
Ottawa, Ontario K1R 1B9
Telephone: 1-866-461-2232
Website: www.acfc-fcac.gc.ca
E-mail: info@fcac-acfc.gc.ca

With respect to complaints concerning the protection of personal information, you may proceed as indicated above or contact:

Privacy Commissioner of Canada

112 Kent St.
Ottawa, Ontario K1A 1H3
Telephone: 1-800-282-1376 (toll-free)
(613) 995-8210 (Ottawa area)

Notification of fee changes

- Thirty days prior to the effective date, by a notice inserted with your statement of account;
- Sixty days prior to the effective date at all National Bank banking machine locations.

Interest rates are subject to change without notice.

^{TM1} Registered trademark of Interac Inc.

^{TM2} Registered trademark of MasterCard International Inc.

© Registered trademark of THE EXCHANGE

©³ Registered trademark of CIRRUS SYSTEMS Inc.

Authorized User: National Bank of Canada

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