

## **Summary of changes made to the account management agreement**

### **Confirmation of your identity**

In order to protect our clients, we always verify the identity of anyone who opens an account with National Bank, Natcan Trust Company, or National Bank Trust. The agreement states that this requirement applies to all methods of opening an account, whether in person, by Internet, by fax or by telephone.

### **Your personal information**

This section of the agreement contains a brief explanation of the reasons why it is important for us to obtain personal information about you. In other words, we explain why we want to know you better.

### **Accessing your accounts**

A full section explains the different ways of accessing your account (automated bank machines, telephone, Internet, branches) with particular attention devoted to standardizing the terms used.

### **Direct deposits and preauthorized debits**

This section explains how you are responsible for advising all parties concerned of any changes to your account that could have an effect on direct deposits and pre-authorized debits.

### **Overdrafts**

Account overdrafts are an important subject, which is why they are mentioned in several clauses of the agreement. In fact, it is your responsibility to ensure your account contains sufficient funds. If the situation requires it, an equivalent amount may be withdrawn from another of your accounts, without notification, to cover the shortfall. Several solutions are available to avoid such a situation, including fund transfers, National Bank MasterCard protection and margin accounts. An advisor can help you determine which solution is best for you.

### **Technological media**

Over the last few years, technology has dramatically accelerated how cheques and other items are sent and processed, while making them more secure. Using these new technologies does however mean that, in the near future, originals of cheques and other documents will only be available in their new virtual form.

### **Checking your account entries**

We strictly adhere to banking industry standards for keeping your transactions secure. If you do however notice an irregularity in your passbook, your monthly paper statement, or while using our Electronic Banking Solutions, you must notify us immediately.