

BANKING PRODUCTS AND SERVICES PROVIDED BY
NATIONAL BANK OF CANADA



PRODUCT AND SERVICE GUIDE TO FEES

June 1, 2016





SUMMARY

Bank accounts	4
Chequing account	4
Merit account	6
Get growing account	7
Preferred savings account	8
Lines of credit	9
All-in-One	9
Cash surrender value line of credit	10
Personal flex line	11
Fees for account transactions	12
Service charges	12
Other fees	14
Your Solutions Banking™ client card	16
Access to funds policy	18
Availability of first \$300	19
Cheque hold period	19
Restrictions on access to the first \$100 and on the fund hold period	20
Customer satisfaction	21
Notice of changes to fees listed in this guide	22

Banking products and services are provided by National Bank of Canada.

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BANK ACCOUNTS

CHEQUING ACCOUNT

This 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.^{1,2}

30 transactions for \$7.95^{1,2} per month, including:

- Payment by cheque
- Pre-authorized debits
- Client card purchases
- Withdrawals, transfers and withdrawals for bill payments via National Bank or THE EXCHANGE^{®2} Network automated banking machine (ABM)
- Bill payments via Internet³ and Mobile banking or by telephone through the Solutions Banking Client Service Centre
- Transfers, transfers to another person and Interac^{®1} e-transfers via Internet³ or Mobile banking

No charge for:

- Four Interac^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²
- Subscription to telephone and Internet³ banking services
- List of transactions via ABM
- Online monthly statement (a monthly fee of \$2.50 will be charged for statements received by mail)
- Bill payment service via ABM

¹Fee waiver does not include Interac^{®1} and CIRRUS^{®3} network or service fees.

²Does not include Interac^{®1} and CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

³Certain browser versions are required to access National Bank's online services. In this regard, please refer to browser requirements for Internet Financial Services in the ABCs of Security section of the National Bank website.



Service charges

30 free transactions per month

Each additional transaction:

Payment by cheque	\$1.25
Pre-authorized debits	\$1.25
Client card purchases	\$1.25
Withdrawal, withdrawal for bill payment via ABM	\$1.25
Transfer or bill payment via Internet ³ , Mobile and telephone banking	\$1.25
Transfer, transfer to another person and Interac ^{®1} e-transfer	\$1.25

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

Annual interest rate⁴

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.

³Certain browser versions are required to access National Bank's online services. In this regard, please refer to browser requirements for Internet Financial Services in the ABCs of Security section of the National Bank website.

⁴Interest 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^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²
- Standard personalized cheques (200 per year)
- Monthly statement
- Subscription to telephone and Internet³ banking services
- Bill payment service via ABM

Service charges

10 free transactions per month.^{1,2} Each additional transaction:

	LESS THAN	GREATER THAN
Minimum monthly balance	\$2,500	\$2,500
Payment by cheque	\$1.25	free
Pre-authorized debits	\$1.25	free
Client card purchases	\$1.25	free
Withdrawal, transfer, withdrawal for bill payment via ABM	\$1.25	free
Transfer, transfer to another person and Interac ^{®1} e-transfer via Internet ³ , Mobile and telephone banking	\$1.25	free
Bill payment via Internet ³ , Mobile and telephone banking	\$1.25	free

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

Annual interest rate⁴

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.

¹Fee waiver does not include Interac^{®1} and CIRRUS^{®3} network or service fees.

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⁴Interest rates available from the Solutions Banking Client Service Centre.

GET GROWING ACCOUNT

An account for children under age 18 that features no flat monthly fee.^{1,2}

For customers aged seven to 17, there's no charge for^{1,2}:

- Payment by cheque
- Pre-authorized debits
- Client card purchases
- Withdrawal, transfer and withdrawal for bill payment via National Bank or THE EXCHANGE^{®2} Network ABM
- Bill payment via Internet³, Mobile and telephone banking
- Transfer, transfer to another person and Interac^{®1} e-transfer via Internet³ and Mobile banking
- Monthly statement
- Four Interac^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²

ABM fees (age seven to 17)

Interac^{®1} network withdrawals (excluding surcharges) each \$1.50

CIRRUS^{®3} network withdrawals (excluding surcharges) each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

Annual interest rate⁴

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.

Important notice

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

Clients aged 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 enables the bank to issue a get growing account debit card if the client wants withdrawal capability.

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⁴Interest rates available from the Solutions Banking Client Service Centre.



PREFERRED SAVINGS ACCOUNT

Earn a premium interest rate on short-term savings.

Annual interest rate⁴

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 ABM withdrawal transaction per month.^{1,2}

Each additional or non-electronic transaction:

Client card purchases	\$5.00
Pre-authorized debits	\$5.00
National Bank and THE EXCHANGE ^{®2}	\$5.00
Network ABM withdrawals	
Transfer via Internet ³ , Mobile and telephone banking	free
Transfer to another person, Interac ^{®1} e-transfer and bill payment via Internet ³ , Mobile and telephone banking	\$5.00

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

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⁴Interest rates available from the Solutions Banking Client Service Centre.

LINES OF CREDIT⁵

ALL-IN-ONE⁵

All-in-One⁵ is a financing solution that allows you to access your home equity to consolidate all of your banking and financing needs. It's a mortgage financing solution, a line of credit, a source of investment funds, a chequing account and a savings account – all rolled into one.

No charge for^{1,2:}

- Payment by cheque
- Pre-authorized debits
- Client card purchases
- Withdrawals, transfers and withdrawals for bill payments via National Bank or THE EXCHANGE^{®2} Network ABM
- Transfer or bill payments via Internet³ and Mobile banking or by telephone through the automated Solutions Banking Client Service Centre
- Transfers, transfers to another person and Interac^{®1} e-transfers via Internet³ or Mobile banking
- Subscription to telephone and Internet³ banking services
- Monthly statement
- Four Interac^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²
- Bill payment service via ABM

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

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⁵All lending products are subject to credit approval by National Bank of Canada.

CASH SURRENDER VALUE

LINE OF CREDIT⁵

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

No charge for^{1,2:}

- Payment by cheque
- Pre-authorized debit
- Client card purchases
- Withdrawals, transfers and withdrawals for bill payments via National Bank or THE EXCHANGE^{®2} Network ABM
- Transfer or bill payments via Internet³ and Mobile banking or by telephone through the automated Solutions Banking Client Service Centre
- Transfers, transfers to another person and Interac^{®1} e-transfers via Internet³ or Mobile banking
- Bill payment service via ABM
- Subscription to telephone and Internet³ banking services
- Monthly statement
- Four Interac^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²

Registration fees

Personal insurance policy	No fee
Corporate insurance policy (in Quebec only)	\$125.00

Set-up fees

Personal insurance policy	No fee
Corporate insurance policy	0.5% of the first \$500,000 of authorized credit plus 0.3% of any credit limit above \$500,000

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

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PERSONAL FLEX LINE⁵

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^{1,2:}

- Payment by cheque
- Pre-authorized debit
- Client card purchases
- Withdrawals, transfers and withdrawals for bill payments via National Bank or THE EXCHANGE^{®2} Network ABM
- Transfer or bill payments via Internet³ and Mobile banking or by telephone through the automated Solutions Banking Client Service Centre
- Transfers, transfers to another person and Interac^{®1} e-transfers via Internet³ or Mobile banking
- Bill payment service via Internet³
- Subscription to telephone and Internet³ banking services
- Monthly statement
- Four Interac^{®1} ABM withdrawals per month for account holders residing in the Atlantic provinces, Ontario and the Prairie provinces²

ABM fees

Interac ^{®1} network withdrawals (excluding surcharges)	each \$1.50
CIRRUS ^{®3} network withdrawals (excluding surcharges)	each \$4.00

See pages 12 to 15 for a listing of other applicable fees.

¹Fee waiver does not include Interac^{®1} and CIRRUS^{®3} network or service fees.

²Does not include Interac^{®1} and CIRRUS^{®3} user fees or convenience fees charged by some financial institutions or private ABMs.

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⁵All lending products are subject to credit approval by National Bank of Canada.



FEES FOR ACCOUNT TRANSACTIONS

Service charges

List of transactions via ABM

- Per list \$0.75
- Flat fee \$1.00/month

Stop payment (cheque or pre-authorized debit)

- With complete information \$16.00
(Date, amount, name of payee and cheque number)
- With partial information \$30.00
- For a series of cheques, pre-authorized debits \$30.00
(Not available for accounts without chequing privileges)

Bank draft in Canadian dollars \$7.50

Bank draft in foreign currency

- \$5,000 or less \$7.75
- Over \$5,000 \$12.50

Stop payment, refund or duplicate copy of a bank draft or money order

- \$100 or less:
 - U.S. dollars US\$10.00
 - Other currencies C\$10.00
- More than \$100:
 - U.S. dollars US\$16.00
 - Other currencies C\$25.00

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 Canadian dollars C\$7.00

In a foreign currency other than U.S. dollars into Canadian dollars:

- \$1,000 or less \$11.00
- Over \$1,000 \$13.00

Purchase or sale of foreign currency banknotes

- U.S. dollars No fee*
- All other currencies \$3.00*

* Does not include Canada Post mailing fees when banknotes are mailed to a client's home address.

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

Closing an account within 90 days of opening \$16.00

Overdraft fees for a cheque or item paid or a payment instruction carried out without sufficient funds (without overdraft protection) \$5.00
each occurrence plus interest

Uncoded or unqualified cheque \$5.00

Processing charge per cheque, item or transaction, returned or rejected due to insufficient funds \$45.00

Other fees

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

SUPPLIER'S
PREVAILING CHARGES

Dormant account

• One year	\$20.00
• Two years	\$30.00
• Three to five years	\$40.00
• Six or seven years	\$50.00
• Eight or nine years	\$60.00

These charges will be refunded if the client 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.

Interac e-Transfer^{®1}

• Send an Interac e-Transfer ^{®1}	\$1.25*
• Receive an Interac e-Transfer ^{®1}	No fee

* An additional transaction fee of \$1.25 will be added to the Interac e-Transfer^{®1} service fee related to the sending of an Interac e-Transfer^{®1} when monthly debit transactions exceed account transaction limits.

Cheque imaging

• View images of cheques via Internet ³ banking (available for items cleared in client's account since Feb. 1, 2011)	No fee
• Cheque image requests via a Solutions Banking representative	\$5.00

The fee will be debited from the client's account for each image viewed and the service fee is non-refundable. Certain accounts, programs and packages may be exempt from this fee.

Tracing or producing documents⁶

• Less than 90 days following transaction date	\$5.00
• 90 days or more following transaction date	
◦ Single item request	\$20.00
◦ Multiple items request	\$10.00 per item

Statement of account

• Copy of previously issued transaction account statement	\$5.00
• Copy of previously issued loan account statement	\$10.00
• List of recent transactions requested prior to the production of the monthly account statement	\$5.00
• Issuing a confirmation letter at client's request	\$10.00

³Certain browser versions are required to access National Bank's online services. In this regard, please refer to browser requirements for Internet Financial Services in the ABCs of Security section of the National Bank website.

⁶Fee charged to client even if the request is from a third party.

Service charges for fund transfers

- Automated on a fixed date
 - Transfer charge \$1.50
- At the request of another financial institution
 - When closing an account \$17.00
- Fund transfer requests between your Solutions Banking accounts
 - Via automated services No fee
 - Via mail or telephone with the assistance of a Solutions Banking representative \$6.50

Service charges for wire transfers

- | | MIN. | MAX. |
|--|---------|---------|
| • From another financial institution | \$5.00 | \$25.00 |
| • To another financial institution*
in Canada or outside Canada | \$15.00 | \$60.00 |
| ◦ *Wire charges | \$15.00 | \$20.00 |

YOUR SOLUTIONS BANKING CLIENT CARD



This personalized debit card allows you to carry out your transactions through ABM, the Internet³, with a Mobile device and by telephone through the Solutions Banking Client Service Centre.

Interac^{®1}, CIRRUS^{®3}, NYCE^{®4} and Maestro^{®5} networks



You can access money in Canada, the United States and overseas with your card via ABMs or by card purchases wherever you see these network logos. If the ABM isn't identified as belonging to National Bank, charges may apply depending on the banking transaction.

When making client card purchases, certain merchants will allow you to withdraw extra cash when you use your client card. This service helps you save on network and ABM charges from financial institutions other than National Bank.

³Certain browser versions are required to access National Bank's online services. In this regard, please refer to browser requirements for Internet Financial Services in the ABCs of Security section of the National Bank website.

THE EXCHANGE^{®2} Network



National Bank has an agreement with THE EXCHANGE^{®2} Network allowing you to withdraw money, as well as deposit cash or cheques, transfer money to another account and obtain balance information without being charged network fees. You can now modify your personal identification number (PIN) in most chip-enabled banking machines within THE EXCHANGE^{®2} Network. Services not available on THE EXCHANGE^{®2} Network includes bill payments and transaction history.

Internet³ and telephone banking through the automated Solutions Banking Client Service Centre

For security reasons, you'll need your client card number and a personal identification number (PIN) to use these services.

³Certain browser versions are required to access National Bank's online services. In this regard, please refer to browser requirements for Internet Financial Services in the ABCs of Security section of the National Bank website.

ACCESS TO FUNDS POLICY

Our access to funds policy describes the conditions we apply when you deposit funds by cheque (or other instrument) at one of our banking machines or in person with a branch employee. It will give you a better understanding of how we manage deposits by cheque. Only cheques issued in Canadian dollars and drawn on a Canadian financial institution are subject to our access to funds policy.

Access to funds policy		
Personal banking deposit account	Federal regulation*	Fund hold period (following deposit)
		Access to first \$100
	Solutions Banking**	Fund hold period (following deposit)
		Access to first \$300

Availability of first \$300

As a valued Solutions Banking client, you can immediately withdraw the first \$300 of all funds you deposit by cheque into your transaction account or account with a line of credit (whether you make your deposit in person with one of our branch representatives or at a banking machine you can access with your client card or, as applicable, your MasterCard credit card).

Cheque hold period

Generally, if you're subject to a fund hold period, you can withdraw all the funds you deposited by cheque to your transaction account or account with a line of credit between three and eight business days following the day of the deposit. The length of this fund hold period is based on the amount of funds deposited by cheque and the manner in which the deposit is made.

The following table outlines the availability of funds and cheque hold period minimums as stipulated by federal regulations versus those accessible to you as a valued Solutions Banking client:

Cheques of \$1,500 or less		Cheques over \$1,500	
Deposit in person at a branch	Deposit at a banking machine	Deposit in person at a branch	Deposit at a banking machine
4 business days	5 business days	7 business days	8 business days
Immediately	On the business day following the day of the deposit	Immediately	On the business day following the day of the deposit
3 business days	3 business days	3 business days	3 business days
Immediately	Immediately	Immediately	Immediately

*Please see the following section for additional restrictions on access to the first \$100 and on the fund hold period.

**National Bank reserves the right to apply the limits of the federal regulation without prior notice.

The length of the fund hold period for cheques drawn on a financial institution outside Canada or not in Canadian dollars varies between 15 and 90 business days.

Restrictions on access to the first \$100 and on the fund hold period

On an exceptional basis, federal regulation allows us to refuse to give you access to the first \$100 or freeze cheques for a period exceeding the fund hold period in one of the following circumstances:

- The account has been open for less than 90 days
- The cheque:
 - Has been endorsed more than once
 - Is deposited at least six months after the date on the cheque
 - Is not encoded with magnetic ink
 - Has damaged or mutilated encoding
 - Is unreadable by clearing and processing systems
- In the event of unusual circumstances beyond our control
- We have reasonable grounds to believe that:
 - The cheque has been deposited for illegal or fraudulent purposes
 - Suspicious transactions have been performed under the terms of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*

Customer service

As per the conditions outlined above, if you're dissatisfied with our decision to refuse you immediate access to funds and, as applicable, to extend the fund hold period, we encourage you to contact our Solutions Banking Client Service Centre at 1-866-888-1379, or refer to the "Customer satisfaction" section of this fee guide.

CUSTOMER SATISFACTION

CUSTOMER SERVICE

If you experience any problem or situation that you'd like to see corrected, please proceed as follows.

First step

Call the Solutions Banking Client Service Centre at 1-866-888-1379 (toll-free in Canada). We'll respond to your complaint promptly.

Complaint not settled to your satisfaction in the first step

National Bank Mediation Department

P.O. Box 93

Station Place d'Armes

Montreal, Quebec H2Y 3E9

Telephone: 1-888-955-6655

Fax: 1-877-866-1407 or 514-866-1407

Exceptions: For complaints related to insurance, mutual funds or financial planning, contact the National Bank Ombudsman directly.

Complaint not settled to your satisfaction by the National Bank Mediation Department

Office of the National Bank Ombudsman

P.O. Box 275

Montreal, Quebec H2Y 3G7

Telephone: 1-888-300-9004

Fax: 1-888-866-3399 or 514-866-3399

Website: nbc.ca/en/about-us.html

Complaint not settled to your satisfaction by the National Bank Ombudsman

Ombudsman for Banking Services and Investments

P.O. Box 5

401 Bay Street

Suite 1505

Toronto, Ontario M5H 2Y4

Telephone: 1-888-451-4519

Fax: 1-888-422-2865

Website: obsi.ca

Email: ombudsman@obsi.ca

At any time

If you have a complaint regarding a possible breach of federal consumer protection legislation or the provisions of public commitments or voluntary codes of conduct adhered to by the bank, you can use the method of communication that suits you in contacting:

Financial Consumer Agency of Canada

Enterprise Building
427 Laurier Ave West
6th Floor
Ottawa, Ontario K1R 1B9
Telephone: 1-866-461-3222
Website: fcac-acfc.gc.ca
Email: info@fcac-acfc.gc.ca

Protection of personal information

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.
Place de Ville, Tower B, 3rd Floor
Ottawa, Ontario K1A 1H3
Telephone: 1-800-282-1376 or 613-947-1698

Notice of changes to fees listed in this guide

You'll be informed of any fee changes:

- 30 days prior to the effective date, by means of a notice inserted with your account statement
- 60 days prior to the effective date, by means of a notice displayed at National Bank of Canada branches and banking machines or by means of a new version of this guide

Interest rates are subject to change without notice.



®¹ Registered trademark of Interac Inc.

®² Registered trademark of Fiserv Inc.

®³ Registered trademark of CIRRUS SYSTEMS Inc.

®⁴ NYCE is a registered trademark of NYCE Corporation.

Transaction fees and currency exchange charges apply.

®⁵ Maestro is a registered trademark of MasterCard International Inc.

Transaction fees and currency exchange charges apply.

Transactions in foreign currencies other than U.S. dollars will first be converted into U.S. dollars and then converted into Canadian dollars.

SolutionsBanking™

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