

# Banking Services for Businesses

Fees

Services  
Businesses

Services  
Banking  
Businesses

Fee Guide –  
Banking Services for Businesses  
Effective August 2, 2010



**NATIONAL  
BANK**

FINANCIAL GROUP



## **Banking solutions to manage your business more efficiently!**

At National Bank, we know that managing your time and operations efficiently is essential. That's why we have developed a range of accessible banking transaction solutions designed to quickly meet the needs of your business.

Providing you with complete information about the products and services we offer – including their fees – is important to us. We therefore ask that you refer to the list of fees related to the various services you use.

Certain fees are subject to the Goods and Services Tax (GST) and any applicable provincial taxes.

## **Choose any access method; enjoy high quality service**

### **Online**

National Bank Internet Banking Solutions – Business\* are fast, secure and easy to use. They give you real-time access to your accounts anytime, anywhere.

### **Banking machines**

National Bank automated banking machines are accessible day or night. They're a great way to do your day-to-day banking.

### **Telephone**

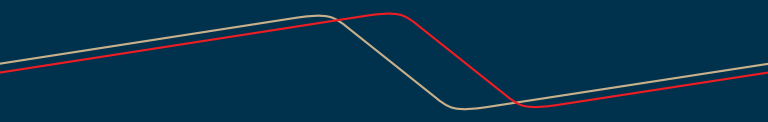
TelNat Automated Telephone Service is available from 6 a.m. to midnight (Eastern Time), seven days a week, so that you can quickly carry out transactions linked to managing your current accounts.

### **Branches**

Our branch personnel will be pleased to serve you. Every National Bank professional is committed to offering you solutions that will make your banking and finances easier to manage.

*Thank you for choosing National Bank!*

\*Only certain versions of Internet browsers may be used to access National Bank Internet banking services. We recommend that you go to [nbc.ca/browsers](http://nbc.ca/browsers) before carrying out transactions online for the first time.



## Table of contents

Current account	4
Cheques	5
Internet Banking Solutions – Business	6
Business Client Card	6
TelNat Automated Telephone Service	6
Packages for businesses	7
BusinessFlex and AgriNat packages	8
AgriNat Global package	10
DirectNAT.SME package	10
Other fees	10
Purchase of cash	10
Overdraft charges	11
Additional statement of account	11
Bank confirmation	11
Tracing and producing documents	11
Drafts	11
Money orders	11
Lost, destroyed or stolen drafts or money orders	11
Credit references	12
Around-the-clock depository service	12
Wire transfers	12
Dormant accounts	12
Account closing	13
Items sent for collection outside Canada (all currencies)	13
Notice of changes to the fees set out in this guide	13
Customer service	13
Protection of your personal information	16

## Administration fees

Please refer to the specific sections of this guide that relate to the various services you use.

CDN\$ or US\$  
(according to the currency of the account)

### Current account

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>▪ Cheque, debit, deposit or credit transaction</li> </ul> | <ul style="list-style-type: none"> <li>CDN \$0.90</li> </ul> | <ul style="list-style-type: none"> <li>US \$0.90</li> </ul> |
|--|--|---|
- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>▪ Automated transaction (TelNat Automated Telephone Service)</li> </ul> | <ul style="list-style-type: none"> <li>CDN \$0.80</li> </ul> | <ul style="list-style-type: none"> <li>US \$0.85</li> </ul> |
|--|--|---|
- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>▪ Electronic transaction (banking machines, point-of-service terminals and Internet Banking Solutions – Business)</li> </ul> | <ul style="list-style-type: none"> <li>CDN \$0.80</li> </ul> | <ul style="list-style-type: none"> <li>US \$0.85</li> </ul> |
|---|--|---|
- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>▪ Deposit content:               <ul style="list-style-type: none"> <li>– Bank notes</li> <li>– Coin</li> <li>– Cheques</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>\$2.15/\$1,000</li> <li>\$2.15/\$100</li> <li>\$0.18/item</li> </ul> |  |
|---|---|--|
- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>▪ Stop payment:               <ul style="list-style-type: none"> <li>– Complete information</li> <li>– Incomplete information</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>\$12.50</li> <li>\$20.00</li> </ul> |  |
|---|--|--|
- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>▪ Basic monthly fee</li> </ul>             | <ul style="list-style-type: none"> <li>\$7.50</li> </ul> |  |
| <small>Basic monthly fee does not apply if service charges exceed \$7.50.</small> |  |  |
- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>▪ Inter-Access</li> </ul> | <ul style="list-style-type: none"> <li>\$2.00/transaction</li> </ul> |  |
|--|--|--|
- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>▪ Bill payment:               <ul style="list-style-type: none"> <li>– Branch service</li> <li>– TelNat Automated Telephone Service</li> <li>– Banking machine</li> <li>– Internet Banking Solutions – Business (fee per notice):                   <ul style="list-style-type: none"> <li>– Government remittances</li> <li>– Service providers</li> <li>– Other suppliers:                       <ul style="list-style-type: none"> <li>- Fax</li> <li>- E-mail</li> <li>- EDI (electronic data interchange)</li> <li>- Mail</li> </ul> </li> </ul> </li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>\$2.00/bill</li> <li>Free</li> <li>\$1.00/envelope</li> <li>\$1.00</li> <li>\$1.00</li> <li>\$0.50</li> <li>\$0.40</li> <li>\$1.50</li> <li>\$2.50</li> </ul> |  |
|--|--|--|

- National Bank inter-account transfer:
  - Branch service, via telephone \$5.00
  - TelNat Automated Telephone Service, banking machine and Internet Banking Solutions – Business Free
- *Interac*<sup>™</sup> Direct Payment and NYCE<sup>®</sup> \$0.80
- Banking machine network user fee:
  - *Interac*<sup>™</sup> \$1.50
  - CIRRUS<sup>®</sup> \$3.00
- US\$ float
 

Due to processing times for transactions with U.S. financial institutions, there is a gap between the time the National Bank grants the funds and when it receives them. Generally, 1 to 3 days is needed to clear a cheque drawn on or deposited to a US\$ account.
- Account balance information:
  - Branch service, via telephone \$5.00/request
  - TelNat Automated Telephone Service, banking machine and Internet Banking Solutions – Business Free

CDN\$ or US\$  
(according to the currency of the account)

## Cheques

- Certified cheque:
  - At the issuer’s request \$10.00
  - At a payee’s request \$15.00
- Cheque, item or payment instruction held for deposit \$5.25 + \$1.75/notice mailed
- Processing a cheque, item or payment instruction drawn on the account and returned or rejected due to insufficient funds \$42.50
- Processing a cheque, item or payment instruction in CDN\$ and US\$ drawn on a Canadian bank, deposited and returned or dishonoured \$6.00
- Processing a cheque, item or payment instruction in US\$ and foreign currency drawn on a bank outside Canada, deposited and returned or dishonoured:
  - Cheque for \$1,000 or less Minimum \$16.00
  - Cheque for over \$1,000 Minimum \$26.50

- Manual processing of a cheque or item \$5.00
- Cheque, item or payment instruction drawn in a currency other than that of the account:
  - US\$ \$7.00
  - Other foreign currencies Minimum \$11.00
- Cheque, item or payment instruction drawn in US\$ on a CDN\$ account Minimum \$20.00  
Does not apply to US\$ accounts.
- Cheque order fees:  
They vary depending on the model chosen and the number of cheques.  
For further details, please contact your Manager – Commercial Banking or the TelNat Automated Telephone Service.

CDN\$ or US\$  
(according to the currency of the account)

### Internet Banking Solutions – Business\*

- Monthly subscription fee \$9.95\*\*  
(includes):
  - Maximum of 25 accounts
  - Unlimited number of users
- Government remittances outside Quebec (Can-Act):
  - Enrolment fee \$25.00
  - Fee per transaction \$2.00  
Includes payment notice.

\*Only certain browser versions can be used to access National Bank Internet Banking Solutions – Business. We recommend that you go to [nbc.ca/browsers](http://nbc.ca/browsers) before using this service.

\*\*Monthly fee does not apply to BusinessFlex 30+, BusinessFlex 50+, AgriNat 30+, AgriNat 50+, DirectNAT.SME packages, as well as all Packages for businesses.

CDN\$

### Business Client Card\*

- Annual fee \$25.00/card\*\*

\*Enrolment is subject to certain conditions.

\*\*One Business Client Card with no annual fee is included with any BusinessFlex, AgriNat, AgriNat Global and DirectNAT.SME package, as well as all Packages for businesses.

CDN\$

### TelNat Automated Telephone Service

- Per automated call \$2.95

- Monthly fee for automated calls\*:
  - 5 calls \$6.25
  - 10 calls \$11.95
  - 15 calls \$17.25
  - Additional calls \$1.95/call
  - Unlimited calls \$20.00

\*Monthly fee does not apply to BusinessFlex packages, AgriNat packages, as well as all Packages for businesses. The AgriNat Global package includes 10 free calls and the DirectNAT.SME package includes 15 free calls.

CDN\$

## Packages for businesses

This offer does not apply to interest-bearing current accounts.

All Packages for businesses include:

- Free subscription to Internet Banking Solutions – Business
- Unlimited number of calls to TelNat Automated Telephone Service
- One free Business Client Card
- Deposits in coin: \$500

- Package 20 \$14.99/month
  - 20 debit or credit transactions
  - Deposit contents included: \$1,000 in notes and 15 cheques deposited
- Package 35 \$26.99/month
  - 35 debit or credit transactions
  - Deposit contents included: \$3,000 in notes and 20 cheques deposited
- Package 50 \$37.99/month
  - 50 debit or credit transactions
  - Deposit contents included: \$5,000 in notes and 30 cheques deposited
- Package 75 \$54.99/month
  - 75 debit or credit transactions
  - Deposit contents included: \$8,000 in notes and 40 cheques deposited
- Package 100 \$74.99/month
  - 100 debit or credit transactions
  - Deposit contents included: \$15,000 in notes and 60 cheques deposited

7

### Additional transaction fees and other fees

Excess transactions (manual, automated or electronic) in any of the Packages for businesses will be billed at the rate charged for a *cheque, debit, deposit or credit transaction*, based on the Commercial Banking fees in effect (see p. 4). Any excess deposit contents will be billed in accordance with the rate in effect (see *Deposit content* on p. 4).

### Flat-fee banking packages that are no longer offered

These packages remain active for existing holders; however they are no longer offered.

CDN\$

#### BusinessFlex and AgriNat packages

BusinessFlex and AgriNat packages all include one free Business Client Card and an unlimited number of calls to TelNat Automated Telephone Service.

- BusinessFlex 15 \$12.05/month
  - 10 debit and 5 credit transactions
  - Deposit contents included: \$1,000 in notes and 10 cheques deposited
- BusinessFlex 30 \$21.95/month
  - 20 debit and 10 credit transactions
  - Deposit contents included: \$3,000 in notes and 20 cheques deposited
- BusinessFlex 50 \$36.25/month
  - 35 debit and 15 credit transactions
  - Deposit contents included: \$5,000 in notes and 35 cheques deposited
- BusinessFlex 30+ \$29.65/month
  - 20 debit and 10 credit transactions
  - Deposit contents included: \$3,000 in notes and 20 cheques deposited
  - Free subscription to Internet Banking Solutions – Business

- BusinessFlex 50+ \$42.95/month
  - 35 debit and 15 credit transactions
  - Deposit contents included: \$5,000 in notes and 35 cheques deposited
  - Free subscription to Internet Banking Solutions – Business
- AgriNat 15 \$12.05/month
  - 10 debit and 5 credit transactions
  - Deposit contents included: \$1,000 in notes and 10 cheques deposited
- AgriNat 30 \$21.95/month
  - 20 debit and 10 credit transactions
  - Deposit contents included: \$3,000 in notes and 20 cheques deposited
- AgriNat 50 \$36.25/month
  - 35 debit and 15 credit transactions
  - Deposit contents included: \$5,000 in notes and 35 cheques deposited
- AgriNat 30+ \$29.65/month
  - 20 debit and 10 credit transactions
  - Deposit contents included: \$3,000 in notes and 20 cheques deposited
  - Free subscription to Internet Banking Solutions – Business
- AgriNat 50+ \$42.95/month
  - 35 debit and 15 credit transactions
  - Deposit contents included: \$5,000 in notes and 35 cheques deposited
  - Free subscription to Internet Banking Solutions – Business

**Additional transaction fees and other fees**

Excess transactions (manual, automated or electronic) in any of the BusinessFlex or AgriNat packages will be billed at a rate of \$1.25. Any excess deposit contents will be billed in accordance with the rate in effect (see *Deposit content* on p. 4).

CDN\$

### AgriNat Global package

- AgriNat Global \$20.85/month
  - 25 debit and 5 credit transactions
  - One free Business Client Card
  - 10 free calls to TelNat Automated Telephone Service

#### Additional transaction fees and other fees

Excess automated or electronic transactions will be billed at a rate of \$0.65. Any excess manual transactions will be billed at a rate of \$1.25. Any additional calls to TelNat Automated Telephone Service will be billed at a rate of \$1.25. Any deposit contents will be billed in accordance with the rate in effect (see *Deposit content* on p. 4).

CDN\$

### DirectNAT.SME package

- DirectNAT.SME \$28.95/month
  - 30 debit or credit transactions
  - One free Business Client Card
  - 15 free calls to TelNat Automated Telephone Service
  - Free subscription to Internet Banking Solutions – Business

#### Additional transaction fees and other fees

Excess automated or electronic transactions will be billed at a rate of \$0.65. Any excess manual transactions will be billed at a rate of \$1.25. Any additional calls to TelNat Automated Telephone Service will be billed at a rate of \$1.25. Any deposit contents will be billed in accordance with the rate in effect (see *Deposit content* on p. 4).

CDN\$ or US\$

(according to the currency of the account)

### Other fees

#### Purchase of cash

- Bank notes \$2.15/\$1,000
- Coin \$2.15/\$100

### Overdraft charges

- Transaction which causes or increases an overdraft (plus interest) \$5.00/transaction

### Additional statement of account

- Statement generated in addition to the usual monthly statement or produced before month-end \$5.00

### Bank confirmation\*

- Per confirmation Minimum \$25.00
- Research requiring additional work (more than 30 minutes) \$36.00/hour

\*Including *Financière agricole du Québec* requests.

### Tracing and producing documents\*

- Less than 90 days following transaction date \$5.00/item
- 90 days or more following transaction date \$10.00/item  
Minimum \$20.00

\*At the request of the issuer or a payee.

### Drafts

- CDN\$ \$7.50
- Foreign currency Minimum \$7.75

### Money orders

- CDN\$ \$7.50
- Foreign currency Minimum \$7.75

### Lost, destroyed or stolen drafts or money orders\*

- Stop payment and reimbursement or issue of a duplicate in CDN\$ \$10.00
  - \$100.00 and under:
    - US\$ US \$10.00
    - Other foreign currencies CDN \$10.00
  - Over \$100.00:
    - US\$ US \$16.00
    - Other foreign currencies CDN \$25.00

\*Fees paid by the correspondent for the stop payment are not included. Subject to National Bank requirements and standards.

## Credit references

- Bank report Minimum \$25.00 + long distance charge
- Bank report via Internet Banking Solutions – Business \$15.00
- Full report \$69.00  
Exclusively via Internet Banking Solutions – Business.

## Around-the-clock depository service

- Disposable deposit wallets (50 wallets) \$25.00  
+ applicable taxes
- Replacement key to depository \$4.00 + applicable taxes

## Wire transfers<sup>1, 2</sup>

- From another financial institution in Canada or outside Canada (based on amount received) Minimum \$5.00  
Maximum \$25.00
- To another financial institution in Canada or outside Canada<sup>3</sup> 0.34%<sup>4</sup>
  - Request via Internet Banking Solutions – Business Minimum \$15.00  
Maximum \$60.00
  - Request in branch, via fax or e-mail<sup>5</sup> Minimum \$25.00  
Maximum \$80.00

1 Wire transfer fees are extra (\$15 for Canada and the United States; \$20 for other countries).

2 Certain banking correspondents may collect additional fees from the payment sent.

3 Fees in US\$ if the payment is in US\$.

4 Fees calculated on the amount sent converted into the currency of the account.

5 Fax or e-mail subject to prior approval from National Bank.

## Dormant accounts\*

- First notice, after 1 year \$10.00
- Second notice, after 2 years \$20.00
- Without notice after 3 and 4 years \$30.00
- Third notice, after 5 years \$30.00
- Without notice after 6 and 7 years \$40.00
- Without notice after 8 years \$50.00
- Fourth notice, after 9 years or more \$50.00

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

### Account closing

- Account closing within 90 days of opening \$16.00
- Account closing for transfer to another institution \$17.00

### Items sent for collection outside Canada

#### (all currencies)

- Cheques or drafts sent Minimum \$50.00  
Maximum \$250.00
- Cheques or drafts returned Minimum \$50.00  
(plus correspondent fees)

## Notice of changes to the fees set out in this guide

National Bank may change the applicable fees by giving clients:

- 30 days' prior notice via an insert in their statement of account
- 60 days' prior notice via an insert in this guide, which will be displayed in branches, National Bank points of service and on its website at [nbc.ca](http://nbc.ca).

National Bank will consider that the client has agreed to the modification if he continues to use the account.

## Customer service

### Your satisfaction counts!

If you have a general problem, are dissatisfied or feel that National Bank has not respected the standards set out in our *Code of Conduct and Problem Resolution Process for Businesses*, you can communicate directly with your **Manager – Commercial Banking** or submit your case to him in writing by using the form included at the end of our Code, which is available in our branches and Commercial Banking Centres.

If you are not satisfied with the way your case was handled, you can contact the **Vice-President – Commercial Banking** for your region.

National Bank will reply as soon as possible. A representative will promptly send you an

acknowledgement of receipt and will give you an idea of how long it will take to look into your problem.

To obtain the address and telephone number of the nearest Commercial Banking Centre, visit the National Bank's website at [nbc.ca](http://nbc.ca) or call 1-877-394-8988.

If you are not satisfied with the way the **Vice-President – Commercial Banking** for your region handled your case, you can call the National Bank Financial Group **Mediation Department** directly at 1-888-955-6655. Please note that for complaints related to insurance, mutual funds or financial planning, you should contact the National Bank Financial Group Ombudsman for clients directly.

If you prefer, you can write to:

- National Bank Financial Group **Mediation Department**  
P.O. Box 93  
Station Place d'Armes  
Montreal, QC H2Y 3E9  
Telephone: 1-888-955-6655  
Fax: 1-877-866-1407 or 514-866-1407

14

An advisor will contact you to discuss the situation as soon as possible after receiving your complaint.

If the problem is not resolved to your satisfaction, you can contact the National Bank Financial Group **Ombudsman for clients**. The **Ombudsman for clients** is a neutral and independent third party who is in close contact with various specialists and is sensitive to your needs.

The **Ombudsman for clients** knows the contact persons who can help you find satisfactory solutions and makes sure you receive all the attention you deserve. The **Ombudsman for clients** looks into problems regarding products and services or any situations that may arise in the course of your dealings with National Bank and its subsidiaries. In addition, the **Ombudsman for clients** guarantees that all clients are treated fairly and equitably.

You can contact the **Ombudsman for clients** by telephone or in writing. When contacting the **Ombudsman for clients**, please complete the form at the end of the *Code of Conduct and Problem Resolution Process for Businesses* and be sure to have all documents related to your case on hand.

- Office of the National Bank Financial Group

**Ombudsman for clients**

P.O. Box 275

Montreal, QC H2Y 3G7

Telephone: 1-888-300-9004

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

Website: nbc.ca

(under *About us/Our organization/Complaint settlement*)

**Other avenues**

If you are still not satisfied after taking your case to the National Bank Financial Group **Ombudsman for clients**, or if 90 days have elapsed since your complaint was submitted to the second level in the settlement process and no final decision has been made, you can contact the **Ombudsman for Banking Services and Investments**.

15

- **Ombudsman for Banking Services and Investments**

P.O. Box 5

Toronto, ON M5H 2Y4

Telephone: 1-888-451-4519

Fax: 1-888-422-2865

Website: obsi.ca

E-mail: ombudsman@obsi.ca

**AT ALL TIMES**, if you have a complaint regarding a possible breach of provisions of public commitments or voluntary codes of conduct adhered to by the National Bank, you can use the method of communication that suits you best to contact:

■ **The Financial Consumer Agency of Canada**

Mailing address:

Enterprise Building

427 Laurier Ave. West

6th Floor

Ottawa, ON K1R 1B9

Telephone: 1-866-461-3222

Website: [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca)

E-mail: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

## Protection of your personal information

If you have a complaint about the protection of your personal information, you can either use the process described in this guide or contact the **Privacy Commissioner of Canada**.

16

■ **Privacy Commissioner of Canada**

112 Kent Street

Place de Ville

Tower B, 3rd Floor

Ottawa, ON K1A 1H3

Telephone: 1-800-282-1376 or 613-947-1698

<sup>TM</sup> Registered trademark of *Interac* Inc.

® Registered trademark of CIRRUS SYSTEMS Inc.

® Registered trademark of NYCE Corporation.

Authorized user: National Bank of Canada.

© 1998-2010 National Bank of Canada. All rights reserved. Any reproduction in whole or in part is strictly forbidden without prior written consent from National Bank of Canada.

Should you have any questions or comments,  
do not hesitate to contact us.

1-877-394-8988 (Toll-free)  
514-394-8988 (Montreal area)

[nbc.ca](http://nbc.ca)



**Mixed Sources**

Product group from well-managed  
forests, controlled sources and  
recycled wood or fiber

Cert no. SGS-COC-2319  
[www.fsc.org](http://www.fsc.org)  
© 1996 Forest Stewardship Council

25167-002 (REV 07 / 2010)



**NATIONAL  
BANK**

**FINANCIAL GROUP**