



# Welcome to National Bank

Product and Service Migration Guide – Personal



The next chapter.



Welcome!

We're proud to welcome you to National Bank® and start this next chapter together. This Product and Service Migration Guide will support your transition from Canadian Western Bank® (CWB®) to National Bank. An online version is also available at **[welcome.nbc.ca/personal/guide](https://welcome.nbc.ca/personal/guide)**.

This guide will help you with the migration of your products and services and the impact on your everyday banking. It outlines how accounts, cards, lending products, investments and other products will transition, and introduces the new online banking tools that will soon be available to you.

If you have any questions, please refer to **[welcome.nbc.ca](https://welcome.nbc.ca)**, contact your Relationship Manager or local banking centre, or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) and we'll be happy to help.

We're committed to making your migration experience as smooth as possible while maintaining the service you have come to trust.

Here's to writing our next chapter, together.



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# 1. General information

## 1.1 Migration to National Bank of Canada

As part of our acquisition of Canadian Western Bank (CWB), we are pleased to welcome you as a client of National Bank of Canada (National Bank). Your CWB products and services will transition to National Bank or its subsidiaries based on the migration timeline.

Clients will be migrated in waves, and will be provided with materials to prepare for and support their migration including:

- › A **Migration Letter**, with detailed information including migration dates and this Product and Service Migration Guide
- › A Migration Website at [welcome.nbc.ca](https://welcome.nbc.ca)
- › An **Online Banking Enrollment Letter**

The migration information outlined in this guide relates to the products and services which you have signed up for prior to migration. Copies of agreements for products and services, as well as National Bank's *Fee Guide for Personal Banking Solutions*, can also be accessed directly at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

### Important security notice

National Bank will never proactively call, text, or email you to ask for your banking information, especially your one-time verification code number, PIN, password, or sign-in credentials. More information about prohibited conduct, code, and commitments is available at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

## 1.2 Statements and Account Agreements

National Bank account statements will be sent to the primary account holder's address on record with CWB. Therefore, please ensure that your address on file with CWB is accurate. Following migration, you may communicate with us to change the account holder who receives statements. Please refer to section **1.13 Contact Us** for details.

Cheque copies will not be mailed with your account statement but issued cheques will be viewable on National Bank's online bank.

To go paperless and avoid fees related to the mailing of statements, consent to receiving e-statements by signing up for National Bank's online bank. You may do so simply by signing in and opting for electronic statements in your preferences. For more information, please refer to section **7. Fee Guide**.

## 1.3 Personal Information

As a result of National Bank's acquisition of CWB, your personal information is now held by National Bank and its subsidiaries, as applicable. National Bank is committed to protecting your personal information and privacy in accordance with National Bank's *Privacy Policy*, available at [nbc.ca/privacy-policy](https://nbc.ca/privacy-policy).



## 1.4 Tax Reporting

During your migration period, your tax slips will be issued in two parts. If you migrate in 2025, you will receive a tax slip from CWB that covers the period before your migration, and a second 2025 tax slip from National Bank that covers the period after your migration. In subsequent years, tax slips will be provided by National Bank.

## 1.5 Power of Attorney

National Bank and its subsidiaries will work to migrate information in accordance with the wishes of clients or their designated agents. Accordingly, National Bank and its subsidiaries may reach out to you or your legal representative for necessary updates.

If you have authorized an individual with power of attorney for your CWB deposit accounts, a debit card will be sent to your attorney's address on file, allowing your attorney to conduct transactions on your behalf.

Should you wish to share additional information after migration, please refer to section **1.13 Contact Us**.

## 1.6 CDIC Coverage

National Bank is a member of the Canada Deposit Insurance Corporation (CDIC), a federal Crown corporation that protects your deposits of up to \$100,000 at CDIC member institutions. This is a free and automatic service, for which clients do not need to sign up.

Applicable coverage may not exceed \$100,000 per depositor and per category of deposits at the same financial institution, regardless of the currency.

Your deposits at both CWB and National Bank are insured separately for up to \$100,000 per depositor per category, as if the acquisition had not taken place. The amount of separate coverage for those deposits will apply for a period of two years from the date of the acquisition less withdrawals from those deposits or until term deposits mature or are redeemed.

As such, eligible deposits at CWB before the amalgamation continue to be protected separately, up to \$100,000 per category, for a period of two years post amalgamation, or in the case of term deposits, until maturity (or redemption). However, the amount of separate coverage is reduced by any withdrawals made from those separate deposits, or as term deposits mature or are redeemed.

For more details on CDIC coverage following the acquisition, please visit [welcome.nbc.ca/cdic](https://welcome.nbc.ca/cdic).

To learn more about deposit insurance, consult either [nbc.ca/cdic](https://nbc.ca/cdic) or the CDIC website at [cdic.ca](https://cdic.ca).

## 1.7 Online Bank

National Bank's online bank offers numerous features including the ability to make *Interac* e-Transfers®, download specimen (void) cheques and make international payments. You may also make electronic bill payments and cheque deposits via our National Bank app.

Instructions on how to set up your profile are included in your **Online Banking Enrollment Letter**, as mentioned in your **Migration Letter**.





## 1.8 National Bank App

The National Bank app offers a comprehensive range of features designed to enhance your banking experience. You may manage your National Bank accounts and view your transaction history or chequing balance from anywhere.

The app enables transfers between accounts, and supports electronic bill payments and cheque deposits.

## 1.9 Branch Services

All CWB banking centres will progressively be converted into National Bank branches.

Upon migration, you will gain access to the full National Bank network and will only be able to do your in-person banking activities in a National Bank branch. Use our branch locator at [nbc.ca/locator](https://nbc.ca/locator) or enroll in our online banking solutions to facilitate the management of your National Bank accounts and services.

## 1.10 Automated Banking Machine (ABM)

National Bank offers an expansive network of ABMs that are part of THE EXCHANGE® network. With more than 2,500 points of service in Canada and around the world, you will be able to make a number of transactions, including envelope-free deposits and withdrawals.

Fees for using an ABM outside the National Bank network are as follows:

- › Interac®: \$2.00
- › Cirrus®: \$5.00
- › THE EXCHANGE®: Free

For a complete list of National Bank branches and ABMs, please refer to our locator at [nbc.ca/locator](https://nbc.ca/locator).

## 1.11 Debit Card Limit Management

Daily limits and withdrawals limits are pre-set for you by the bank for debit card purchases. You can change your own limits for ABM withdrawals, contactless payments and chip-and-PIN payments, or even deactivate them completely by setting the limit at \$0. To change your limits, call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll free) or visit a branch.

For Interac debit contactless payments, the maximum limit is \$250 per transaction and a cumulative contactless transaction limit of \$500 applies. Once this limit is reached, you must make another PIN payment.

For more information about debit card limit management, visit [nbc.ca/debit-card](https://nbc.ca/debit-card).



## 1.12 Complaints

### Complaint Settlement

We are committed to addressing any dissatisfaction you may experience. Our three-step complaint resolution process ensures that your concerns are heard and handled promptly. For full details on the process, please refer to [nbc.ca/complaint](https://www.nbc.ca/complaint) or to our **Complaint Settlement** document at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

You can also obtain more information by:

- › Contacting your **Relationship Manager**
- › Visiting any **National Bank branch**
- › Calling the National Bank Client Experience Centre (CEC) at **1-888-835-6281** (toll free)

**Step 1:** Submit a complaint to the appropriate department by contacting your Relationship Manager or visiting a National Bank branch.

**Step 2:** You can request a review of your complaint by contacting National Bank's Client Complaint Appeal Office at [complaintappeal@nbc.ca](mailto:complaintappeal@nbc.ca).

**Step 3:** If you are not satisfied with the decision of the Client Complaint Appeal Office or if your complaint has not been resolved within **56 calendar days**, you may escalate it to the **external complaints agency** affiliated with National Bank for an independent review:

#### Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400, PO Box 8  
Toronto, ON M5H 3R3  
Toll-free telephone: 1-888-451-4519  
Website: [www.obsi.ca](http://www.obsi.ca)  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

### Financial Consumer Agency of Canada (FCAC)

FCAC supervises all federally regulated financial institutions for compliance with federal consumer protection laws. At any time, if you have a complaint regarding a possible failure to respect the provisions relating to consumers prescribed by the federal legislation that governs banks or trust and loan companies, or the provisions of a public commitment or a voluntary code, you can contact:

#### Financial Consumer Agency of Canada

427 Laurier Avenue West, 6<sup>th</sup> Floor  
Ottawa, ON K1R 1B9  
Phone: 1-866-461-3222  
Website: [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca)

## 1.13 Contact Us

Your migration experience is important to us. We are pleased to support you along the way. For more information, please:

- › Visit [welcome.nbc.ca](https://welcome.nbc.ca) for the most up-to-date migration information, including the **frequently asked questions** section.
- › Contact your Relationship Manager or local banking centre.
- › Call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll free) for further assistance.



## 2. Personal Deposit Accounts and Safety Deposit Box

Your CWB personal chequing and savings accounts will migrate to comparable National Bank offerings. For a copy of the *Deposit Account Agreement* applicable to your accounts, please visit [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

Please contact us if you would like to discuss other options that may better suit your needs. You may cancel your agreement without penalty. However, fees associated with the use of your account prior to your cancellation may apply. For more information, please refer to section 7. **Fee Guide**.

To learn more about other accounts available to you at National Bank, please visit [nbc.ca/bank-accounts](https://nbc.ca/bank-accounts) to review the alternatives.

### 2.1 Chequing Accounts

Chequing accounts are designed for everyday transactions such as deposits, withdrawals and bill payments.

As part of your transition from CWB to National Bank, **your monthly package fees will be waived for at least 12 months after migration**. You will receive a notice before the end of the waiver period. Afterwards, there may be other rebates and waivers that you may be eligible for.

At National Bank, chequing accounts do not accrue interest.

The following table outlines the National Bank package to which specific CWB chequing accounts will migrate. For more information, please refer to section 7. **Fee Guide**.

CWB Chequing Accounts	National Bank Migrated Packages	National Bank Monthly Fees
Gold Leaf PLUS™ Account	The Total®	\$28.95/month (waived for a period of at least 12 months)
CWB Prestige™ Account	The Total	
Apex™ all-inclusive Chequing Account (incl. Staff and Family)	The Total	
Standard Chequing Account	The Total	
Basic Account	The Total	
Student Account Age requirement: 24 years old and older	The Total	\$0
Student Account Age requirement: 23 years old and younger	The Connected®	
Youth Account Age requirement: up to 17 years of age	The Connected	



The table below highlights the features of the relevant National Bank packages.

	The Connected	The Total
Monthly fees	\$15.95 (\$0 for clients 23 years old and younger)	\$28.95 (waived for a period of at least 12 months)
Transactions included <sup>1</sup>	Unlimited digital transactions	Unlimited transactions (including branch transactions)
At a branch		
› Withdrawal, transfer, withdrawal for bill payment	\$1.50/transaction	Included
› Bill payment service at a branch	\$2.00/bill	Included
Electronic <sup>1</sup>		
› Withdrawal, transfer, <sup>2</sup> withdrawal for bill payment <sup>3</sup>	Included	Included
› Debit purchase	Included	Included
› Cheque, pre-authorized debit	Included	Included
Minimum daily balance to have flat monthly fees waived	\$4,500	\$6,000
Sending an <i>Interac</i> e-Transfer <sup>4</sup>	Free	Free

<sup>1</sup> Transactions carried out at our ABMs, a participating merchant, through our online banking services (including our call centre) or those related to certain operations in your account.

<sup>2</sup> Includes transfers between accounts, transfers to another person, international transfers and *Interac* e-Transfers (in those last two situations, through our online banking services only).

<sup>3</sup> Each bill paid at an ABM or through our online banking services counts as a transaction.

<sup>4</sup> Fees apply to the *Interac* e-Transfer itself (see note 3 above) if you exceed the number of transactions included in your package or offer.

**The Connected (cont.)****The Total (cont.)****Statement fees**

› Online statement	Free	Free
› Paper statement	\$2.50/month/account	Free
› List of transactions via ABM	Free	Free

**Discount on monthly fees**

› 0–17 years old	(\$15.95)	(\$10.95)
› 18–24 years old	(\$15.95)	(\$15.95)
› 60 years and older	(\$5.00)	(\$5.00)
› For the holder of a Platinum Mastercard®, World Mastercard® or World Elite Mastercard® <sup>1</sup>	(\$5.00)	(\$10.00)

**Other advantages**

› Cashback on the annual fees for a National Bank Mastercard® credit card, at enrollment <sup>2</sup>	Up to \$30.00	Up to \$150.00
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**The Total – other advantages included**

With The Total package, you enjoy these benefits:

- › Use of the *Interac* and *Cirrus* networks
- › Overdraft protection
- › Bank draft
- › Purchase or sale of paper money (in a foreign currency)
- › Stop payment
- › 100 personalized cheques (excluding shipping fees and taxes)
- › Integrated credit line<sup>3</sup>
- › Automatic transfer carried out by the bank at a specific date at your request

<sup>1</sup> We reserve the right to terminate, without notice, the discount applicable to your banking package if you do not hold eligible products. You must also keep your credit card account in good standing by adhering to the terms set out in the *Credit Card Agreement*. This discount cannot be combined with a Banking Offer. In the event you close your eligible credit card account, or don't keep your eligible banking package or credit card account in good standing, we will charge you for the total amount of the applicable fixed monthly fees without the discount.

<sup>2</sup> The cashback on the annual fees for a National Bank Mastercard credit card can only be applied one time, at enrollment.

<sup>3</sup> This line of credit is subject to credit approval by the bank. This package does not waive interest charges on the line of credit.



## 2.2 Savings Accounts

### 2.2.1 High Interest Savings Account

National Bank High Interest Savings Account (HISA) is designed to help you earn interest while granting quick access to your money. It can help you save for future projects while maintaining liquidity. It is not intended for everyday purchases (e.g., bill payments, groceries) since transactions in this account may incur fees. One free-of-charge withdrawal per month is included with your savings account, but subsequent withdrawals will incur a \$5 fee. To avoid incurring these fees, we recommend transferring funds to your National Bank chequing account, which is designed for everyday purchases. Please contact us if you would like to discuss other options that may better suit your needs.

The following table outlines which specific CWB accounts will migrate to National Bank HISA. Your post-migration interest rates may vary from previous interest rates at CWB. For current National Bank rates, please visit [nbc.ca/rates](https://nbc.ca/rates).

CWB Savings Accounts	National Bank Migrated Accounts	Rate
Summit Savings Account® (incl. Staff and Family)	High Interest Savings Account	Applicable rates are available at <a href="https://nbc.ca/hisa">nbc.ca/hisa</a>
Flex Notice Canadian Account (31-day and 93-day)	High Interest Savings Account	Applicable rates are available at <a href="https://welcome.nbc.ca/product-rates">welcome.nbc.ca/product-rates</a>

Funds in National Bank HISA are accessible at any time; the notice requirement to access funds in your CWB Flex Notice Account will no longer be necessary after migration.





## 2.2.2 USD Progress™ Account

National Bank USD Progress Account is helpful for travellers to the United States. It provides a favourable exchange rate that may be used in a variety of scenarios such as when making withdrawals and cheque payments in USD. Our USD Progress Account accrues interest for balances exceeding \$5,000. The USD Progress Account must be opened at one of our branches. Transactions can only be conducted through your Relationship Manager, a National Bank branch or by calling the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll free). They cannot be carried out at ABMs, through National Bank's online bank or with a debit card across points of service. Fees for this account are charged in USD.

The following table outlines which specific CWB USD accounts will migrate to National Bank USD Progress Account. Your post-migration interest rates may vary from previous interest rates at CWB. For current National Bank rates, please visit [nbc.ca/rates](https://www.nbc.ca/rates).

CWB USD Accounts	National Bank Migrated Accounts	Rate
USD Flex Notice Account (31-day and 93-day)	USD Progress Account	Applicable rates are available at <a href="https://welcome.nbc.ca/product-rates">welcome.nbc.ca/product-rates</a>
USD Personal Chequing Account (incl. Staff and Family)	USD Progress Account	Applicable rates are available at <a href="https://nbc.ca/usdprogress">nbc.ca/usdprogress</a>
USD Personal Savings Account (incl. Staff and Family)	USD Progress Account	Applicable rates are available at <a href="https://nbc.ca/usdprogress">nbc.ca/usdprogress</a>

Funds in National Bank USD Progress Account are accessible at any time; the notice requirement to access funds in your CWB Flex Notice USD Account will no longer be necessary after migration.

## 2.3 Interest Rates on Savings Accounts

The interest rates on your National Bank savings account may vary from those you had with CWB.

You may find current interest rates and interest-related information applicable to National Bank personal deposit accounts at [nbc.ca/account-rates](https://nbc.ca/account-rates). Please note that interest rates may fluctuate frequently. Your post-migration interest rates may vary from previous interest rates at CWB. Applicable rates are available at [welcome.nbc.ca/product-rates](https://welcome.nbc.ca/product-rates).

Interest on your National Bank savings account is based on the daily closing balance and paid monthly.

Interest accrued on your CWB account prior to migration will be credited to your account post-migration. Subsequent interest earned during the month following migration will be calculated and paid based on the end-of-day balance at National Bank's regular deposit date. Please note that this date may differ from the date on which CWB credits interest into your account.



## 2.4 Overdraft Protection

National Bank offers protection against overdrafts, also known as Personal Overdraft Protection (POP) at CWB. When there is a lack of funds, the overdraft protection triggers an automatic transfer from one account to another in the same currency.

Your CWB overdraft conditions will be honoured at National Bank, except as outlined below:

- › Overdraft protection between a retail account and a business account
- › Overdraft protection between a CAD account and a USD account
- › Overdraft protection with an incremental amount. The overdraft protection will cover the overdraft balance only.

For more information, please refer to section **7. Fee Guide**.

## 2.5 Safety Deposit Box

Your CWB-issued safety (safe) deposit box will be maintained, but National Bank will not issue new ones. For more information on fees that may apply to retained safety (safe) deposit boxes, please refer to section **7. Fee Guide**.

## 2.6 Electronic Alerts

National Bank will continue to send you an electronic alert when the balance in your account falls below \$100 or any other specified amount so long as you have provided CWB with an email address.

You may choose to opt out of receiving electronic alerts or change your preferences, including the amount set for the alert, through National Bank's online bank.

## 2.7 Changes to your CWB Agreements for Deposit Accounts

Your CWB deposit account agreements will undergo changes, including updates that are required to align with the terms of National Bank's *Personal Deposit Account Agreement*.

Below are the most important excerpts of National Bank's *Personal Deposit Account Agreement*, and their corresponding sections in the CWB *Personal Account Agreement* and *Flex Notice Account Agreement*, for you to note. For all other changes, please read the *Deposit Account Agreement* at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).



**Sections of CWB Personal  
Account Agreement**

**Sections of Flex Notice  
Account Agreement**

**Sections of National Bank's Personal  
Deposit Account Agreement**

No corresponding sections

No corresponding sections

*Authentication (section 8.2)*

The password and PIN you choose are intended to authenticate you. They are your electronic signature and confirm your instructions and transactions. You must notify us immediately if you believe that an unauthorized person is acting on your behalf.

We may rely on any electronic communication from you or that appear to come from you which we deem authentic. We are not required to ask for additional personal information to authenticate you.

If you send instructions electronically (automated payment, pre-authorized debit, sending or transfer of funds, direct deposit, mobile payment, digital deposit, bill payment), you accept the associated risks, such as failure to send the instructions. We are not liable for any loss that results from the execution of these instructions, except in the case of intentional or gross fault on our part.

*Cheque images (section 8.4)*

We create an image of cheques at the time of deposit, which replaces the original cheque. We are not responsible for any loss or inconvenience arising from the creation of an image or the inability to return the original cheque to you.

Images of cheques drawn on your account are available through our online banking services. You can print and download them to keep a copy.



## Sections of CWB Personal Account Agreement (cont.)

### Joint Account (section 20)

If there are two or more owners, we hereby jointly and severally agree with the Bank and with each other that all monies from time-to-time deposited to the Account, and interest, may be withdrawn by any one of us or his or her attorney or agent. Each of us hereby irrevocably authorizes the Bank from time-to-time to accept as a sufficient acquittance for any amounts withdrawn from the Account, any receipt, cheque or other instrument signed by any one or more of us, his, her or their agents, without any further signature or consent of the other or others of us thereto unless specified otherwise in the Application.

The Bank is also hereby authorized to credit the Account with all monies paid to the Bank for the credit of any one or more of us.

### Survivorship (section 21)

If there is more than one owner, and we hold this Account as joint tenants with right of survivorship, if one of the owners dies, the remaining owners will become entitled to the deceased's share in equal portions. This provision does not apply in the Province of Quebec.

## Sections of Flex Notice Account Agreement (cont.)

### Joint Account (section 21)

If there are two or more owners, we hereby jointly and severally agree with the Bank and with each other that all monies from time-to-time deposited to the Account, and interest, may be withdrawn by any one of us or his or her attorney or agent. Each of us hereby irrevocably authorizes the Bank from time-to-time to accept as a sufficient acquittance for any amounts withdrawn from the Account, any receipt, cheque or other instrument signed by any one or more of us, his, her or their agents, without any further signature or consent of the other or others of us thereto unless specified otherwise in the Application.

The Bank is also hereby authorized to credit the Account with all monies paid to the Bank for the credit of any one or more of us.

### Survivorship (section 22)

If there is more than one owner, and we hold this Account as joint tenants with right of survivorship, if one of the owners dies, the remaining owners will become entitled to the deceased's share in equal portions. This provision does not apply in the Province of Quebec.

## Sections of National Bank's Personal Deposit Account Agreement (cont.)

### Joint Accounts (section 6.1)

#### *The powers of each joint holder (section 6.1.1)*

Joint holders have the same rights and obligations concerning account management. Without the consent of the other joint holders, each holder can:

- › Carry out any transaction in the account. For example, withdrawals, deposits and payments
- › Manage the account. For example, change the package on the account, order cheques and close the account
- › Make administrative decisions regarding the account. For example, change the mailing address on the account and agree to receive electronic communications, and
- › Object to a transaction or make a stop payment.

If you require the consent of all joint holders for account transactions, you must inform your branch when opening the account. It is also possible to do so at a later date.

We do not verify the number of signatures required for the following transactions:

- › Making a pre-authorized debit, and
- › Accepting a deposit.



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

*Your liability (section 6.1.2)*

Each joint holder is jointly and severally (in Quebec, solidarily) liable for:

- › Account transactions,
- › Changes to the account, and
- › Reimbursement of all amounts due for the use of the account, regardless of who made the transaction.

You are responsible for informing the other joint holders if you make changes to the account. You must notify us of any irregular transactions.

*Withdrawal of a joint holder  
(section 6.1.3)*

The withdrawal of a joint holder will result in the closure of the joint account. The account may remain open with our authorization. You are responsible for making the necessary arrangements with anyone making direct deposits or pre-authorized debits to the account. Once a joint holder is removed from the account, this person has no rights to the account and can no longer obtain information about it. The joint holder who withdraws from the account is responsible for informing the other joint holders.

*Closure of the account (section 6.1.4)*

The joint account may be closed by only one of the joint holders. The joint holder will then be able to take possession of the funds in the account, unless more than one signature is required to make the withdrawal when the account is closed. We can also issue a draft payable to the order of all joint holders. The joint holder who has closed the account is responsible for informing the other joint holders.



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

*Death of a joint holder (section 6.1.5)*

[...] In a province or territory other than Quebec, a joint account includes a right of ownership with survivorship. In the event of death, the surviving account holders maintain ownership of the funds in the account and continue to manage it. We have no obligation to the estate of a deceased account holder. Limitation of liability: We are not responsible for losses, damages or fees, including legal fees resulting from litigation between the estate and others involved.

*Documents and communications  
(section 6.1.6)*

When you open the account, you must designate a holder to receive the account statement. Joint holders receive all other documentation related to the account.

Each joint holder can receive an electronic notification when the account balance falls below \$100 or any other amount you choose.

For more information on joint accounts, please refer to our brochure *Power of attorney and joint account – Useful information* available in the banking centres and at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).





## Sections of CWB Personal Account Agreement (cont.)

### Set-off (section 8)

The Bank may debit my Account with any amount I owe to the Bank, even if this creates or increases an overdraft. I will be responsible for and will pay any amount so debited together with interest thereon at an annual rate of interest that I have agreed to pay or, in the absence of such agreement, at the rate of interest charged by the Bank from time to time for overdrafts. Without limitation, if the Account is owned by more than one owner, I agree that the debt of any one of us to the Bank may be debited to the Account we hold together.

## Sections of Flex Notice Account Agreement (cont.)

### Set-off (section 9)

The Bank may debit my Account with any amount I owe to the Bank, even if this creates or increases an overdraft. I will be responsible for and will pay any amount so debited together with interest thereon at an annual rate of interest that I have agreed to pay or, in the absence of such agreement, at the rate of interest charged by the Bank from time to time for overdrafts. Without limitation, if the Account is owned by more than one owner, I agree that the debt of any one of us to the Bank may be debited to the Account we hold together.

## Sections of National Bank's Personal Deposit Account Agreement (cont.)

### Rights and obligations of the Bank (section 7.1)

#### *Withdrawal of funds from your account (right of set-off) (section 7.1.1)*

We have the right to withdraw funds from your account to pay any amount that you owe us. For example:

- › A deposited cheque that has not been paid or that is likely not to be paid
- › An amount credited to your account resulting from a fraudulent deposit
- › Your account is overdrawn, or
- › You did not repay interest on your loan.

When we exercise our right of set-off, we may without notice:

- › Withdraw funds from any account held with us, and
- › Create or increase the overdraft amount on any account held with us at the current interest rate.

#### *Control of your access (section 7.1.2)*

We may limit or block access to your account, your debit card or any of our services if:

- › You fail to comply with the terms of this agreement,
- › Your account is the subject of a legal proceeding or claim, or
- › We suspect illegal or fraudulent activity, such as cybercrime or financial exploitation.



## Sections of CWB Personal Account Agreement (cont.)

### Debits to the Account (section 2)

[...] I shall draw encoded cheques only for the Account if encoded cheques are issued for the Account. The Bank shall not be liable in any circumstances for any loss, costs or damages whatsoever arising from the wrongful acceptance of a cheque or from the wrongful refusal of the Bank to honour a cheque which is drawn by me on an account other than the Account for which the cheque is encoded.

### Account Statement and Verification (section 5)

[...] I agree that I will be responsible for all use of my cheques, instruments and other debits to the Account and that the Bank will have no responsibility for forged cheques, instruments or unauthorized transactions unless I can show that I took reasonable precautions to protect such cheques, instruments and transactions and that I took reasonable care to examine my statements of Account and transaction information. I agree to promptly notify the Bank of any forged or unauthorized cheque, other instrument or transaction as soon as I discover it.

## Sections of Flex Notice Account Agreement (cont.)

### Account Statement and Verification (section 6)

[...] I agree that I will be responsible for all transactions to the Account and that the Bank will have no responsibility for forged instruments or unauthorized transactions unless I can show that I took reasonable precautions to protect such instruments and transactions and that I took reasonable care to examine my statements of my Account and transaction information. I agree to promptly notify the Bank of any forged or unauthorized instrument or transaction as soon as I discover it.

### Waiver of Protest (section 7)

I waive in favour of the Bank presentment, notice of dishonour and protest of all bills of exchange, promissory notes, cheques, orders for payment of money, securities, coupons, notes (all or any of which are hereinafter collectively or separately referred to as "Instruments" or "Instrument" as the case may be) drawn, made, accepted or endorsed by me and now or hereafter delivered to the Bank at any of its banking centers or agencies for any purpose. I shall remain liable to the Bank as if presentment, notice of dishonour and protest had been duly made or given. Provided that the Bank may note or protest any Instrument because of any endorsement other than that of me or the Bank or for other reason if the Bank, in its discretion, considers it in the best interest of me or the Bank. The Bank will not, in any circumstances, be responsible or liable for failure or omission to note or protest any Instrument.

## Sections of National Bank's Personal Deposit Account Agreement (cont.)

### Limitation of liability (section 7.1.3)

We are not liable for any loss or damage arising from this agreement, unless it results from an intentional or gross fault on our part.

We are also not liable for any loss resulting from force majeure, cybercrime or cyberthreat, technical failure, unavailability of our systems or any other event beyond our control, unless it results from an intentional or gross fault on our part.

Furthermore, we are not liable for any loss or damage resulting from:

- › Fraud or unauthorized activity committed by you or any other holder on the account
- › Your failure to follow our instructions
- › Incomplete, inaccurate or misleading information or instructions
- › A delay in our processing of any of your requests where such delay is out of our control
- › Our services (including their availability)
- › Internet and payment card networks
- › Networks you connect to with your device
- › The protection of information exchanged via electronic communication channels
- › The actions of third parties or merchants
- › Software or applications
- › Merchants' terminals, and
- › The devices you use.

We are also not liable to you for indirect, consequential, special or punitive damages where applicable.



**Sections of CWB Personal  
Account Agreement (cont.)**

**Waiver of Protest (section 6)**

I waive in favour of the Bank presentment, notice of dishonour and protest of all bills of exchange, promissory notes, cheques, orders for payment of money, securities, coupons, notes (all or any of which are hereinafter collectively or separately referred to as "Instruments" or "Instrument" as the case may be) drawn, made, accepted or endorsed by me and now or hereafter delivered to the Bank at any of its branches or agencies for any purpose. I shall remain liable to the Bank as if presentment, notice of dishonour and protest had been duly made or given. Provided that the Bank may note or protest any Instrument because of any endorsement other than that of me or the Bank or for other reason if the Bank, in its discretion, considers it in the best interest of me or the Bank. The Bank will not, in any circumstances, be responsible or liable for failure or omission to note or protest any Instrument.

**Use of Agents (section 7)**

The Bank may use the services of any bank or agent as it may deem advisable in connection with my banking business. Such bank or agent is deemed to be my agent and the Bank will not, in any circumstances, be responsible or liable to me by reason of any act or omission of such bank or agent, however caused, in the performance of such services or by reason of the loss, theft, destruction or delayed delivery of any Instrument while in transit to or from, or in the possession of, such bank or agent.

**Sections of Flex Notice  
Account Agreement (cont.)**

**Use of Agents (section 8)**

The Bank may use the services of any bank or agent as it may deem advisable in connection with my banking business. Such bank or agent is deemed to be my agent and the Bank will not, in any circumstances, be responsible or liable to me by reason of any act or omission of such bank or agent, however caused, in the performance of such services or by reason of the loss, theft, destruction or delayed delivery of any Instrument while in transit to or from, or in the possession of, such bank or agent.

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

No corresponding sections

No corresponding sections

**Your obligations (section 7.2)**

***Outstanding cheques (section 7.2.1)***

You are responsible for outstanding cheques drawn on or deposited to your account and which have not been processed. You remain responsible even after your account is closed.

If we have paid a cheque made to you and we do not receive payment, we may debit the amount from your account. Then, it is your responsibility to dispute the cheque directly with the payer or the financial institution from which it was drawn.

You waive the right to dispute a cheque that you have authorized, signed, endorsed or deposited.

***Security of your cheques  
(section 7.2.2)***

You must keep a record of your cheques to track which cheques have been cashed and which are outstanding. You must keep your chequebooks in a safe place and prevent anyone else from having access to them.

You must never sign and give another person a cheque that is not completed. You must notify us immediately if your cheques are lost or if you suspect that someone else is using them.

***Investigation (section 7.2.3)***

We may conduct an investigation because of activity related to your debit card, your account, a deposit or withdrawal transaction. You must cooperate with us in good faith and provide us with any information or evidence upon request.



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

*Debit card (section 7.2.4)*

You are responsible for:

- › Authorized transactions made with your debit card, either in store or online
- › Mistakes you made at an ABM or merchant terminal, and
- › Deposits you made that are fraudulent or without value.

You may be responsible for losses in the following situations:

- › You fail to comply with the security measures set out in section 5.2 of the Personal *Deposit Account Agreement*
- › You wilfully participate in the unauthorized use of your debit card or your password (including the PIN and any biometric data), or
- › Your debit card or password is used at an automated banking machine or merchant terminal without the use of force, intimidation or theft.



**Sections of CWB Personal Account Agreement (cont.)**

No corresponding sections

**Sections of Flex Notice Account Agreement (cont.)**

No corresponding sections

**Sections of National Bank's Personal Deposit Account Agreement (cont.)**

**Debit Card (section 5)**

Debit cards are our property and must be returned to us upon request. We may issue, renew, replace or revoke your card at our discretion. If we replace your debit card, this agreement also applies to the new debit card.

**Transactions with your card (section 5.1 of the Agreement)**

The debit card allows you to make transactions at ABMs and on participating payment networks. As of the date of this agreement, the participating networks in Canada and abroad are *Interac*, *THE EXCHANGE*, *ACCEL*®, *Cirrus*, *Maestro*® and *NYCE*®. Other networks may be added to this list or replace these networks in the future. For more information, please visit **nbc.ca** or contact us. The debit card uses chip technology, recognized by all automated banking machines and merchant terminals in Canada.

**Verification (section 5.1.1)**

Transactions with your debit card are subject to our approval. However, we have no obligation to verify these transactions and may decline them at our discretion.

**Withdrawal limit (maximum amount) (section 5.1.2)**

Debit cards are subject to maximum daily and weekly withdrawal limits. The amount varies depending on whether the transaction is carried out:

- › At an ABM
- › For fund transfers between accounts, or
- › With a participating merchant at a terminal, contactless or not.





**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

You can visit **nbc.ca** to find out the withdrawal limit for contactless terminal transactions. In addition to compliance with the current limit, password composition rules (including with respect to the PIN and any biometric data) apply.

You may choose the maximum withdrawal amount, but we have the right to refuse or change the amount at any time.

A merchant may pre-authorize an amount greater than the actual transaction. This may impact the available balance in your account and your daily withdrawal limit.

***Your security obligations (section 5.2)***

When you use your card, you must:

- › Follow the instructions posted at the merchant terminal
- › Follow the security instructions that you are given
- › Protect the card and any password, among other things, by not allowing anyone else to use them
- › Not write down or disclose your password
- › Take reasonable steps when entering your PIN and change it without delay if you suspect that it has been compromised
- › Use a password or PIN that is unique, difficult to guess and different from your other personal information (address, telephone number, social insurance number or date of birth)
- › Use a different password or PIN if you have more than one card with National Bank and other financial institutions
- › Change the PIN we provided to you when the debit card was issued as soon as possible



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

- › Make the necessary validations prior to making the transaction to ensure that the actions requested by the beneficiary are legitimate, and
- › Collaborate effectively during an investigation by providing the information requested and acting in a manner that assists the investigation.

You must notify us immediately:

- › If you suspect that someone knows your PIN or your password
- › If you suspect that there is fraud on your card, or
- › If your debit card is lost, stolen or used in an unauthorized manner.

You are responsible for all transactions on your account until we are notified. You may be required to reimburse any losses.

For more information, please refer to section 7 of the *Personal Deposit Account Agreement*.

**No corresponding sections**

**No corresponding sections**

**Inappropriate, non-authorized, illegal or abusive use of any of your accounts (section 8.7)**

We may limit the use of your account, as well as close your account without notice or delay, if you use it in a manner that is inappropriate, non-authorized, illegal or abusive. For example, issuing of non-sufficient funds cheques, depositing post-dated cheques, depositing empty envelopes at an ATM or depositing cheques for which you are not the sole payee may cause us to close your account. Please note that your account must be used for personal purposes. It may not be used in the operation of a business without our authorization.



**Sections of CWB Personal Account Agreement (cont.)**

**Sections of Flex Notice Account Agreement (cont.)**

**Sections of National Bank's Personal Deposit Account Agreement (cont.)**

No corresponding sections

No corresponding sections

**Peace of Mind Guarantee (section 7.3)**

You benefit from our *Peace of Mind Guarantee* regarding our online banking services. This guarantee provides for reimbursement of a loss to your account if you follow the security tips. These tips are available on [nbc.ca](http://nbc.ca), under the *ABCs of Security* tab. This guarantee only covers the loss to your account and applies if, after our verification:

- › You followed our security measures
- › You are found to be the victim of fraud
- › You did not authorize a transaction
- › You notified us without delay, and
- › You cooperated with any investigation.

We offer no other guarantee regarding:

- › Our services (including their availability)
- › Internet and payment card networks
- › Networks you connect to with your device
- › The protection of information exchanged via electronic communication channels
- › The actions of third parties or merchants
- › Software or applications
- › Merchants' terminals, and
- › The devices you use.

No corresponding sections

No corresponding sections

**Death (section 8.6)**

In the event of death, the account is frozen until such time as a legal representative is appointed to settle the estate. In the meantime, we may allow withdrawals for emergency expenses and funeral costs. If you have a joint account, please refer to section 6.1.5 of the *Personal Deposit Account Agreement*.



**Sections of CWB Personal  
Account Agreement (cont.)**

**Sections of Flex Notice  
Account Agreement (cont.)**

**Sections of National Bank's Personal  
Deposit Account Agreement (cont.)**

**No corresponding sections**

**No corresponding sections**

**Legal proceedings related to your  
account (section 9.2)**

If your account is the subject of a dispute, opposition, seizure, a request by a regulatory authority or a lawsuit, you must intervene and assume our legal costs.

**No corresponding sections**

**No corresponding sections**

**Dormant accounts and unclaimed  
balances (section 9.9)**

After a certain period of time, if you do not make any transactions, your account will become dormant and a fee may be charged. We will periodically send you inactive account notices to the last addresses appearing in our records, as required by the law.

We will close the account if:

- › At the time the dormancy fee is collected for an inactive account, the account balance is equal to or less than the amount of the fee, or
- › The account has been inactive for 10 years. If there is a balance in the account, we transfer it to the Bank of Canada.

For additional information on how to collect an unclaimed balance, please contact the Bank of Canada directly:

**Bank of Canada – Unclaimed  
Balances Services**

234 Wellington Street, Ottawa,  
Ontario K1A 0G9

Phone: **1-800-303-1282**

Website:

**bankofcanada.ca/  
unclaimed-balances**

Email: **info@bankofcanada.ca**



## 2.8 Upcoming Changes to your NBC Deposit Account effective as of October 26, 2025

Changes to your NBC Deposit Account Agreement will become effective as of October 26, 2025, as per the table below.

### Sections of National Bank's Personal Deposit Account Agreement

<b>Section 4.4 Banking packages, programs and offers</b>	<p>You may enroll in any of our packages, programs or other banking offers at any time. The fees and features that apply are described in section <b>7. Fee Guide</b> and specific brochures that we provide when you enroll, as applicable.</p> <p>Our packages have a limited duration or end because you no longer meet the eligibility requirements. On their end date, certain packages are automatically migrated to another package with comparable fees and features. If your needs or financial situation have evolved, or if the migrated package does not suit you, you may choose another package at any time. Consult section <b>7. Fee Guide</b> to find out if your package offers an automatic migration, as well as the fees and features of the new automatically migrated package.</p> <p>You may choose to cancel a package linked to your account at any time including the automatically migrated package. If you do so or no longer meet the eligibility requirements of a package without an automatic migration, you will be charged a fee for each transaction related to the use of your account as set out in section <b>7. Fee Guide</b>. Once we process your request, you will no longer be able to use the service, but you remain bound by this agreement in respect of your account.</p>
<b>Section 7.2 Your obligations</b>	<p><b>7.2.1 Outstanding cheques</b></p> <p>You are responsible for outstanding cheques drawn on or deposited to your account and which have not been processed.</p> <p>You remain responsible even after your account is closed. If we have paid a cheque made to you and we do not receive payment, we may debit the amount from your account. You waive the right to automatically receive a notice of withdrawal of funds providing the reasons for such withdrawal. We may provide additional information upon request.</p> <p>It is then your responsibility to dispute the cheque directly with the payer or the financial institution from which it was drawn. You waive the right to dispute a cheque that you have authorized, signed, endorsed or deposited.</p>



## Sections of National Bank's Personal Deposit Account Agreement (cont.)

### **Section 8.3 Transmission of documents and your responsibility to provide and update your contact information**

#### **8.3.1 By mail**

All documents (including statements) are sent by mail to your most recent address appearing in our records.

#### **8.3.2 Electronically**

If you signed up to Consent for electronic communications, you will receive statements, documents and communications via our online services:

- › National Bank app and online bank and
- › Digital channels such as email and text message

You are deemed to receive documents as soon as they are sent through our systems. You will receive a notification by email or text message when a document, such as your monthly statement, is available on our online services. If the document is of public or regulatory interest, it will also be available on **nbc.ca**.

#### **8.3.3 Your responsibility to provide and update your contact information**

You are responsible for providing us with your complete and accurate contact information (including your email address if you have signed up to Consent for electronic communications).

You must keep your contact information up to date to receive all documents (including statements) related to your account as well as products and services associated with your bank account. You must promptly update your contact information when we request you to do so (for example, by way of a banner on our online services).

If a document sent to you by email or mail is returned to us, or if you fail to promptly comply with our request to update your contact information, future documents will no longer be sent to you until you update your address. You remain responsible for your account and associated products and services even after we stop sending you documents (including statements).



### 3. Payments and Transactions

As your products transition from CWB to National Bank, our teams are ensuring a transfer of your banking information that is as smooth as possible. Most of your details will be moved automatically, but we recommend that you record the details of your current payee list (including *Interac* recipients) in case some payee information does not successfully migrate.

#### 3.1 Foreign Currency Transactions

You may exchange foreign currencies at National Bank branches. The following fees currently apply to foreign currency transactions:

Clients with a deposit account <sup>1</sup>	
USD	Free <sup>2</sup>
Other currency	\$3.00/transaction <sup>2</sup>
Individuals without a deposit account	
USD	\$3.00/transaction
Other currency	\$5.00/transaction

You may also place currency orders on the National Bank’s online bank and make transactions in a currency other than that of your account. If you make transactions in a currency that you do not hold with us, the transaction amount will be converted to the currency of your account at the rate and by the method determined by the network used. We add a 2.5% fee to the conversion rate used by the network for each transaction.

You cannot make USD transactions on the National Bank app or on the National Bank’s online bank.

<sup>1</sup> Deposits in foreign currency are not accepted for the Personal Flex Line®, Student Line of Credit, RRSP Line of Credit, Home Improvement Line of Credit or Superior Flex Line Program.  
<sup>2</sup> This fee also applies to the purchase of banknotes through online banking services. Canada Post delivery fees are not included.



## 3.2 Wire and International Transfers

Wire payments issued from your National Bank accounts may be made in National Bank branches.

Incoming wire payments to your CWB chequing accounts made on or after migration will be redirected and credited to your migrated National Bank accounts for a period of 12 months. To ensure continuity, please share your National Bank account information with senders of wire payments. Following migration, incoming and outgoing wire payments will continue to be charged according to your CWB pricing.

Following migration, you will have access to the international transfer feature available on the National Bank's online bank and on the National Bank app, allowing for transfer to over 22 countries around the world.

## 3.3 Bill Payments

Bill payments can be made from your National Bank chequing or savings accounts and lines of credit.

Your current list of payees (known as suppliers at National Bank) will be transferred. However, a maximum of 20 payees will be selected in alphabetical order and migrated automatically. If you have over 20 suppliers in your account, some may be missing and you will need to set them up manually after the migration.

If a supplier you previously used is unavailable, it may not yet be part of National Bank's network. National Bank is continually expanding its supplier network. In the meantime, you may process payments via e-Transfer, cheque or wire transfer.

We recommend that you record the details of your current suppliers alongside associated recurring and post-dated payments that you have set-up with CWB, as these may need to be manually set up on the National Bank's online bank.

## 3.4 Cheques

At National Bank, cheques may be ordered directly through the National Bank's online bank or the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free). We recommend that you order cheques as soon as you migrate. If you have written cheques to be drawn on your CWB account, they will be processed through your migrated National Bank account for a period of up to 6 months after the migration date.





### 3.4.1 Hold Periods

A hold period represents the time during which your funds or assets are temporarily withheld before being available for use. This period is essential to verify the accuracy of transactions.

The hold period for a cheque may vary between 4 and 8 business days following its deposit. The length of this period depends on the amount and method of deposit.

	Cheques			
	Less than \$1,500		Over \$1,500	
	Deposit at a branch	Deposit at an ABM or online	Deposit at a branch	Deposit at an ABM or online
Maximum hold funds period <sup>1</sup> (business days)	4	5	7	8
Access to first \$100	Immediate	Immediate for the first cheque; one business day required for subsequent cheques	Immediate	Immediate for the first cheque; one business day required for subsequent cheques

For information on when we may refuse access to the first \$100 or extend the hold period, please consult our *Access to Funds Policy* at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

The maximum hold period<sup>1</sup> for a cheque in USD or euros (payable in France only) is 25 business days. Cheques in other currencies are only accepted on a collection basis. Funds are credited to your account only when National Bank receives payment.

After the hold period expires, the cheque deposit is not guaranteed to be valid. If the cheque is refused or returned unpaid, your account will be debited for the cheque amount along with any applicable fees.

<sup>1</sup> This hold period is an estimate and may be extended if National Bank does not receive payment of the cheque from the foreign financial institution during the initial maximum hold period.



## 3.5 Direct Deposits and Pre-Authorized Debits

Direct deposits and pre-authorized debits in your CWB account will be redirected and processed in your migrated National Bank account for a maximum period of 12 months. Please ensure that you update your account information with vendors by the end of this 12-month period.

## 3.6 Stop Payments

National Bank will honour stop payments for cheques and pre-authorized debits that you have requested prior to migration.

## 3.7 Bank Drafts

Following migration, bank drafts will be issued from your migrated National Bank account. National Bank bank drafts are a good alternative to the cheque certification service previously offered by CWB.

Although National Bank no longer offers cheque certification as a service, please note that CWB-certified cheques will be honoured.

## 3.8 Overdraft

To avoid overdrawing your account, please ensure that you have sufficient funds before making a transaction. If your account is overdrawn, you must repay the amount of the overdraft without delay. Fees and the applicable annual interest will be incurred.

For more information, please refer to section **7. Fee Guide**.

## 3.9 Interac e-Transfer

Following migration, you will be able to send and deposit funds via *Interac* e-Transfer in your National Bank chequing or savings accounts and lines of credit.

The *Interac* e-Transfer Autodeposit feature is available at National Bank; however, you will need to set it up on the National Bank's online bank and provide a valid email address or mobile number. Previous Autodeposit set-ups will no longer be valid.

The *Interac* Request to Pay feature is not available at National Bank.

## 3.10 Transferring Funds Between National Bank Clients

The ability to transfer funds to another client using their account number will not be available after migration. Going forward, you will need to transact using *Interac* e-Transfers.

You may create *Interac* recipients by inputting email addresses or phone numbers from National Bank's online bank.



## 4. Personal Cards

### 4.1 Debit Card

Your National Bank debit card allows you to make transactions at ABMs and in stores.

If you currently have an active CWB debit card or are eligible for one at National Bank, you will receive a new National Bank debit card by mail. Your PIN instructions will be specified in a separate letter that will be sent a few days before your new card.

If your National Bank debit card is lost or stolen prior to migration, please contact the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll free). Following migration, if your card is lost or stolen you will be able to block your card and request a replacement on the National Bank's online bank. This feature will only be available if you have signed up for National Bank's online bank.

### 4.2 CWB Personal Mastercard<sup>®</sup> powered by BRIM<sup>®</sup>

Brim Financial Inc. is the issuer of your co-branded CWB credit card. You will retain your CWB Personal Mastercard credit card upon migration and **will not** be automatically migrated to a credit card issued by National Bank. Accordingly, your cardholder agreement with Brim Financial<sup>®</sup> will continue to apply.

Information pertaining to your CWB Personal Mastercard credit card will not be accessible on the National Bank's online bank, and you will no longer have access to balances on **cwb.digital** after your migration. Thereafter, you will be able to directly access your credit card account at **personalcreditcard.cwbank.com**.

**Important:** Existing and/or new promotional offers and benefits are determined and administered by Brim Financial.

You will have access to an extensive array of National Bank credit cards for which you may apply, either during your onboarding process or later. For more information, please visit **nbcc.ca/creditcard**.

### 4.3 Credit Card Payments

Please note that you will need to update the payment settings of your CWB Personal Mastercard credit card:

- › For autopay settings, you must update the autopay information on the Brim Financial online solutions with the details of your National Bank account.
- › For bill payment settings, you must add CWB Personal Mastercard – Brim as a supplier on the National Bank's online bank.



## 5. Personal Lending Products (Lines of credit, Personal Loans and Mortgages)

Your CWB personal lending products will migrate to comparable National Bank lending products. Loans and mortgages will retain their initial terms and conditions until expiry or renewal. Precisions and exceptions are described below.

### 5.1 Creditor Insurance

Existing creditor life and disability insurance coverage will continue to apply to your loans and lines of credit following migration.

The loan insurance premium will now be collected separately from the loan installment. In case of non-payment of the insurance premium on the due date, it will be deducted at the same time as the next month's premium.

### 5.2 Prime Rate

Following migration, the interest rates of your line of credit, home equity line of credit, variable rate loan and/or mortgage will be based on the National Bank prime rate and not the CWB prime lending rate.

The National Bank prime rate is the annual interest rate announced by National Bank publicly from time to time, which is used to determine the interest rates on demand loans National Bank grants in Canadian dollars in Canada.

For current information on our prime rate, please call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) or visit [nbc.ca/rates](https://www.nbc.ca/rates).

### 5.3 Line of Credit (LOC)

Your CWB LOC will be migrated to National Bank's LOC. Your CWB LOC terms and conditions will be maintained as closely as possible at National Bank as National Bank replaces CWB as your lender, except as outlined below.

If you make certain changes to your LOC after migrating to National Bank (e.g. modifying the credit limit, adding borrowers), you will be required to sign a new agreement with National Bank, adhering to National Bank's terms and conditions.

The LOC is treated as an independent account at National Bank. Therefore, you may make transactions directly in the LOC account.

During migration, we will replicate your existing account structure, meaning that you will have a chequing account linked to each LOC.

Just like at CWB, each time your linked chequing account goes into overdraft, a debit will be taken from the LOC to cover the overdraft. However, please note that funds will not be transferred automatically from the linked chequing account to decrease the outstanding credit in your LOC. To make a payment on the outstanding balance of your LOC account, you can schedule optional recurring payments or make one-time payments in the amount of your choosing.

The following sections contain important information about your LOC at National Bank. To review your account structure, link your LOC to your debit card, schedule recurring optional payments or obtain more information, please contact your Relationship Manager, visit a National Bank branch or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free).

#### 5.3.1 Transaction Fees

When and if your linked account goes into overdraft, your LOC will be accessed without incurring additional fees. However, fees will apply if you choose to make transactions directly in your LOC account. For more information, please refer to section **7. Fee Guide**.



Note that, as part of your transition, your monthly \$1.00 management fee will be waived for at least 12 months. You will receive a notice before the end of the waiver period. Afterwards, there may be other rebates and waivers that you may be eligible for.

Adding a banking package to your LOC may be more suitable based on the type and volume of transactions you require. For more information on which packages are available, please contact your Relationship Manager, visit a National Bank branch, or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free).

### 5.3.2 Annual Interest Rate

The annual interest rate applied to your LOC is equal to the National Bank prime rate + your existing adjustment factor.

The National Bank prime rate is the annual interest rate announced by National Bank publicly from time to time, which is used to determine the interest rates on demand loans National Bank grants in Canadian dollars in Canada. For current information on our prime rate, please call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) or consult [nbc.ca/rates](https://www.nbc.ca/rates).

### 5.3.3 Interest Calculations

Interest is calculated on the daily balance of the advances at the variable interest rate in effect. The daily balance does not fluctuate on non-business days.

Accrued interest is charged to your LOC every month on the statement date. The amount of interest varies every month based on your use of the LOC, your unpaid balance and variations in the variable interest rate.

### 5.3.4 Monthly Statement Period

At National Bank, your statement period will remain monthly, and interest will continue to be charged to your LOC once a month on the statement date (also known as your regular payment date). However, the period covered by your statement may be different than what it was at CWB.

Your first monthly statement at National Bank will cover the period between the start of the statement period at CWB and the end of the statement period at National Bank. On the first statement date following migration, you will see two interest transactions charged to your line of credit account. One will be for interest accrued before migration and one will be for interest accrued following migration. Although there are two interest transactions, there is no impact on the total amount of interest charged.

### 5.3.5 Minimum Payments

You must make a minimum payment within 21 days of your statement date every month. The minimum payment represents the total accrued interest charged to your LOC.

The minimum payment will automatically be taken from the chequing account linked to your LOC on the 21<sup>st</sup> day following your monthly statement.

If a payment covering the amount of the minimum payment is made within this 21-day period, then no amount will be taken from the linked chequing account. If the payment does not fully cover the amount of the minimum payment, only the difference between the minimum payment and the payment will be taken.

You may contact your Relationship Manager or visit a National Bank branch if you wish to:

- › Schedule a pre-authorized debit of the minimum payment on another day within the 21-day period,
- › Change the account from which it is debited, or
- › Make recurring optional payments in the amount of your choice.

The conditions applicable to any new pre-authorized debits are set out in another document that you must sign.



### 5.3.6 Recurring Optional Payments

You may make recurring optional payments in the amount of your choice which may help repay your LOC quickly. These payments must be made within 21 days of the date of your statement.

If the payments are set up to be debited before your minimum payment is made, they will be carried out as follows:

- › If the amount of the optional payment is higher than or equal to the minimum payment amount, then only the optional payment will be debited.
- › If the amount of the optional payment is less than the minimum payment, the optional payment will be debited as expected, and the difference will be debited on the scheduled date for the minimum payment.

You may contact your Relationship Manager, visit a National Bank branch, or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) if you wish to set up recurring optional payments.

### 5.3.7 Additional Payments

At any time, you may also make additional payments to repay the balance of your LOC in full or in part (in addition to the minimum payments and recurring optional payments). These additional payments may be made as deposits in the LOC account.

An additional payment may reduce the minimum payment amount for a period if it is made prior to the minimum payment. The same rules apply as for recurring optional payments.

The total amount of additional payments is added to the amount of the optional payments.

### 5.3.8 Transactions in a Foreign Currency

Foreign currency transactions in an account linked to a LOC or directly in the LOC will be converted to Canadian dollars as follows:

- › Transactions made using your debit card will have the currency converted at the rate and by the conversion method determined by the network used. We apply a 2.5% charge to the conversion rate used by the network. The conversion takes place no later than the date we post the transaction to your account.
- › For transactions made by cheques drawn on your account, the conversion will be done at our exchange rate at the time the amount of the cheque is converted. In addition to the exchange rate, we apply a 3% charge on the converted amount. Our exchange rate is available at [nbc.ca/rates](http://nbc.ca/rates).

Fees will also apply for each cheque drawn on your account in a foreign currency. For more information, please refer to section 7. **Fee Guide**.

## 5.4 Homeworks or Home Equity Line of Credit (Homeworks or HELOCs)

Your CWB Homeworks® Line of Credit will be migrated to National Bank's All-In-One™. Your CWB Homeworks Line of Credit conditions will be maintained as closely as possible when you migrate to National Bank, as National Bank will replace CWB as your lender, except as outlined below. If you make certain changes to your Homeworks Line of Credit after migrating to National Bank (e.g., modifying credit limits, adding borrowers), you may be required to sign a new agreement on National Bank's terms and conditions.

Section 5.3 above also applies to the Homeworks HELOC.

### 5.4.1 Transaction Fees

Following migration, your monthly \$7.00 transaction fee will be waived for a minimum period of 12 months. You will receive a notice before the end of the waiver period. Afterwards, there may be other rebates and waivers that you may be eligible for. Please note that fees for transactions carried out at National Bank branches will continue to apply.

For more information, please refer to section 7. **Fee Guide**.



## 5.5 Overdraft Protection

Your CWB overdraft conditions will be honoured at National Bank. If you make changes to your overdraft after migrating to National Bank (e.g., modifying credit limits, adding borrowers), you will be required to sign a new agreement on National Bank's terms and conditions.

The sections above that apply to the LOC are also applicable to overdraft protection.

### 5.5.1 Interest Rate

The interest rate on the outstanding balance of your National Bank overdraft protection account will decrease from the previous 18% or 21% per year. It will be replaced by the National Bank prime rate + 7% per year.

The National Bank prime rate is the annual interest rate announced by National Bank publicly from time to time, which is used to determine the interest rates on demand loans National Bank grants in Canadian dollars in Canada. For current information on our prime rate, please consult [nbc.ca/rates](https://nbc.ca/rates).

### 5.5.2 Fees

Overdraft protection will be included in The Total chequing account package, which will be offered on your chequing account following migration. As part of your transition from CWB to National Bank, your monthly package fees will be waived for at least 12 months after migration. You will receive a notice before the end of the waiver period. Afterwards, there may be other rebates and waivers that you may be eligible for.

## 5.6 Mortgages

The terms of your mortgage will be maintained as closely as possible when you migrate to National Bank, as National Bank will replace CWB as your lender. Your interest rate, mortgage term, amortization schedule, prepayment privileges, fees and prepayment charges will remain unchanged until the end of your current term. Notable exceptions and features that may function differently are outlined below.

The term of your mortgage may end at multiple points in time, e.g., upon maturity, renewal, refinancing, or porting. When it ends, any new mortgage agreement you sign with National Bank will be subject to National Bank's terms and conditions.

### 5.6.1 Payment Dates (Fixed and Variable Rate)

If you have payments scheduled for the 29<sup>th</sup>, 30<sup>th</sup> or 31<sup>st</sup> of any month, your payment will be moved to the 28<sup>th</sup> as of the first scheduled payment after migration.

Weekly or biweekly payments scheduled on weekends will be processed on the preceding Friday. Following the migration of your mortgage to National Bank, you may contact your Relationship Manager, visit a National Bank branch or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) to make modifications to your payment date.



### **5.6.2 Semi-monthly Payments (Fixed and Variable Rate)**

While most payment schedules will remain unchanged following migration from CWB to National Bank, if you have a mortgage with a semi-monthly payment frequency, your payment schedule will be changed to a monthly payment frequency. Payments will be taken on the 1<sup>st</sup> of each month as of the first scheduled payment after migration.

At any time, you may request modifications to your payment date or frequency by contacting your Relationship Manager, visiting a National Bank branch or calling the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free).

### **5.6.3 Interest Calculations (Variable Rate)**

The interest rate calculation on variable rate mortgages differs between CWB and National Bank. CWB applies a monthly calculation method, while National Bank uses a semi-annual calculation method.

This will result in a favourable change to your outstanding balance, amortization schedule and total interest. No action is required on your part, as this adjustment will be made automatically.

If you have accrued interest due at the end of your term, it may be added to the capital of your renewed mortgage.

Following migration, you will receive a Cost of Borrowing Disclosure Statement with more details.

### **5.6.4 Payment Amount Revision Frequency (Variable Rate)**

At CWB, the scheduled installment payments of your variable rate mortgage stay the same throughout your term, even when there are changes to the prime rate.

Following migration to National Bank, the amount of your scheduled installment payments will be adjusted based on the variations in the National Bank prime rate.

More specifically, to account for variations in the National Bank prime rate:

- › For a monthly payment frequency, the amount of your scheduled installment payments will be reviewed at each installment date and updated accordingly.
- › For a weekly or biweekly payment frequency, the amount of your installment payments will be reviewed every four weeks and updated accordingly.

A one-time adjustment to the amount of your scheduled installment payments may be made in the month following the migration of your mortgage, even if the National Bank Prime Rate remains unchanged.

### **5.6.5 Application of Reviewed Interest Rate (Variable Rate)**

At CWB, changes in the interest rate applicable to your mortgage are applied on the same day that the new prime rate is announced.

At National Bank, when there is a change in the interest rate applicable to your mortgage, the new interest rate is applied to your mortgage according to the payment amount revision frequency (see section above).





### 5.6.6 Other Fees

Following the migration of your mortgage to National Bank, the following fees have been modified:

Fee description	New NBC applicable fees
Mortgage Renewal Fee	No fee
NSF Fee	\$45

Your original information box is amended as follows:

Discharge fees description	NBC applicable fees
<b>File study fees and fees to prepare resolutions/powers of attorney</b>	
› Alberta and Quebec	› No charge
› British Columbia	› \$75
› Other provinces	› \$100
<b>Fees to prepare and register a mortgage discharge (Ontario only)</b>	
Fees to prepare a discharge	\$100
Fees to prepare and register a discharge, including registration costs	\$300



### **5.6.7 Cost of Borrowing Disclosure Statement**

Following the migration of your mortgage to National Bank, you will receive a Cost of Borrowing Disclosure Statement with information on the specific conditions of your mortgage.

## **5.7 Personal Loan and Demand Loan**

Your CWB personal loan interest rate, term and amortization schedule will remain the same until maturity. Some of the features of your product may operate differently at National Bank.

Any new loan agreements you sign with National Bank will be subject to National Bank's terms and conditions.

### **5.7.1 Semi-monthly Payments and Payment Dates**

While most payment schedules will remain unchanged following the migration from CWB to National Bank, if you have a semi-monthly payment frequency, your payment schedule will be changed to a monthly frequency. Payments will be taken on the 1<sup>st</sup> of each month as of the first scheduled payment after migration.

Weekly or biweekly payments scheduled on weekends will be processed on the preceding Friday.

Monthly payments scheduled on a non-existent perception date (for example the 31<sup>st</sup> of a month of only 30 days), the regular payment for that month will be taken on the 1<sup>st</sup> of the next month.

At any time, you may request modifications to your payment date or frequency by contacting your Relationship Manager, visiting a National Bank branch, or calling the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free).

### **5.7.2 Interest Calculation**

At CWB, the annual interest rate is calculated based on a year of 365 days. During a leap year, the annual interest rate is multiplied by 366 and then divided by 365.

At National Bank, the annual interest rate is calculated based on a year of 365.25 days.

If you have accrued interest due at the end of your term, it may be added to the capital of your renewed personal loan.

### **5.7.3 Other Fees**

The fees listed in your credit agreement remain the same following migration to National Bank.

### **5.7.4 Cost of Borrowing Disclosure Statement**

Following the migration of your loan to National Bank, you will receive a Cost of Borrowing Disclosure Statement with information on the specific conditions of your loan.



## 6. Investments

The following information pertains exclusively to investment products held at CWB, and does not include mutual funds held through Canadian Western Financial (CWF). Detailed guidance on changes and opportunities related to CWF-held mutual funds will be provided in due course as they **will not** migrate at the same time as your other CWB investment products.

You may anticipate a comprehensive range of investment tools and services accessible in-person, online and by telephone.

### 6.1 Account Structure

At National Bank, your investment products are all held in investment accounts (also referred to as personal bank holding accounts), instead of in individual accounts as at CWB. These accounts are used exclusively to hold investment products and to allow you to make associated transactions. As of migration, you will be able to use the funds in your investment account to carry out associated transactions. This change in structure does not impact your use of the account.

Only the following transactions and services are available:

- › Deposits and withdrawals associated with the investments held in your account
- › All transactions related to the purchase, renewal and redemption of any eligible investment
- › Transfers between your investment accounts at the bank and transfers from another financial institution

You will not be able to complete everyday banking transactions from your investment account. For example, you may not use your investment account to issue cheques, pay bills or make payments at merchant terminals.

Investment accounts may be held individually, jointly or in trust. For more information on applicable fees that apply to the investment account, please refer to section **7. Fee Guide**.

### 6.2 Investment Account Statement

Following migration, National Bank will automatically issue investment account statements to you on a quarterly basis, but statements may be issued to you monthly upon request.

Please contact your Relationship Manager, visit a National Bank branch or call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll-free) to request a change in the frequency of your statements.



## 6.3 Investment Account (or Personal Bank Holding Account) Agreement

Since your investment products are held in investment accounts (also referred to as personal bank holding accounts) at National Bank, instead of in individual accounts as at CWB, the *Personal Bank Holding Account Agreement* applies. Below are specific excerpts that we would like to bring to your attention. We invite you to read the *Personal Bank Holding Account Agreement* at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

### Sections of Personal Bank Holding Account Agreement

#### Electronic alerts (section 3.5)

Your bank holding account does not offer the option of receiving electronic alerts as it is used exclusively for the purpose of holding bank type investment products and to make transactions associated with these investment products.

You acknowledge that:

- › Your bank holding account is used exclusively for the purpose of holding bank type investment products and to make transactions associated with these investment products
- › You will not be able to complete everyday banking transactions from this account
- › You will not be charged any fees or penalties by the Bank if there is a negative or zero cash balance in this account.

#### Joint account (two or more holders) (section 6.1)

##### *Powers of each joint holder (section 6.1.1)*

Joint holders have the same rights and obligations regarding the management of the account. Without the consent of the other joint holders, each holder can:

- › Carry out all authorized transactions in the account, such as deposits and withdrawals
- › Purchase, renew and redeem any eligible investment
- › Manage the account (for example, close the account)
- › Make administrative decisions regarding the account (for example, changing the mailing address or agreeing to receive electronic communications).

If you require the consent of all joint holders for some account transactions, you must inform your branch when you open the account. You will not be able to do this later without closing the account.

##### *Your liability (section 6.1.2)*

Each joint holder is jointly and severally (in Quebec, solidarily) liable for:

- › Transactions in the account
- › Changes to the account, and
- › Reimbursement of all amounts due to the use of the account, regardless of who carried out the transaction.

You are responsible for informing the other joint holders if you make changes to the account.

You must notify us of any irregular transactions made in your account.



## Sections of Personal Bank Holding Account Agreement (cont.)

### Joint account (two or more holders) (section 6.1) (cont.)

#### *Withdrawal of a joint holder (section 6.1.3)*

The withdrawal of a joint holder will result in a joint account being closed.

#### *Closure of the account (section 6.1.4)*

The joint account may be closed by only one of the joint holders, provided that all your investment products held in this account have matured.

An investment product has matured when:

- › It has matured without being automatically renewed
- › All the funds invested in the investment product have been redeemed when applicable, or
- › It is cancelled.

The joint holder will then be able to take possession of the funds in the account, unless more than one signature is required when the account is closed. We can also issue a bank draft payable to the order of all joint holders.

Some fees apply for the issuance of a bank draft. Please refer to the *Fee Guide for Personal Banking Solutions* at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents).

The joint holder who has closed the account is responsible for informing the other joint holders.

#### *Death of a joint holder (section 6.1.5)*

In Canada, including Quebec, in the event of death of one of the joint holders, the account is frozen until such time as a legal representative is appointed to settle the estate. In the meantime, we may allow withdrawals for emergency expenses and funeral costs if you hold only a bank holding account with the Bank.

In a province or territory other than Quebec, if the joint holders chose the right of survivorship option when opening the account, a joint account includes a right of ownership with survivorship. In the event of death, the surviving account holders maintain ownership of the funds in the account and continue to manage it. We have no obligation to the estate of a deceased account holder. We are not responsible for losses, damages or fees, including legal fees resulting from litigation between the estate and others involved.

#### *Documents and communication (section 6.1.6)*

All joint holders must notify us of their change of address. If a document is returned to us, subsequent documents will not be sent until the address is updated.

When you open the account, you must designate a holder to receive the account statement. Joint holders receive all other account-related documentation.

For more information on joint accounts, please refer to our brochure *Power of attorney and joint account – Useful information* available at your branch and online at [nbc.ca](https://nbc.ca).



## Sections of Personal Bank Holding Account Agreement (cont.)

### Authentication (section 7.1)

The password you choose is intended to authenticate you. Your password is your electronic signature and confirms your instructions and transactions. You must notify us immediately if you believe that an unauthorized person is acting on your behalf.

We may rely on any electronic communication from you or that appears to come from you and which we deem to be authentic. We are not required to ask for additional personal information to authenticate you.

If you send instructions electronically, you accept the associated risks, such as failed delivery of the instructions. We are not liable for any loss that results from the execution of these instructions, except in the case of intentional or gross fault on our part.

### Statement verification (section 7.2)

You must verify the accuracy of the transactions recorded on your statement that you receive periodically. You must inform us immediately if you do not receive your statements.

If you see an irregular entry, you must report it to us within 30 days following the statement date. After that period, the Bank will not be liable for such entries, and all entries will be deemed to be accurate and final.

An irregular entry can be due to:

- › An error
- › An instruction that you have not authorized, or
- › Fraud of which you are the victim.

Each time you access your account using our online services, we consider that you have reviewed the entries regarding your account. You must notify us immediately if you notice any irregular entry in order to limit your loss.

### Death (section 7.5)

In the event of death, the account is frozen until such time as a legal representative is appointed to settle the estate. In the meantime, we may allow withdrawals for emergency expenses and funeral costs if you hold only an investment account with the Bank.

If your account is a joint account, please refer to section 6.1.5 of the *Personal Bank Holding Account Agreement*.

### Inappropriate, unauthorized, illegal or abusive use of one of your accounts (section 7.6)

We may limit the use of your account, or immediately close it without notice or delay, if you use it in a manner that is inappropriate, unauthorized, illegal or abusive.

Note that your account must be used for personal purposes only. It may not be used in the operation of a business without our authorization.



## Sections of Personal Bank Holding Account Agreement (cont.)

### Rights and Obligations of the Parties (section 8)

#### Rights and obligations of the Bank (section 8.1)

##### *Withdrawal of funds from your account (right of set-off) (8.1.1)*

We have the right to withdraw funds from your account to pay any amount that you owe us in connection with your investment products or specific transactions you request in connection with your account. For example:

- › Fees to issue a bank draft
- › Fees for transferring funds from a registered plan account.

When we exercise our right of set-off, we may, without notice:

- › Withdraw funds from any account held with us.

##### *Controlling your access (section 8.1.2)*

We may limit or block access to your account or to any of our services if:

- › You fail to comply with the conditions of this contract
- › Your account is the subject of legal proceedings or claims, or
- › We suspect illegal or fraudulent activity, such as cybercrime or financial exploitation.

##### *Limitation of liability (section 8.1.3)*

We are not liable for loss or damage arising from this agreement unless it results from an intentional or gross fault on our part.

We are not liable for any loss or damage resulting from:

- › Fraud or unauthorized activity committed by you or any other holder on the account
- › Your failure to comply with our instructions
- › Incomplete, inaccurate or misleading information or instructions
- › A delay in our processing of any of your requests where such delay is out of our control
- › Our services (including their availability)
- › Internet network
- › Networks you connect with your device
- › The protection of information exchanged via electronic communication channels
- › Software or applications
- › The devices you use.

We are also not liable to you for indirect, consequential, special and punitive damages where applicable.

We are also not liable for any loss resulting from force majeure, cybercrime or cyberthreat, technical failure, unavailability of our systems or any other event beyond our control, unless it results from an intentional or gross fault on our part.



## Sections of Personal Bank Holding Account Agreement (cont.)

### Rights and Obligations of the Parties (section 8) (cont.)

#### Your obligations (section 8.2)

##### *Outstanding cheques (section 8.2.1)*

You may not issue cheques from your bank holding account.

If we have paid a cheque to you and do not receive payment, we may debit the amount of your account. You are responsible for disputing the cheque directly with the payer or the financial institution from which it was drawn.

You waive the right to dispute a cheque that you have signed, endorsed, or deposited.

##### *Investigation (section 8.2.2)*

We may conduct an investigation because of activity related to your bank holding account. You must cooperate with us in good faith and provide us with any information or evidence upon request.

##### *Security (section 8.2.3)*

You may only grant security (collateral) over your investment products with our authorization.

To secure repayment of any amounts that you owe us, the funds and investment products in your account are encumbered by a security interest in our favour.

### Peace of Mind Guarantee regarding our online banking services (section 8.3)

You benefit from our *Peace of Mind Guarantee* regarding our online banking services. This guarantee provides for reimbursement of a loss to your account if you follow the security tips. These tips are available at **nbc.ca** under the *ABCs of Security* tab.

This guarantee only covers the loss to your account and applies if, after our verification:

- › You have followed our security measures
- › You are found to be the victim of fraud
- › You did not authorize a transaction
- › You notified us without delay, and
- › You have cooperated with any investigation.

We offer no other guarantee regarding:

- › Our services (including their availability)
- › Internet networks
- › Networks you connect with your device
- › The protection of information exchanged via electronic communication channels
- › The actions of third parties or merchants
- › Software or applications
- › Merchants' terminals, and
- › The devices you use.





## Sections of Personal Bank Holding Account Agreement (cont.)

### Legal proceedings relating to your account (section 9.2)

If the account is the subject of a dispute, objection, seizure, a request by a regulatory authority or a lawsuit, you must intervene and assume our legal costs.

### Dormant accounts and unclaimed balances (section 9.9)

If after a certain period you do not make any transactions, your account becomes dormant. We will periodically send you inactive account notices to the last addresses appearing in our records, as required by the law.

We will close the account if:

- › All investment products are expired and the account is inactive for a period of 10 years. Any balance in this inactive account is transferred to the Bank of Canada.

For additional information on how to claim an unclaimed balance, please contact the Bank of Canada directly:

**Bank of Canada – Unclaimed Balances Department**  
234 Wellington Street, Ottawa, Ontario K1A 0G9  
Telephone: 1-800-303-1282  
Website: [bankofcanada.ca/unclaimed-balances](http://bankofcanada.ca/unclaimed-balances)  
Email: [info@bankofcanada.ca](mailto:info@bankofcanada.ca)

## 6.4 Registered Plans

CWB will resign as issuer or carrier of your plan and will be replaced by Natcan Trust Company who will take over the administration of your registered plans as trustee. The change in trustee does not impact you. To consult the Natcan Trust Company declaration of trust which applies to your registered plan, visit [nbc.ca/investment-info](http://nbc.ca/investment-info).

## 6.5 Retirement Accounts with Systematic Withdrawal Transactions

Following the migration to National Bank, payments from your Registered Retirement Income Fund (RRIF), Life Income Fund (LIF) and/or Prescribed Retirement Income Fund (PRIF) will be managed by National Bank.

## 6.6 Transition to National Bank GIC

When your GICs transition to National Bank, your CWB rates and term lengths on outstanding GICs will remain unchanged until maturity. The current terms and conditions will continue to apply, with some changes (detailed below). Any purchases or renewals made after migration, including GICs that automatically renew upon maturity, will be on National Bank's standard GIC terms and conditions that will be disclosed to you at the time of purchase or renewal.



CWB	National Bank	Features or Key Differences
TFSA Premium GICs RRSP Premium GICs RRIF Premium GICs	National Bank Non-redeemable GIC	No key differences
RRSP Convertible GICs RRIF Convertible GICs	National Bank Non-redeemable GIC	<ul style="list-style-type: none"><li>› The interest rate for this National Bank product is fixed.</li><li>› The rate for your CWB Convertible GIC applicable immediately before migration will be set as the National Bank fixed rate with a bonus of 0.25%.</li></ul>
RRIF Full Redeem GICs	National Bank Redeemable GIC Without Penalty	No key differences
Floating Rate Redeemable GICs	National Bank Redeemable GIC Without Penalty	<ul style="list-style-type: none"><li>› The interest rate for this National Bank product is fixed.</li><li>› The rate for your CWB Floating Rate Redeemable GIC applicable immediately before migration will be set as the National Bank fixed rate with a bonus of 0.25%.</li><li>› The minimum withdrawal amount is \$500.</li></ul>
USD Floating Rate Redeemable GICs	National Bank Redeemable GIC Without Penalty USD	<ul style="list-style-type: none"><li>› The interest rate for this National Bank product is fixed.</li><li>› The rate for your USD CWB Floating Rate Redeemable GIC applicable immediately before migration will be set as the National Bank fixed rate with a bonus of 0.25%.</li><li>› The minimum withdrawal amount is \$500.</li></ul>
Non-Redeemable GICs including Flex Notice Account GICs	National Bank Non-redeemable GIC	No key differences
Non-Redeemable USD GICs including Flex Notice Account GICs	National Bank Non-redeemable GIC USD	No key differences

Note that all redeemable GICs can be redeemed at any time following migration without penalty.



## 6.7 GIC at Maturity

Your GIC will automatically renew at maturity at the fixed annual interest rate in effect on the day of renewal, and it will be reinvested for the same term. The interest rate will be fixed and calculated annually on the principal amount. The annual interest rate will be determined by multiple factors, including the term of your GIC, the type of interest, the frequency of interest payments and the redemption features of your current GIC.

You may change your instructions on how your investment should be deployed after the GIC matures, so long as you communicate your preferences before maturity. For example, you could direct us to no longer reinvest the GIC and to instead immediately transfer the investment holdings into a Cash Advantage Solution upon maturity.

You may cancel a GIC free of charge within the 10 business days following its renewal date.

## 6.8 CWB Rate Guarantee Following Migration

Rates guaranteed or quoted by CWB advisors for upcoming renewals or purchases may no longer be honoured following migration. As your GIC approaches maturity, you may discuss your investment options with your Relationship Manager.

## 6.9 WestEarner<sup>®</sup> Accounts Migrating to Cash Advantage Solution

Your CWB WestEarner accounts will migrate to National Bank's Cash Advantage Solution, as described in the table below.

CWB	National Bank	Features or Key Differences
TFSA WestEarner Account RRSP WestEarner Account RRIF WestEarner Account	Cash Advantage Solution (CAS)	The applicable interest rate varies according to the total amount deposited in the account. There are 5 tiers of applicable interest rate, you can find them on <a href="https://www.nbc.ca/liquidity">nbc.ca/liquidity</a> .  Interest is calculated on the total daily balance at the end of each day, using the interest rate of the corresponding tier. Interest is added to your account on the last day of each month.



## 7. Fee Guide

For information on the fees related to additional products and services, please refer to the *Fee Guide for Personal Banking Solutions* reproduced below (available at [welcome.nbc.ca/personal/legal-documents](https://welcome.nbc.ca/personal/legal-documents)). It highlights all different available banking packages at National Bank, as well as individual fees or fees related to our different banking products. Please refer to section 2. **Personal Deposit Accounts and Safety Deposit Box** to see which package you will be migrated to.

### 7.1 Pricing in effect until October 25, 2025

#### Banking Packages

Find the National Bank package to best suit your future needs. **Note that The Modest<sup>®</sup> package will no longer be offered after October 25, 2025. All clients will be automatically migrated to The Minimalist<sup>®</sup> package instead.**

	The Minimalist <sup>1</sup>	The Modest	The Connected	The Total
Monthly fees	\$3.95	\$10.95	\$15.95	\$28.95
Transactions included <sup>2</sup>	12 transactions (including 2 branch transactions)	30 transactions	Unlimited transactions	Unlimited transactions (including branch transactions)
At the branch				
› Withdrawal, transfer, withdrawal for bill payment	2 transactions included	\$1.50/transaction	\$1.50/transaction	Included
› Bill payment service at the branch	\$2.00/bill	\$2.00/bill	\$2.00/bill	Included

<sup>1</sup> The Minimalist package is offered with no flat monthly fee for seniors aged 65 and over upon presentation of eligibility for the Guaranteed Income Supplement and for beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP.

<sup>2</sup> When transactions are indicated as being included, they are included as long as the maximum number of transactions included in the package has not been reached. Any transaction over the maximum as well as any transaction or service that is not indicated in the table but for which our fee guide sets out fees will be charged based on the applicable pricing for your account or based on the general pricing set out in the “Breakdown of Service Charges” section.



	The Minimalist <sup>1</sup>	The Modest	The Connected	The Total
<b>Electronic<sup>2</sup></b>				
› Withdrawal, transfer, <sup>3</sup> withdrawal for bill payment <sup>4</sup>	Included	Included	Included	Included
› Debit purchase	Included	Included	Included	Included
› Cheque, pre-authorized debit	Included	Included	Included	Included
<b>Minimum daily balance to have flat monthly fees waived</b>	n/a	\$3,000	\$4,500	\$6,000
<b>Sending an <i>Interac</i> e-Transfer<sup>5</sup></b>	Free	Free	Free	Free
<b>Statement fees</b>				
› Online statement	Free	Free	Free	Free
› Paper statement	Free	\$2.50/month/ account	\$2.50/month/ account	Free
› Passbook	\$2.50/month/ account	\$2.50/month/ account	\$2.50/month/ account	\$2.50/month/ account
› List of transactions via ABM	Free	Free	Free	Free

<sup>1</sup> The Minimalist package is offered with no flat monthly fee for seniors aged 65 and over upon presentation of eligibility for the Guaranteed Income Supplement and for beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP.

<sup>2</sup> Transactions carried out at our ABMs, a participating merchant, through our online banking services (including our call centre) or those related to certain operations in your account.

<sup>3</sup> Includes transfers between accounts, transfers to another person, international transfers and *Interac* e-Transfers (in those last two situations, through our online banking services only).

<sup>4</sup> Each bill paid at an ABM or through our online banking services counts as a transaction.

<sup>5</sup> Fees apply to the *Interac* e-Transfer itself (see note 3 above) if you exceed the number of transactions included in your package or offer.



	The Minimalist <sup>1</sup>	The Modest	The Connected	The Total
<b>Discount on monthly fees</b>				
0–17 years old	(\$3.95)	(\$10.95)	(\$15.95)	(\$10.95)
18–24 years old	(\$3.95)	(\$10.95)	(\$15.95)	(\$15.95)
60 years and older	n/a	(\$5.00)	(\$5.00)	(\$5.00)
For the holder of a Platinum Mastercard, World Mastercard or World Elite credit card <sup>2</sup>	n/a	n/a	(\$5.00)	(\$10.00)
<b>Other advantages</b>				
Cashback on the annual fees for a National Bank Mastercard credit card, at enrollment <sup>3</sup>	n/a	n/a	Up to \$30.00 <sup>4</sup>	Up to \$150.00 <sup>4</sup>



#### The Total – other advantages included

With The Total package, you enjoy these benefits:

- › Use of the *Interac* and *Cirrus* networks
- › Overdraft protection
- › Bank draft
- › Purchase or sale of paper money (in a foreign currency)
- › Stop payment
- › 100 personalized cheques (excluding shipping fees and taxes)
- › Integrated credit line<sup>5</sup>
- › Automatic transfer carried out by the bank at a specific date at your request

<sup>1</sup> The Minimalist package is offered with no flat monthly fee for seniors aged 65 and over upon presentation of eligibility for the Guaranteed Income Supplement and for beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP.

<sup>2</sup> We reserve the right to terminate, without notice, the discount applicable to your banking package if you do not hold eligible products. You must also keep your credit card account in good standing by adhering to the terms set out in the Credit Card Agreement. This discount cannot be combined with a Banking Offer. In the event you close your eligible credit card account, or don't keep your eligible banking package or credit card account in good standing, we will charge you for the total amount of the applicable fixed monthly fees without the discount. The applicable monthly fees can be found on page 2 of this Fee Guide.

<sup>3</sup> The cashback on the annual fees for a National Bank Mastercard credit card can only be applied one time, at enrollment.

<sup>4</sup> When transactions are indicated as being included, they are included as long as the maximum number of transactions included in the package has not been reached. Any transaction over the maximum as well as any transaction or service that is not indicated in the table but for which our fee guide sets out fees will be charged based on the applicable pricing for your account or based on the general pricing set out in the “Breakdown of Service Charges” section.

<sup>5</sup> This line of credit is subject to credit approval by the bank. This package does not waive interest charges on the line of credit.



Banking Offers

Offer for professionals and students

	Professionals	Students
Eligibility requirements	<ul style="list-style-type: none"><li>› Practice an eligible profession or have an employer eligible for the offer</li><li>› Have a transactional bank account and a National Bank personal credit card eligible for the offer</li></ul>	<ul style="list-style-type: none"><li>› Be a full-time student in Canada</li><li>› Be in a study program eligible for the offer</li></ul>
Advantages	<ul style="list-style-type: none"><li>› Bank accounts with an unlimited number of several types of transactions</li></ul>	<ul style="list-style-type: none"><li>› A bank account with an unlimited number of several types of transactions</li></ul>
	<ul style="list-style-type: none"><li>› Unlimited access to assistance services</li></ul>	<ul style="list-style-type: none"><li>› Unlimited access to assistance services</li></ul>
	<ul style="list-style-type: none"><li>› Attractive interest rates on the Personal Flex Line and the National Bank All-In-One Banking</li></ul>	<ul style="list-style-type: none"><li>› A student line of credit with an attractive interest rate</li></ul>
	Visit <a href="https://www.nbc.ca/professional">nbc.ca/professional</a> for more information.	Visit <a href="https://www.nbc.ca/student">nbc.ca/student</a> for more information.



## Deposit Account

	Chequing Account	Progress Account in US\$	High Interest Savings Account*
<b>We offer a number of deposit account options to meet your needs.</b>	For everyday banking	Combine the advantages of a Savings Account and a Chequing Account.	To help you save more, interest on the High Interest Savings Account is calculated as of the first dollar deposited.
Currency	CA\$	US\$	CA\$
Payment of interest credit <sup>1</sup>	No	Yes <sup>1</sup>	Yes <sup>1</sup>
Determination of interest credit	n/a	Progressive rate based on account balance tiers. Interest is paid monthly. <sup>1</sup>	Interest calculated on the daily closing balance and paid monthly. <sup>1</sup>
Eligible for a banking package or offer	Yes	Yes	No
<b>Transaction fees</b>			
At the branch			
› Withdrawal,* transfer*	\$1.50	Free	\$5.00
› Withdrawal for bill payment*	\$1.50	Free	\$5.00
› Bill payment service	\$2.00/bill	\$2.00/bill	\$2.00/bill

\* The High Interest Savings Account allows one free transaction per month among the transactions listed with an asterisk.

<sup>1</sup> For more information, consult [nbc.ca/account-rates](https://nbc.ca/account-rates).



**Chequing Account****Progress Account in US\$****High Interest Savings Account\*****Electronic**

› Debit purchase	\$1.25	\$1.25	\$5.00
› Transfer between accounts*	\$1.25	\$1.25	\$5.00 Free for transfers between accounts through our online banking services
› Withdrawal,* transfer to another person,* international transfer* and <i>Interac</i> e-Transfer*	\$1.25	\$1.25	\$5.00
› Sending an <i>Interac</i> e-Transfer	\$1.25	\$1.25	\$1.25
› Cheque,* pre-authorized debit*	\$1.25	\$1.25	\$5.00

**Other services**

Online statement	Free	Free	Free
Paper statement, passbook	\$2.50/month/account	\$2.50/month/account	\$2.50/month/account
Automatic transfer carried out by the bank at a specific date at your request	\$1.50	\$1.50	\$1.50

**Additional information**

- › The Progress Account in US\$ is not accessible through ABMs, terminals at participating merchants or our online banking services (except in the last case, to view your transactions).
- › The High Interest Savings Account does not offer the option to write cheques.

\* The High Interest Savings Account allows one free transaction per month among the transactions listed with an asterisk.



## Line of Credit Account

Lines of credit are subject to credit approval by the bank. The interest rates payable on advances and if the credit limit is exceeded are stated in the credit agreement you enter into when setting up the line of credit.

The RRSP Line of Credit enables you to finance your RRSP contributions year-round, making it easy for you to include your retirement savings goals in your budget.

	Personal Flex Line (\$5,000 and over) and Student Line of Credit	RRSP Line of Credit (\$5,000 and over)	National Bank All-In-One Banking
Eligible for a banking package or offer	Yes	Yes	Fixed monthly transaction fees for each account related to the All-In-One: \$7.00/month/account
<b>Transaction fees</b>			
At the branch			
› Withdrawal	Free	n/a	\$1.50
› Transfer between accounts	Free <sup>1</sup>	Free	\$1.50
› Bill payment	Free	n/a	\$1.50
› Bill payment service	\$2.00/bill	n/a	\$2.00/bill
Electronic			
› Debit purchase	\$1.25	n/a	Included
› Withdrawal, transfer to another person, international transfer, Interac e-Transfer	\$1.25	n/a	Included

<sup>1</sup> These transfers will be charged if the number of transactions allowed under the offer or package is exceeded: \$1.50 per transfer at one of our branches and \$1.25 per transfer using an ABM or online banking services.

Note: Transactions involving paper items (cheques) or paper money shall not be processed.



	Personal Flex Line (\$5,000 and over) and Student Line of Credit	RRSP Line of Credit (\$5,000 and over)	National Bank All-In-One Banking
› Transfer between accounts	Free <sup>1</sup>	Free to invest in an RRSP at National Bank or one of its subsidiaries	Included
› Sending an <i>Interac</i> e-Transfer	\$1.25	n/a	Included
› Cheque	\$1.25	n/a	Included
› Pre-authorized debit	\$1.25	\$1.25 Free to invest in an RRSP at National Bank or one of its subsidiaries	Included
<b>Other services</b>			
Management fee	\$1.00/month	\$1.00/month	Included
Automatic transfer carried out by the bank at a specific date at your request	\$1.50	n/a	Included

**Tip!**

By using your Personal Flex Line or Student Line of Credit as your day-to-day deposit account, you'll save on interest charges for advances. Plus, you can limit your service charges by opting for one of our flat-fee banking packages.

<sup>1</sup> These transfers will be charged if the number of transactions allowed under the offer or package is exceeded: \$1.50 per transfer at one of our branches and \$1.25 per transfer using an ABM or online banking services.

Note: Transactions involving paper items (cheques) or paper money shall not be processed.



## National Bank All-In-One Banking

The All-In-One Banking home equity line of credit, which includes an authorized credit limit, allows you to access financing and carry out banking transactions. All-In-One Banking is subject to credit approval by the bank. The interest rate payable on advances is stated in the credit agreement you enter into when setting up the line of credit.

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### Interest rates applicable on credit balances

- › Progressive rate based on account balance tiers. Interest is calculated at the end of each day on the applicable portion of the daily closing balance and is paid monthly. The interest rate in effect is displayed in branches, on [nbc.ca/mortgage-rates](http://nbc.ca/mortgage-rates), "Home equity line of credit" section, and can be obtained by contacting us.
- › No compensation is made between creditor and debtor accounts.

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### Structure

- › All-In-One Banking is a line of credit linked to one or more accounts so you can separate your needs (e.g., home financing, renovation project).

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### Flat monthly transaction fee for each account related to the All-In-One

- |                       |                      |
|-----------------------|----------------------|
| › Main account        | \$7.00/month         |
| › Additional accounts | \$7.00/month/account |

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### The flat monthly fee includes these transactions:

- › Debit card purchase
- › Cheque, pre-authorized debit
- › Withdrawal, transfer between accounts, transfer to another person, international transfer, *Interac* e-Transfer and withdrawal for one bill payment via ABM and our online banking services
- › Sending an *Interac* e-Transfer
- › Receiving an *Interac* e-Transfer
- › Automatic transfer carried out by the bank at a specific date at your request
- › List of transactions via ABM

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### Service charges (Branch transactions)

- |  |             |
|--|-------------|
| › Withdrawal, transfer and withdrawal for bill payment | \$1.50      |
| › Bill payment service                                 | \$2.00/bill |
-



## Breakdown of Service Charges

Please note that some fees are subject to the federal goods and services tax (GST) and, if applicable, any other provincial tax.

### *Interac e-Transfer*

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Receiving an <i>Interac</i> e-Transfer	Free
<hr/>	
Sending an <i>Interac</i> e-Transfer (free with a banking package or offer)	\$1.25
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Cancelling an <i>Interac</i> e-Transfer	\$3.50

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## Automated Banking Machine

Fees for transactions carried out through an ABM network other than National Bank's (excluding Mastercard cash advances).

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<b>ABM network transaction fee</b>	
› <i>Interac</i>	\$2.00/transaction
› Cirrus	\$5.00/transaction
› THE EXCHANGE	Free
<hr/>	
<b>List of ABM transactions (free with a banking package, certain banking offers or All-In-One Banking)</b>	
› Fee per transaction	\$0.75
› Flat fee	\$1.00/month

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## Draft<sup>1, 2</sup>

### Draft in CA\$

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Draft in CA\$	CA \$9.00
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### Draft in US\$

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\$5,000.00 or less	US \$9.00
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\$5,000.01 or more	US \$12.50
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### Draft in foreign currency

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\$5,000.00 or less	CA \$9.00
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\$5,000.01 or more	CA \$12.50
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### Refund or issuing of a duplicate of a draft<sup>3</sup>

#### \$99.99 or less

› In CA\$	CA \$10.00
› In US\$	US \$10.00
› In another foreign currency	CA \$10.00

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#### \$100.00 or more

› In CA\$	CA \$10.00
› In US\$	US \$16.00
› In another foreign currency	CA \$25.00

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<sup>1</sup> Unless otherwise indicated, no transaction fees are added for the use of any of the services included in this section.  
<sup>2</sup> Subject to National Bank requirements and standards. Branch withdrawal fees and correspondent fees may be added.  
<sup>3</sup> Deposits in foreign currency are not accepted for the Personal Flex Line, Student Line of Credit or RRSP Line of Credit.



## Cheque

<b>Cheques or pre-authorized debit</b>		<b>CA\$ or US\$ (depending on the account currency)</b>
Manual processing fee per unencoded or unqualified cheque or item		\$5.00
Processing fee per cheque, item or payment instruction drawn on the account and returned or rejected due to insufficient funds		\$45.00
Pre-authorized debit from an account without chequing privileges		\$6.50
Item received by mail for deposit in an account		\$5.25
<b>Cheque in foreign currency cashed or deposited<sup>1</sup></b>		<b>CA\$ or US\$ (depending on the account currency)</b>
US\$ item into US\$ (no fee if the client has a US\$ account)		US \$7.00
US\$ item into CA\$		CA \$7.00
Foreign currency other than US\$ <sup>2</sup>		
› \$1,000.00 or less		\$11.00
› \$1,000.01 or more		\$13.00
Cheque in US\$ or any other currency drawn on a CA\$ account		\$20.00
<b>Miscellaneous fees</b>		
<b>Ordering cheques</b>		
The cost depends on the model selected and number of cheques ordered.		
Repurchase of American Express® Travelers Cheques purchased at National Bank of Canada		Free

<sup>1</sup> Deposits in foreign currency are not accepted for the Personal Flex Line, Student Line of Credit or RRSP Line of Credit.

<sup>2</sup> Certain conditions apply.



## Stop payment<sup>1</sup>

With complete information	\$16.00
With partial information	\$30.00
Series of cheques or pre-authorized debit	\$30.00

## Item subject to special collection procedures in Canada<sup>2</sup>

### Item in CA\$ sent to collection

› \$5,000.00 or less	\$7.50
› \$5,000.01 to \$20,000.00	\$15.00
› \$20,000.01 or more	0.10% of the item amount Incidental fees (mail, courier, etc.) may apply.
› Dishonoured item	\$5.00

## Item subject to special collection procedures outside Canada<sup>3</sup>

CA\$ or US\$ depending on the account currency

### Express collection service

› Item in US\$ sent to collection drawn on an institution in the United States <sup>4</sup>	\$50.00
› Dishonoured item	\$100.00

### Item (all currencies) sent to collection

› Item sent to collection drawn on a foreign financial institution:	
– \$20,000.00 or less	\$50.00
– \$20,000.01 to \$100,000.00	0.25% of the item amount
– \$100,000.01 or more	\$250.00 (banking and incidental fees may apply)
› Dishonoured item	\$50.00
› Information requested from or by a correspondent	\$20.00/transmission

<sup>1</sup> Only available for accounts with chequing privileges.

<sup>2</sup> Fees charged by the financial institution where the item was issued not included.

<sup>3</sup> Fees incurred by the correspondent not included. This service is not available in all countries, and the list may vary without notice.

<sup>4</sup> The item must meet certain criteria.





## Wire Transfer

Fees applicable at NBC branches. Fees at converted CWB branches remain unchanged.

Incoming wire transfer from Canada or abroad <sup>1</sup>	CA\$ or US\$ depending on the account currency
Unlimited accounts and users	
\$100.00 or less	\$5.00
\$100.01 to \$100,000.00	\$20.00
\$100,000.01 to \$1,000,000.00	\$20.00
\$1,000,000.01 or more	\$25.00
Outgoing wire transfer to Canada or abroad <sup>1, 2</sup>	CA\$ or US\$ depending on the account currency
Branch services	0.34% of the amount <sup>3</sup> (min. \$20.00 to max. \$70.00) (wire charges not included)
› Wire charges	
– For Canada and the US	\$15.00
– For all other countries	\$20.00
– Tracing fee <sup>4</sup>	\$20.00
Online international transfers (plus account withdrawal transaction fees, if applicable)	\$5.95

<sup>1</sup> Certain bank correspondents may deduct additional fees from the payment amount.

<sup>2</sup> In US\$ if the transfer is in US\$.

<sup>3</sup> The service charges for wire transfers are calculated based on the amount of the wire transfer and then converted into the currency of the account (US\$ or CA\$).

<sup>4</sup> Additional research fees for certain correspondent banking may apply.



## Purchase or Sale of Foreign Currency Banknotes

### Client with a deposit account<sup>1</sup>

US\$	Free <sup>2</sup>
Other currency	\$3.00/transaction <sup>2</sup>

### Individuals without a deposit account

US\$	\$3.00/transaction
Other currency	\$5.00/transaction

## Specific Funds Transfer

Overdraft protection › Via funds transfer from another deposit account, from a margin account or from a National Bank Mastercard	\$5.00/day
Funds transfer request by mail or by telephone	\$6.50
Funds transfer for insufficient funds › Via funds transfer from another account	\$5.00
Funds transfer at the request of another financial institution when closing an account (including estate account)	\$16.00

<sup>1</sup> Deposits in foreign currency are not accepted for the Personal Flex Line, Student Line of Credit, RRSP Line of Credit, Home Improvement Line of Credit or Superior Flex Line Program.

<sup>2</sup> This fee also applies to the purchase of banknotes through online banking services. Canada Post delivery fees are not included.



## Other Fees

### Dormant account<sup>1</sup>

First notice after 1 year	\$20.00
Second notice after 2 years	\$30.00
No notice after 3 and 4 years	\$40.00
Third notice after 5 years	\$40.00
No notice after 6 and 7 years	\$50.00
No notice after 8 years	\$60.00
Fourth notice after 9 years and beyond	\$60.00

### Bank confirmation

Per confirmation	\$18.00
After 30 minutes	\$36.00/hour
Banking fees confirmation	\$12.00
Balance inquiry or transaction confirmation by phone with a representative	\$5.00

### Overdraft

Transaction that leads to or increases overdraft	
› For a cheque, pre-authorized debit, payment instruction, debit card purchase or ABM withdrawal with insufficient funds (plus interest)	\$5.00/transaction <sup>2</sup>

<sup>1</sup> These fees will be refunded if you request it within 60 days of the billing date. If the account balance is equal to or less than the fee, we will take the balance and close your account.

<sup>2</sup> No overdraft fees will apply for the Personal Flex Line, Student Line of Credit, RRSP Line of Credit, integrated line of credit or any other authorized account overdraft. Note that for new applicants, authorized overdraft has been replaced by the integrated line of credit. As of July 7, 2024, no overdraft fees will apply for the All-In-One line of credit.



## Fees for administrative or legal proceedings

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Administration fees applicable to each payment, information request or disclosure resulting from administrative or legal proceedings instituted by a third party under applicable legislation (e.g., seizure, bankruptcy, support payments requirement for information)	\$10.00
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## Tracing and reproducing documents<sup>1</sup>

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Issuing a letter at your request	\$10.00/letter, plus tracing fee
Request for images of a cleared item through our call centre or at a branch (regardless of the transaction date)	\$5.00/item
Access to images of a cleared cheque through our online banking services	Free
Tracing or reproducing a document (other than cleared items in your account and statements of account)	
› Within 90 days of the transaction date	\$5.00/document
› 90 days or more after the transaction date	\$10.00/document \$20.00 min.
Copy of a previously issued statement of account	\$5.00
Additional copy of a line of credit account statement	\$3.25
List of recent transactions prior to the issuing of the monthly account statement	\$5.00

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<sup>1</sup> Fees charged to you even if the request is from a third party.



## Fees for a safety deposit box<sup>1</sup>

This service is no longer offered. It remains active for current holders only.

### Annual fee

› 1 ½ in. x 5 in. x 24 in.	\$60.00
› 2 ½ in. x 5 in. x 24 in. and 3 ¼ in. x 5 in. x 24 in.	\$90.00
› 2 ½ in. x ¾ in. x 24 in. and 5 in. x 5 in. x 24 in.	\$120.00
› 5 in. x 10 ¾ in. x 24 in.	\$220.00
› 5 in. x 15 in. x 24 in.	\$240.00
› 10 in. x 10 ¾ in. x 24 in.	\$300.00

### Annual fee for a safety deposit box of another size

› First 180 cu. in.	\$0.24/cu. in.
› Additional inches	\$0.115/cu. in.

### New key

\$15.00

*If both keys are lost, fees will apply for the forced opening of the safety deposit box.*

## Registered plans

These charges apply to National Bank of Canada, Natcan Trust Company and National Bank Trust Inc. plans available through our branch network.

### Transfer to another financial institution

A transfer may apply to one or more certificates maturing on the same date.

› Guaranteed investment certificate	\$86.97 + taxes/transfer
› Progress or variable-rate account	\$86.97 + taxes/transfer
› Tax-free savings account (TFSA)	\$86.97 + taxes/transfer

### Partial or total withdrawal

A withdrawal may apply to one or more certificates.

*These charges also apply to the Lifelong Learning Plan (LLP) and the Home Buyers' Plan (HBP) if the loan is advanced by another financial institution. For Registered Retirement Income Funds (RRIFs) and Life Income Funds (LIFs), these charges apply to total withdrawals only.*

› Guaranteed investment certificate	\$86.97 + taxes/withdrawal
› Progress or variable-rate account	\$86.97 + taxes/withdrawal

<sup>1</sup> Taxes not included. The annual fee covers the period from January 1 to December 31 and is charged in January. A \$10.00 discount on the annual fee is offered to holders of The Total package.



## 7.2 Upcoming changes to banking packages and solutions as of October 26, 2025

Effective as of October 26, 2025

The Minimalist package	<p>18 transactions (including 2 branch transactions)</p> <p>The Minimalist package is offered with no flat monthly fee in compliance with our Commitment for:</p> <ul style="list-style-type: none"><li>› Seniors aged 65 and over upon presentation of eligibility for the Guaranteed Income Supplement</li><li>› Beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP</li><li>› <b>Indigenous peoples</b></li></ul>	
Offer for newcomers	<ul style="list-style-type: none"><li>› No flat monthly fee during the first year in Canada in compliance with our Commitment</li><li>› <i>Interac</i> network: Included</li><li>› Minimum daily balance to have flat monthly fees waived: \$4,500</li><li>› Monthly flat fees after the 3<sup>rd</sup> year of signing up: \$15.95 further to the automatic migration to The Connected package</li></ul>	
Transactions at the branch	\$2.50 per transaction	
Paper statements	\$3.50 per month/per account	
Safety deposit boxes Taxes not included. The annual fee covers the period from January 1 to December 31 and is charged in January. A \$10.00 discount on the annual fee is offered to holders of The Total package.	<p><b>Sizes</b></p> <p>(The depth for each safety box is 24 in.)</p> <p>X-Small</p> <ul style="list-style-type: none"><li>› 1 ½ in. x 5 in.</li><li>› 2 in. x 5 in.</li></ul> <p>Small</p> <ul style="list-style-type: none"><li>› 2 ½ in. x 5 in.</li><li>› 3 in. x 5 in.</li><li>› 1 ½ in. x 10 ¾ in.</li><li>› 3 ¼ in. x 5 in. x 24 in.</li><li>› 4 in. x 4 ¾ in.</li></ul> <p>Medium</p> <ul style="list-style-type: none"><li>› 2 ½ in. x 10 in.</li><li>› 10 in. x 2 ½ in.</li><li>› 5 in. x 5 in.</li><li>› 2 ½ in. x 10 ¾ in.</li><li>› 3 in. x 10 in.</li><li>› 5 ½ in. x 5 in.</li><li>› 10 in. x 3 in.</li><li>› 3 in. x 10 ¾ in.</li><li>› 5 in. x 7 in.</li></ul>	<p><b>Annual fees</b></p> <p>\$80.00</p> <p>\$100.00</p> <p>\$150.00</p>



**Effective as of October 26, 2025 (cont.)**

<p>Safety deposit boxes</p> <p>Taxes not included. The annual fee covers the period from January 1 to December 31 and is charged in January. A \$10.00 discount on the annual fee is offered to holders of The Total package.</p>	Large	\$300.00
	› 5 in. x 10 $\frac{3}{8}$ in.	
	› 10 $\frac{3}{8}$ in. x 5 in.	
	› 10 $\frac{3}{8}$ in. x 7 in.	
	› 5 in. x 15 in.	
	› 5 in. x 15 $\frac{1}{2}$ in.	
	› 5 in. x 15 $\frac{3}{4}$ in.	
	› 16 in. x 5 in.	
	› 5 in. x 16 in.	
	› 6 in. x 15 $\frac{7}{8}$ in.	
	X-Large	\$375.00
	› 10 in. x 10 in.	
	› 10 in. x 10 $\frac{3}{8}$ in.	
	› 10 in. x 10 $\frac{1}{2}$ in.	
	XX-Large	\$500.00
	› 10 in. x 15 in.	
	› 15 in. x 10 in.	
	› 10 in. x 15 $\frac{1}{2}$ in.	
	› 10 in. x 15 $\frac{3}{4}$ in.	
	› 16 in. x 10 in.	
	› 10 in. x 16 in.	
	› 15 $\frac{1}{2}$ in. x 10 $\frac{3}{8}$ in.	
	› 10 $\frac{1}{4}$ in. x 15 $\frac{3}{4}$ in.	
	XXX-Large	\$700.00
	› 13 $\frac{1}{2}$ in. x 17 in.	
	› 15 in. x 15 in.	
	› 15 $\frac{1}{2}$ in. x 15 in.	
	› 15 in. x 17 $\frac{3}{8}$ in.	
	XXXX-Large	\$900.00
	› 15 in. x 20 in.	
	› 16 in. x 19 in.	
	› 16 in. x 20 in.	
	› 20 $\frac{1}{2}$ in. x 15 $\frac{1}{2}$ in.	



**Effective as of October 26, 2025 (cont.)**

Forced opening of the safety deposit box	\$200.00 + taxes
Item subject to special collection procedures in Canada and item subject to special collection procedures outside Canada	<p>Items deposited to be sent for special collection (Collection in Canada and/or International Collection)</p> <p>0.50% of the item amount with a minimum of \$250.00/item (banking and incidental fees may apply)</p> <p>Dishonoured item \$50.00</p> <p>Information requested from or by a correspondent \$20.00/transmission</p> <p>This service is not available for all countries and the list may vary without notice. Refer to your branch or account manager.</p> <p>A cheque in Canadian or U.S. dollars drawn on your account, deposited outside of Canada, or to be processed outside of the Canadian clearing system \$50.00</p>
Registered plans	<p>Registered plans (TFSA, FHSA, RRSP, LRSP, LIRA, RRIF, LIF)</p> <p>These charges apply to National Bank of Canada, Natcan Trust Company and National Bank Trust Inc. plans available through our branch network.</p> <p>Transfer to another financial institution \$150 + taxes/transfer</p>





## 7.3 Upcoming changes to banking packages and solutions as of January 25, 2026

Effective as of January 25, 2026

The Minimalist package	18 electronic transactions (no branch transactions included)
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### Let's stay in touch

Your migration experience is important to us. Closer to the transition, you'll receive a friendly email reminder of these important dates and actions. You can also reach out to us any time during your migration.

- › Visit **welcome.nbc.ca** for the most up-to-date migration information, including the **frequently asked questions** section.
- › Contact your Relationship Manager or local banking centre.
- › Call the National Bank Client Experience Centre (CEC) at 1-888-835-6281 (toll free) for further assistance.

We thank you for trusting us, now as a combined bank, to help you achieve your financial goals. We truly value your continued business and are committed to providing you the service you expect with access to expanded products, services, digital features and locations across Canada.

We look forward to beginning this next chapter with you and supporting you now and in the future.

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