

- › A regulatory body has issued an order
- › There is a significant increase in credit risk for an eligible business¹ because of:
 - an increase in the account overdraft
 - a negative change in the credit rating or any other rating that can affect the credit risk
 - an unexplained change in the deposit history
 - a refusal from other financial institutions to deposit cheques or other items, and
 - a notice of bankruptcy or measures taken by the creditors of the business.
- › There are any other exceptional circumstances that make it necessary to protect our interests.

Customer service for individuals and eligible businesses

For more information on our complaint settlement process, please visit nbc.ca. Go to the "About Us" section at the bottom of the page and select "Complaint settlement" or call:

- › **1-888-835-6281** (individuals)
- › **1-844-394-4494** (businesses)

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

Individuals
1-888-483-5628
514-394-5555

Businesses
1-877-394-8988
514-394-8988

nbc.ca



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Access to Funds Policy

Individuals and eligible businesses

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Our access to funds policy describes the minimum conditions that apply when you deposit a cheque or any other type of instrument in the branch, at an ABM or via digital deposit.

This policy **doesn’t affect** the benefits you already have concerning the availability of funds and the hold funds period.

Unless otherwise indicated, cheques included in this policy are:

- › issued in Canadian dollars
- › drawn on a Canadian financial institution, and
- › deposited in your deposit account or your line of credit

Availability of first \$100 for individuals

Deposits in branches

You can immediately withdraw the first \$100 of a cheque deposited in person with a branch employee.

ABM or digital deposit

If you deposit one cheque in a day:

- › You can immediately withdraw \$100 from the cheque you deposited.

If you deposit more than one cheque in a day:

- › You can immediately withdraw \$100 from the first cheque you deposited.
- › You will have access to the first \$100 from the other cheques the following business day.

		Cheques of \$1,500 or less		Cheques over \$1,500	
		Deposit at a branch counter	Deposit at a banking machine or by digital deposit	Deposit at a branch counter	Deposit at a banking machine or by digital deposit
Individual	Maximum hold funds period ²	4 business days	5 business days	7 business days	8 business days
	Access to first \$100	Immediately	1 st cheque deposited: Immediately Starting with the 2 nd cheque deposited: The following business day	Immediately	1 st cheque deposited: Immediately Starting with the 2 nd cheque deposited: The following business day
Eligible businesses ¹	Maximum hold funds period ²	4 business days	5 business days	7 business days	8 business days

Cheque hold funds period for individuals and eligible businesses¹

Hold funds period

The hold funds period for a cheque is 4 to 8 business days after the deposit.

The length of this period depends on the deposit amount and method. See the above table for further details.

Cheque in foreign currency

The maximum hold funds period² for a cheque in U.S. dollars or in euros (payable in France only) is 25 business days. Cheques in other currencies are accepted on a collection basis only. This means that the funds will only be credited to your account when we receive payment of the cheque.

Please contact us to find out the conditions applicable to the deposit of a cheque in foreign currency.

End of the hold funds period

Even when the hold funds period has expired, there is no guarantee that the cheque deposited is valid.

If the cheque is refused, or returned unpaid, your account will be debited for the amount of the cheque and applicable fees.

Refusing the first \$100 and extending the hold funds period

We can refuse to let you access the first \$100 or extend the hold funds period specified in the above table if:

- › The account has been open for less than 90 days.
- › The cheque:
 - has been endorsed more than once;
 - is deposited more than 6 months after the date on the cheque;
 - is not encoded with magnetic ink;
 - has damaged or mutilated encoding; or
 - is unreadable by cheque clearing systems.
- › Unusual circumstances beyond our control have occurred.
- › We have reasonable grounds to believe that:
 - the cheque has been deposited for illegal or fraudulent purposes;
 - suspicious transactions have been performed under the terms of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*;

¹ An eligible business is a business with authorized credit of less than \$1 million, fewer than 500 employees and annual revenues of less than \$50 million.

² This hold funds period is an estimate and can be extended if we do not receive payment of the cheque from the foreign financial institution during the initial hold funds period.