Welcome to National Bank

Product and Service Migration Guide – Personal

NATIONAL BANK

LAURENTIAN BANK

Welcome!

We're proud to welcome you as we begin this next chapter together. This guide will support you in migrating your products and services from Laurentian Bank of Canada (Laurentian Bank®) to National Bank of Canada (National Bank®).

An online version is also available at **nbc.ca/lbc-guide**.

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

If you have any questions, feel free to contact Laurentian Bank at **1-866-499-4886** or visit **nbc.ca/lbc-personal**.

We're committed to making your transition as smooth as possible.

Here's to writing our next chapter together.

Summary of key changes resulting from the acquisition of Laurentian Bank's portfolios by National Bank

The purpose of this section is to provide a consolidated overview of the main changes to your banking products and services resulting from National Bank's acquisition of Laurentian Bank's portfolios. It will serve as a single reference point to locate the relevant information in this guide. **However, it is not an exhaustive presentation of the changes and should be supplemented by the detailed sections of the guide as well as the documents and resources to which they refer.**

Although this document highlights some changes to support you in the transition, it is important to note that the integration with National Bank gives you access to even more comprehensive products and services, additional digital functionality and an expanded banking network across Canada. In addition to the changes that are presented, you will benefit from comprehensive solutions to manage your day-to-day finances, carry out your plans and move forward based on your needs.

This guide presents the general migration framework, including contractual terms, managing your day-to-day banking, how to access online and in-branch banking, and the main operational impacts of the migration on payments and transactions. It also describes the transitional measures put in place to ensure business continuity, including the temporary redirection of certain services (cheques, direct deposits, wire transfers) and clients' obligations with respect to resetting recurring and post-dated payments.

If the products or services assigned to you do not fully meet your needs, you can choose to replace them with products or services better suited to your needs.

Welcome offer

As part of the migration, National Bank is pleased to present you with a welcome offer for a smooth transition so that you can continue your operations without interruption. Until February 28, 2027, you will benefit from the following favourable terms:

- → No fixed monthly fee on your chequing accounts for banking packages and offers for professionals.
- → No charge for electronic transactions in excess of those included in The Minimalist® package.
- → No charge on your first order of 100 cheques linked to your chequing account.
- → Bonus interest rate for high-interest savings account holders at Laurentian Bank.[1]
- → No monthly payment for the $12 annual personal line of credit fees, if applicable.
- → You may also be eligible for other promotions. Visit **nbc.ca** to learn more about our products and services as well as promotional offers you may be eligible for.

1 Interest is calculated at the end of each day on the total daily balance and is paid monthly. The annual rate is variable and may be modified without notice.

Overview of products and services after the migration

Our aim is to ensure a transition to comparable products and services at National Bank. This section presents an overview of the products and services you will have after the migration, as well as some important information to consider. For comprehensive information about your situation, please consult the detailed sections of this guide and the migration website at **nbc.ca/lbc-personal**.

Personal deposit accounts – Section 2 of the Guide (pages 19 to 30)

Your Laurentian Bank personal chequing and savings accounts will be migrated to comparable National Bank accounts (see the Personal Deposit Account table on page 19).

Please refer to the detailed table on pages 20 and 21 to find out which National Bank package you will have after the migration. For more information on the fees applicable after February 28, 2027, please see Section **7. Fee Guide** on page 62.

Chequing accounts: Your chequing account will be linked to a National Bank package. This package will be available at no fixed monthly fee until **February 28, 2027**. If this package does not meet your needs, **you can change it at any time and choose another package that is better suited to your needs. Any new packages will also be available at no fixed monthly fee until February 28, 2027**.

At National Bank, chequing accounts do not accrue interest.

Savings accounts: Savings accounts are being migrated to comparable National Bank products. These accounts are for savings (not daily transactions) and fees may apply. Funds are accessible at any time. For more information, please refer to Sections 2.2 and 2.3 of the Guide.

The following tables outline all the National Bank accounts and packages to which Laurentian Bank accounts and packages will be migrated. For more information, please refer to the tables on pages 19 to 23 as well as Section **7. Fee Guide**.

Laurentian Bank	National Bank
Account before migration	**Account after migration**
Chequing Account, Chequing Savings Account, Chequing Account (2015), Day by Day Interest Account, The Investment Excellence Account, À la Carte Account, Senior Citizen Account, Youth Account	Chequing Account
Day by Day Interest Plus US Account	USD Progress™ Account
Budget Plan, Security Plan, The Project Planner, Personal Internet Account	High Interest Savings Account
High Interest Savings Account	High Interest Savings Account (HISA) A bonus rate will apply until February 28, 2027. After that date, the interest rates applicable to National Bank's HISAs without a bonus will apply.

Laurentian Bank	National Bank
Chequing Account	**Post-migration package**
— Chequing Account, Chequing Account (2015), Chequing Savings Account, Senior Citizen Account, Day by Day Interest Account, The Investment Excellence Account – No package – 25+ — Basic Account — Preferred Account — Preferred Account 60+ Advantage — Preferred Account for youth and seniors – 25+ — Preferred Account Student Advantage – 25+ — Unlimited Account Student Advantage – 25+ — Extra plan, Extra plan+ — 65+ Plan — Privilège Time Saver — Quebec employees — Employees outside Quebec — Free package 9M/12M/18M	The Minimalist
— Basic Account for newcomers in their first year in Canada	Offer for newcomers
— Chequing Account, Chequing Account (2015), Chequing Savings Account, Senior Citizen Account, Day by Day Interest Account, The Investment Excellence Account: – No package – 24 and under — À la carte Account, Youth Account – No package — Youth Plan — Preferred Account for youth and seniors – 24 and under — Preferred Account Student Advantage – 24 and under — Unlimited Account Advantage 60+ — Unlimited Account — Privilege Program — TimeSaver Plan (Quebec) — TimeSaver Plan (outside Quebec) — Senior Citizen Plus Program – Indispensable Option Package — SuperSaver	The Connected®
— Gold Service — Gold Service 60+ Advantage	The Total®
— Banking Plan with Interest	Professional offer for engineers

Payments and transactions – Section 3 of the Guide (pages 31 to 33)

To ensure a smooth transition of your banking operations, please take the following necessary steps regarding your payments and transactions:

→ **Important transitional measures**

The following temporary redirection measures require your bank account number to be updated with your suppliers quickly:

— Direct deposits, pre-authorized debits and EDI credits to your Laurentian Bank account will be redirected to your National Bank account for a maximum period of **6 months.**

— Wire transfers received in your Laurentian Bank account will be redirected to your National Bank account for a maximum period of **3 months**.

Order cheques from National Bank as soon as possible:

— Cheques drawn on your Laurentian Bank account will be redirected to your National Bank account for a maximum period of **6 months**.

→ **Payment migration**

Take note of your payees for:

— Bill payments

— *Interac* e-Transfers®

Take note of your instructions for pending, post-dated and/or recurring payments as they will need to be manually configured in National Bank online banking:

— Bill payments

— *Interac* e-Transfers

— Transfers between your Laurentian Bank account and an external account at another financial institution

— Transfers between your accounts at Laurentian Bank

→ **Service changes**

Some services specific to Laurentian Bank will require adopting modified features at National Bank:

— Transfers between accounts (other institutions or clients) are no longer available and will have to be made by *Interac* e-Transfer.

— Some payment frequencies (e.g., daily) are not available.

— Some *Interac* features will change (Autodeposit must be reconfigured, Request feature is not available).

— Some channels are restricted: Outgoing wire transfers must be made in-branch and USD transactions are not available online or on a mobile device.

For more information on payment and transaction services, please refer to Section **3. Payments and Transactions** of the Guide.

Debit cards – Section 4.1 of the Guide (pages 34 and 35)

Depending on the cards you currently hold, one of the following options will apply:

1. **You have only one debit card at Laurentian Bank:**

   A National Bank debit card will be issued with the same accounts and positions that you hold at Laurentian Bank.

2. **You have more than one debit card at Laurentian Bank:**

   You can have only one debit card at National Bank. Therefore, only one card will be issued to you, with priority given to accounts for which you are the primary cardholder at Laurentian Bank.

3. **You already have a National Bank debit card:**

   You can only have one debit card at National Bank, so no new card will be issued to you if you already have an active debit card with us.

Credit cards – Section 4.2 of the Guide (page 35)

Your personal Laurentian Bank credit card will remain functional during and after the migration weekend.

→ **Credit card**	Additional information concerning your credit card, including timeframes, terms and conditions, as well as actions to take, will be provided to you in due course.
→ **Credit card payments**	**Bill payments:** To make payments on your Laurentian Bank credit card using the bill payment feature in My Online Bank, you will need to add “Laurentian Bank Visa” as a supplier via the “Bills” tab.

Personal lending products – Section 5 of the Guide (pages 36 to 53)

To support you in your transition, the sections below summarize the key changes related to your personal lending products. For full details, please refer to the corresponding sections of this guide.

Lines of credit and home equity lines of credit – Sections 5.3 and 5.5 of the Guide (pages 41 and 42 to 45)

Product	Summary	Insurer
Interest rate	Rate equivalence	The interest rate on your National Bank line of credit will be equivalent to the rate before the migration. See Section **5.3.2 Annual Interest Rate** of the Guide.
Interest and payments	Billing and minimum payment	Interest is charged monthly to your line of credit on the statement date (rather than on the 26th day at Laurentian Bank). See Section **5.3.4 Interest Calculation and Monthly Statement Period** of the Guide. The minimum payment must be made within **21 days of the statement date** (as opposed to 25 days at Laurentian Bank). On the 21st day following the statement, we will automatically debit the minimum payment or refund if an account is linked to your line of credit.
Fees	Amount and payment holidays	Fees will apply to lines of credit. See Sections **5.3.3** and **5.5.2 Fees** of the Guide.

Overdraft protection – Section 5.6 of the Guide (page 46)

Product	Summary	Insurer
Interest rate	New structure	The rate is now based on the National Bank prime rate **+7%** instead of being a fixed rate.

Mortgages – Section 5.7 of the Guide (pages 47 to 49)

Product	Summary	Insurer
Payments	Operational changes	Your **payment dates may change** (e.g., modified month-end). See Section **5.7.5 Payment Dates**.
Variable rate	Rate revision and payment amounts	The revision frequency for interest rates and payment amounts will change. See Sections **5.7.3 Interest Rate Revision Frequency (Variable Rate)** and **5.7.4 Payment Amount Revision Frequency (Variable Rate)** of the Guide.

Personal loans – Section 5.8 of the Guide (pages 49 to 53)

Product	Summary	Insurer
Interest rate	Rate equivalence and payment amount	The interest rate on your loan at National Bank will be equivalent to the rate before the migration. See Section **5.8.3 Interest Rate (Variable Rate Loan)** of the Guide. Payment amounts are fixed. See Section **5.8.4 Payment Amount Revision (Variable Rate Loan)** of the Guide.

Investments – Section 6 of the Guide (pages 54 to 61)

For the migration, your investment products will be transferred to National Bank with little consequence for their features. However, some changes may temporarily affect how your investments are displayed as well as the account structure. The key takeaways are outlined below.

Product	Summary	Insurer
GIC	Conditions carried over	The **features of your GICs are maintained**, including the **interest rate and maturity date**.
Investment accounts	Operation	Your investments will now be consolidated into **dedicated investment accounts** reserved for investment transactions (no current banking transactions are possible).

Creditor insurance – Section 5.1 of the Guide (page 36)

As part of the migration, your insurance coverage will be maintained, subject to certain important changes. Please refer to the table below for more information.

Product	Summary	Insurer
Creditor insurance (loans and lines of credit)	Coverage carried over	Your creditor insurance coverage linked to your loans and lines of credit is maintained, with a new insurer: **National Bank Life Insurance Company (NBLIC)**.

This concludes the summary of your changes. Please consult the following sections of this document for more information.

Your migration experience is important to us, and we are available to support you along the way. For more information, please refer to the support options below.

→ **Pre-migration support:** For any immediate inquiries related to your accounts and products, contact Laurentian Bank's Customer Service.

- By phone: **1-866-499-4886** (toll-free) daily from 8 a.m. to 9 p.m.
- By email: **mail@laurentianbank.ca**
- Or contact your branch.

→ **Information about the migration:** For up-to-date information and frequently asked questions (FAQ), visit National Bank's migration site at **nbc.ca/lbc-personal**.

Table of contents

1. General information

1.1 Migration to National Bank

As part of our acquisition of the personal banking products and services portfolios of Laurentian Bank, we're pleased to welcome you to National Bank.

Documents and resources are available to you in preparation and support for the migration, including:

— a **migration letter**, with detailed information, including migration dates;
— this Product and Service Migration Guide;
— the migration website at **nbc.ca/lbc-personal**.

We have taken great care to plan the migration of your banking products and services from Laurentian Bank to products and services at National Bank or its subsidiaries that are either equivalent or as similar as possible.

To facilitate your transition to National Bank, throughout this guide, we strive to present the features of the products and/or services you will hold after the migration by comparing them with your existing products and services. Feel free to use the table of contents to quickly locate the information that applies to your situation.

Reading this guide, as detailed as it may be, is no substitute for carefully reviewing the documentation to which it refers.

Copies of agreements related to products and services of National Bank or its subsidiaries as well as this guide can be accessed at **nbc.ca/lbc-legal**. After the migration, if you determine that another product or service from National Bank or one of its subsidiaries would better meet your needs, we would be pleased to discuss this with you.

National Bank and its subsidiaries will assume that you accept any changes to your products and services if you continue to use them as of the migration date.

When applicable, you can refuse the changes made to one of your banking products or services and terminate the corresponding agreement without incurring any fees or penalties, as applicable, by contacting your local banking centre no later than 30 days after the migration date.

Ce document est disponible en ligne en français. Visitez **bnc.ca/blc-particulier***.*
Vous pouvez changer votre langue de préférence en appelant le Centre d'expérience client de la Banque National[MD] *au* **1 888 835-6281***.*

Important security notice

No National Bank or Laurentian Bank staff member will contact you or show up in person to **ask for your personal banking information (one-time verification code, PIN, password).**

If you receive a call from someone claiming to be from National Bank or Laurentian Bank:

1. Do not share any information with them.
2. Obtain the caller's information.
3. Tell the caller you will verify their information.
4. End the call.
5. Contact Laurentian Bank before the migration date using a trusted phone number or contact National Bank after the migration.

1.2 Deposit account statements

Deposit account statements will be sent to the primary account holder. Note that joint accounts at National Bank have only one primary holder. Following the migration, you may communicate with us to change the account holder who receives statements.

Cheque copies will not be mailed with your account statement, but issued cheques will be viewable on National Bank online banking.

If you currently have the “Super Statement” service, which allows you to view all the information related to the products you hold at Laurentian Bank in one document, please note that this service will not be offered at National Bank following the migration.

1.3 Electronic communications

If you have consented to electronic communications with Laurentian Bank, your consent will continue to apply following the migration of your products and services to National Bank. The information systems through which documents will be sent to you electronically are being modified to include our online banking, any other National Bank digital platform, or email.

If you have not yet consented to electronic communications, you can do so by enrolling in National Bank’s online banking after the migration. Simply sign in and opt for electronic statements in your preferences.

1.4 Personal information

As part of the acquisition of Laurentian Bank’s portfolios by National Bank and, where applicable, its subsidiaries, your personal information is now held by National Bank. National Bank is committed to protecting your personal information and privacy and, where applicable, may promote products and services tailored to your needs. For more information, including how to manage your preferences, please refer to National Bank’s *Privacy Policy*, available at **nbc.ca/confidentiality**.

1.5 Responsibility for providing and updating your contact information

You are responsible for providing us with your complete and accurate contact information, including your email address.

You must keep your contact information up to date in order to receive all communications related to your bank account. You must promptly update your contact information when we ask you to do so (for example, by means of a banner displayed in our online banking services).

In accordance with the requirements of the Common Reporting Standard (CRS) and the Foreign Account Tax Compliance Act (FATCA), National Bank is required to collect and validate its clients’ tax information. We will contact you to update your tax residency information, as well as some basic client profile information.

However, please note that no National Bank or Laurentian Bank staff member will contact you or approach you in person to ask for your personal banking information (verification code, PIN, password).

1.6 Tax reporting

During your migration period, your tax slips will be issued in two parts. For 2026, you will receive tax slips from Laurentian Bank covering the pre-migration period and a second tax slip from National Bank covering the post-migration period. If the amount of interest paid at National Bank is less than $50.00, no tax slip will be issued.

In subsequent years, National Bank will issue tax slips.

1.7 Power of attorney

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

If you have authorized an individual with power of attorney for your Laurentian Bank deposit accounts, a debit card will also be sent to your attorney at their address on file, which will allow them to conduct transactions on your behalf.

Should you wish to share additional information after migration, please refer to Section **1.16. Contact Us**.

1.8 CDIC coverage

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

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

If you hold eligible deposits at Laurentian Bank and at National Bank at the time of migration, they will be insured separately up to $100,000 per depositor and per category, as if the migration 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 migration less withdrawals from those deposits or until term deposits mature or are redeemed.

As such, eligible deposits at Laurentian Bank before the migration continue to be protected separately, up to $100,000 per category for a period of two years post-migration, 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.

National Bank Trust Inc. (National Bank Trust) is a deposit-taking institution authorized by the Autorité des marchés financiers (AMF) of Quebec, a provincial Crown corporation that protects eligible deposits and offers deposit protection similar to that of the CDIC. Some of your investment products held with National Bank Trust may be protected by the AMF. Restrictions may apply to residents of Ontario and Newfoundland.

For more details on CDIC coverage following the acquisition, visit **nbc.ca/cdic**. For more information on deposit insurance, visit **nbc.ca/cdic**, the CDIC's website at **cdic.ca** or the AMF's website at **https://lautorite.qc.ca/en/general-public/compensation-and-deposit-protection**.

1.9 Regulatory brochures

All of our regulatory brochures applicable to your products can be found at **nbc.ca/lbc-legal**.

1.10 National Bank online banking

National Bank online banking has numerous features, including sending money by *Interac* e-Transfer, downloading void cheques and making international transfers.

Please note that National Bank does not offer automated telephone banking services. However, there are several options, such as National Bank online banking, in-branch services and the support provided by the Client Experience Centre (CEC).

1.11 National Bank app

The National Bank app offers a comprehensive range of features designed to enhance your banking experience. For instance, you can manage your National Bank accounts and view balances from anywhere.

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

1.12 Branch services

Upon migration, you will have access to the full National Bank network and will only be able to do your in-person banking activities at a National Bank branch. Use our branch locator at **locator.nbc.ca** or sign up for our online banking solutions to manage your National Bank accounts and services more easily.

1.13 Automated banking machine (ABM)

National Bank offers a wide range of ABMs that are part of THE EXCHANGE® network. With more than 2,500 points of service in Canada and around the world, you can carry out a number of transactions, including envelope-free deposits and withdrawals.

Just like at Laurentian Bank, fees apply for using an ABM outside the National Bank network.

What your current agreement includes and what will be included after the migration:

Fees for using an ABM outside the network

Laurentian Bank	Fees
Interac	$2.00
PLUS	$4.00
Accel®	Fees may apply
THE EXCHANGE	Free

National Bank	Fees
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 **locator.nbc.ca**.

1.14 Debit card limit management

You can change or turn off these limits at any time in National Bank's online banking, under MY CARDS – DEBIT CARD – MANAGE.

For *Interac* debit contactless payments, the maximum limit is $250 per transaction, with a daily cumulative contactless transaction limit of $500. Once this limit is reached, you will need to make a payment by entering your PIN to reset the contactless payment limit.

For more information on debit card limit management, go to **nbc.ca/debit-card**.

1.15 Complaints

Complaint settlement

Are you dissatisfied with any of our products or services?

Here is how to contact us:

Step 1

→ **The location where you do business**

In most cases, your complaint can be resolved quickly by contacting the person responsible for customer service where you do business, either at the branch, by telephone or in writing.

If your complaint is related to your corporate account, please contact your dedicated Relationship Manager. If you do not have a dedicated Relationship Manager, our Business Central team will be pleased to assist you.

What you can expect

Upon receiving your complaint, regardless of the contact method you chose, we will send you an acknowledgment of receipt that will confirm the start date of your complaint.

We are committed to providing you with complete and up-to-date information on your complaint upon request. We will notify you once your complaint has been reviewed.

Step 2

→ **Client Complaint Appeal Office**

If the person or department you submitted a complaint to is unable to process it within 14 calendar days, your complaint will automatically be handled by our Client Complaint Appeal Office, without any action required on your part.

If you received a response within the prescribed time period but your complaint was not resolved to your satisfaction, please contact the Client Complaint Appeal Office by phone or in writing.

Phone: **514-394-8655** or **1-888-300-9004**

Website: **nbc.ca**

Email: **complaintappeal@nbc.ca**

The Client Complaint Appeal Office is committed to providing you with complete and up-to-date information on your complaint upon request. In addition, it undertakes to inform you in writing of its decision within 56 calendar days of receipt of your complaint in the first step.

1. This document and the method described in it apply only to banking products and services offered by National Bank. To find out which products and services are covered by this complaint handling method, please visit **nbc.ca**, and click “Complaint settlement” at the bottom of the page, or call 1-888-835-6281 (if you are a Personal Banking client) or 1-866-444-1379 (if you are an Advisor Banking Services client).
2. Calendar day: A calendar day means any day in the calendar year, including statutory holidays, from January 1 to December 31.

Other recourses

→ **Financial Consumer Agency of Canada (FCAC)**

The Financial Consumer Agency of Canada monitors all federally regulated financial institutions, including banks (financial institutions) to ensure that they comply with federal consumer protection legislation.

Financial institutions are required by law to have a complaints process in place.

If you are having a problem with a financial product or service, you can file a complaint directly with the financial institution responsible.

If you are not satisfied with how your complaint was handled or if the 56-day period since you filed your complaint has elapsed, you may refer the complaint to the following external complaint body:

Ombudsman for Banking Services and Investments (OBSI)

20 Queen Street West, Suite 2400, P.O. Box 8
Toronto, Ontario M5H 3R3

Toll-free telephone: **1-888-451-4519**

TTY phone: **1-844-358-3442**

Toll-free fax: **1-888-422-2865**

Email: **ombudsman@obsi.ca**

Website: **obsi.ca**

If you want to know your rights or if you need information on how a financial institution handles complaints, you can contact the FCAC via the online form, by mail or by phone. The FCAC uses information from consumer inquiries to fulfill its mandate.

Website: **www.canada.ca/en/financial-consumer-agency**

Online form: **www.canada.ca/en/financial-consumer-agency/corporate/contact-us**

Phone:

For service in French: **1-866-461-ACFC (2232)**

For service in English: **1-866-461-FCAC (3222)**

For calls from outside Canada: **+1 613-960-4666**

Teletypewriter (TTY): **1-866-914-6097 / 613-947-7771**

Any complaint filed with Laurentian Bank will be addressed and resolved by it. National Bank's complaint handling process will be available after your transition date.

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. For more information, visit **https://srvcanadavrs.ca/**.

Mailing address:
Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa, Ontario K1R 7Y2

For more information on how complaints are handled at National Bank, visit **nbc.ca** in the "Complaint settlement" section at the bottom of the page.

514-394-4494 (Montreal area)
1-844-394-4494 (toll-free)
1-866-444-1379 (Advisor Banking Services)

For a complaint about your insurance coverage, please refer to the information contained in your National Bank Life Insurance Company certificate.

1.16 Contact us

Your transition experience is important to us. We are here to support you throughout the process. For more information, you can:

- go to **nbc.ca/lbc-personal** for the most up-to-date migration information and refer to the **frequently asked questions (FAQ)**;
- contact your local banking centre;
- after the migration, call the National Bank Client Experience Centre (CEC) at **1-888-835-6281** (toll-free) for assistance.

2. Personal deposit accounts

Your Laurentian Bank personal chequing and savings accounts will be migrated to comparable National Bank accounts. The terms and conditions applicable to your National Bank accounts are described in the *Deposit Account Agreement* available at: **nbc.ca/lbc-legal**.

We encourage you to review these documents to fully understand the features of your new account, as well as any fees that may apply.

For questions, additional information or to discuss other options better suited to your needs, please contact us at any time.

You also have the right, at any time and at no cost, to terminate the agreement or close your account. However, there may be a fee for using your account until the closing date, as per the *Fee Guide for Personal Banking Solutions*. For more information, refer to Section **7. Fee Guide**.

For more information on National Bank's other accounts and their features, visit **nbc.ca/accounts**.

The table shows the National Bank accounts to which your Laurentian Bank accounts will be migrated.

For additional information on applicable fees, refer to Section **7. Fee Guide**.

Laurentian Bank	National Bank
Account before migration	**Account after migration**
Chequing Account	Chequing account
Chequing Savings Account	
Chequing Account (2015)	
Day by Day Interest Account	
The Investment Excellence Account	
À La Carte Account	
Senior Citizen Account	
Youth Account	
Day by Day Interest Plus US Account	USD Progress Account
High Interest Savings Account	High Interest Savings account
Budget Plan	
Security Plan	
The Project Planner	
Personal Internet Account	

2.1 Chequing accounts

National Bank's chequing account is intended for everyday banking transactions, such as deposits, withdrawals and bill payments. It is not intended for savings, and no interest is paid on these accounts.

As part of the migration to National Bank, you will not be charged a fixed monthly fee on offers and packages for professionals or any excess transaction fees until February 28, 2027.

You can change your package at any time and choose another one that better suits your needs. A change in package will not trigger any fees before February 28, 2027. You will receive a written notice before any fees are charged, in accordance with regulatory requirements. After this date, the applicable fees will depend on the package you have and the offers in effect at the time.

The following table shows the National Bank package to which each Laurentian Bank account will be migrated. We suggest that you take the time to review your assigned package to make sure it meets your current needs.

For more information on packages and applicable fees, please see Section **7. Fee Guide**.

<table>
<tr><th>Laurentian Bank</th><th colspan="2">National Bank</th></tr>
<tr><th>Chequing</th><th>After the migration</th><th>Monthly fee
(no fixed monthly fees until February 28, 2027)</th></tr>
<tr><td>Chequing account, Chequing Account (2015), Chequing Savings Account, Senior Citizen Account, Day by Day Interest Account, The Investment Excellence Account
— No package
— 25+</td><td rowspan="16">The Minimalist</td><td rowspan="16">— Includes 18 electronic transactions
— Until February 28, 2027: No fixed monthly fees or excess electronic transactions
— After February 28, 2027: $3.95/month
– 0–17 years: $0/month
– 18–24 years: $0/month
– 65+ receiving the Guaranteed Income Supplement: $0/month
– 18+ who are beneficiaries of a Registered Disability Savings Plan: $0/month</td></tr>
<tr><td>Basic Account</td></tr>
<tr><td>Preferred Account</td></tr>
<tr><td>Unlimited Account</td></tr>
<tr><td>Preferred Account 60+ Advantage</td></tr>
<tr><td>Preferred Exclusive Account</td></tr>
<tr><td>Preferred Account for youth and seniors – 25+</td></tr>
<tr><td>Preferred Account Student Advantage – 25+</td></tr>
<tr><td>Unlimited Account Student Advantage – 25+</td></tr>
<tr><td>Extra Plan</td></tr>
<tr><td>Extra Plan +</td></tr>
<tr><td>65+ Plan</td></tr>
<tr><td>Privilège Time Saver</td></tr>
<tr><td>Quebec employees</td></tr>
<tr><td>Employees outside Quebec</td></tr>
<tr><td>Free Package 9M/12M/18M</td></tr>
<tr><td>Basic account for newcomers during their first year in Canada</td><td>Offer for newcomers</td><td>— Unlimited electronic transactions included free of charge in the first year. For fees and eligibility conditions after the first year, see Section 7. Fee Guide.</td></tr>
</table>

<table>
<thead>
<tr><th>Laurentian Bank</th><th colspan="2">National Bank</th></tr>
<tr><th>Chequing</th><th>After the migration</th><th>Monthly fee
(no fixed monthly fees until February 28, 2027)</th></tr>
</thead>
<tbody>
<tr><td>À la carte Account and Youth Account
— No package</td><td rowspan="13">The Connected</td><td rowspan="13">— Unlimited electronic transactions included
— Until February 28, 2027: No fixed monthly fees
— After February 28, 2027: $15.95/month
– 0–17 years: $0/month
– 18–24 years: $0/month
– 60+: $10.95/month</td></tr>
<tr><td>Chequing, Chequing Account (2015), Chequing Savings Account, Senior Citizen Account, Day by Day Interest Account, The Investment Excellence Account
— No package
— 24 and under</td></tr>
<tr><td>Youth Plan</td></tr>
<tr><td>Preferred Account for youth and seniors (24 and under)</td></tr>
<tr><td>Preferred Account Student Advantage (24 and under)</td></tr>
<tr><td>Unlimited Account Student Advantage (24 and under)</td></tr>
<tr><td>Unlimited Account 60+ Advantage</td></tr>
<tr><td>Unlimited Account</td></tr>
<tr><td>Privilege Program</td></tr>
<tr><td>TimeSaver Plan (Quebec)</td></tr>
<tr><td>TimeSaver Plan (outside Quebec)</td></tr>
<tr><td>Senior Citizen Plus Program – Indispenable Option Package</td></tr>
<tr><td>SuperSaver</td></tr>
<tr><td>Gold Service</td><td rowspan="2">The Total</td><td rowspan="2">— Unlimited transactions included
— Until February 28, 2027: No fixed monthly fees
— After February 28, 2027: $28.95/month
– 0–17 years: $18/month
– 18–24 years: $13/month
– 60+: $23.95/month</td></tr>
<tr><td>Gold Service 60+ Advantage</td></tr>
<tr><td>Banking Plan with Interest</td><td>Offer for engineering professionals</td><td>— Unlimited electronic transactions included
— Until February 28, 2027: No fixed monthly fees
— After February 28, 2027
— Without an eligible credit card: $12.95/month
For fees and eligibility requirements, please see Section 7. Fee Guide.</td></tr>
<tr><td>More Interest Banking Plan</td><td colspan="2">See Section 2.2 Savings account</td></tr>
</tbody>
</table>

2.2 Savings accounts

2.2.1 High Interest Savings Account

The National Bank High Interest Savings Account (HISA) is designed to help you earn interest while giving you quick access to your money. It can help you save for future plans while ensuring your funds are available. It is not intended for day-to-day transactions, such as making purchases or paying bills, as some transactions may result in fees. One free withdrawal per billing cycle is included with your savings account. A fee of $5.00 will be charged for each additional withdrawal made in the same billing cycle. To avoid incurring these fees, we recommend that you transfer the funds to your National Bank chequing account and make purchases and payments from your chequing account.

Please contact us if you would like to discuss other options that may better suit your needs.

The following table shows the Laurentian Bank accounts that will be migrated to the National Bank HISA. After the migration, the interest rates applicable to your account may differ from those previously offered at Laurentian Bank. For current National Bank rates, please visit **nbc.ca/rates**.

Laurentian Bank	National Bank	
Savings accounts	Account after migration	Rate
High Interest Savings Account	High Interest Savings Account	A rate bonus will apply until February 28, 2027. Applicable rates are available at **nbc.ca/lbc-rates**. After that date, the interest rates applicable to National Bank's HISA without a bonus will apply. Rates for the National Bank HISA are available at **nbc.ca/rates/bank-account-rates**.
Budget Plan Account Security Plan Account Project Planner Account Personal Internet Account More Interest Banking Plan	High Interest Savings Account	Applicable rates are available at **nbc.ca/rates/bank-account-rates**.

Funds in National Bank's HISA are available 24/7.

2.2.2 USD Progress Account

National Bank's USD Progress Account is designed for people who use US dollars in different situations, including to have funds in US dollars, travel to the United States, or make withdrawals or payments by cheque in US dollars. This account generates interest on balances over $5,000. Transactions on this account can only be made through a National Bank branch or by calling National Bank's Client Experience Centre (CEC). They cannot be carried out at ABMs, through National Bank online banking or with a debit card across points of service. For additional information on applicable fees, refer to Section **7. Fee Guide**. Note that fees for this account are charged in USD.

The following table shows the Laurentian Bank USD account that will be migrated to the National Bank USD Progress Account. Your post-migration interest rates may vary from previous interest rates at Laurentian Bank. For current National Bank rates, visit **nbc.ca/rates/bank-account-rates**.

Laurentian Bank	National Bank	
USD account	Account after migration	Rates
Day By Day Interest Plus US Account	USD Progress Account	Applicable rates are available at **nbc.ca/rates/bank-account-rates**

2.3 Interest rates on savings accounts

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

You can find current interest rates and information on interest rates applicable to National Bank savings accounts at **nbc.ca/rates-bank-account-rates**.

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

Interest accrued on your Laurentian Bank account prior to the migration will be credited to your National Bank account after the 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 Laurentian Bank credits interest to your account.

2.4 Protection between your accounts (linked accounts)

National Bank offers you the opportunity to link your accounts to protect you in the event of a lack of funds. This service is called **Overdraft Protection** and allows you to protect your bank account with another bank account, credit card or line of credit.

Your overdraft protection with Laurentian Bank (linked accounts) will be carried over to National Bank. You can change these conditions after your accounts have been migrated to National Bank by contacting us.

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

2.5 Electronic alerts

National Bank will continue to send you electronic alerts when the balance in your account falls below $100 or any other amount that you had set up with Laurentian Bank, provided that your file contains a valid email address.

If you had chosen not to receive any alerts prior to migration, this choice will be retained.

You can choose to opt out of receiving electronic alerts or change your preferences (including the amount set for the alert) through National Bank online banking.

2.6 Changes to your Laurentian Bank agreements for deposit accounts

Certain terms and conditions of your Laurentian Bank deposit account agreements will be amended to align with those of National Bank's *Deposit Account Agreement*.

The following table presents the main differences between the agreements. For all other changes, please refer to the *Deposit Account Agreement* at **nbc.ca/lbc-legal**. You can also refer to the comparison table available at **nbc.ca/lbc-comparison**.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Cheque deposit restrictions	The Bank is authorized to endorse on your behalf any instrument credited to your account which has been given to it for acceptance or collection. (Section 4.2)	**Cheques from an institution that is not a member of Payments Canada:** Your account will be credited only if we collect the amount of the cheque. You assume the risks associated with depositing the cheque. **Cheques deposited by another person:** We may refuse a cheque that is deposited on your behalf by another person. (Section 1.1.3)
Cut-off time	At Laurentian Bank, our day ends at 8:45 p.m. Eastern Standard Time (EST). **From 8:46 p.m. onward**, any transactions made at one of our ABMs, through LBC*Direct* or the Laurentian Bank mobile app is dated the next day. (Page 6 of My Money – Personal Banking)	If you use our automated banking machines or online services to make a transaction after the cut-off time, during the weekend or a holiday, this transaction will be processed the next business day. As of the date of this contract, the cut-off time is 9:00 p.m., but this could change over time. (Section 3.4)
Currency conversion fees	If an instrument is in a currency other than the currency of the Account and the Bank agrees to credit or debit the Instrument to or from the Account, you agree that the Bank may convert the Instrument at the applicable currency conversion rate established by the Bank in its discretion for such purpose. The Bank is not responsible for any losses related to foreign currency conversion, including those resulting from a change to our currency conversion rates between the date an Instrument is converted by the Bank and the date the Instrument is presented, processed or returned. The conversion rate in effect at the time a service is requested may be different from the rate in effect at the time your transaction takes place that the Bank applies. You are solely responsible for any losses related to foreign currency conversions in connection with the Bank's services, including those resulting from a change to the Bank's currency conversion rates and any loss in the value or amount of an Instrument due to an adverse change to such rates. (Section 20)	We may accept the deposit of a cheque in your account written in a currency other than the currency of your account. This transaction applies to cheques in US currency drawn on banks located in the United States or cheques in euros drawn on banks located in France. The amount of the cheque will be converted to the currency of your account at our current exchange rate at the time of the conversion. Our exchange rate is available on **nbc.ca**. We may accept to pay a cheque drawn on your account in Canadian dollars if you changed the currency of the cheque to US currency. Fees are applicable for the payment or the deposit of an instrument in a currency other than the currency of your account. This fee is listed in your Fee Guide. The applicable exchange rate may be different depending on the date and time the cheque is converted. For example, if the cheque that is deposited is returned, the amount credited to your account might be different from the amount that was debited. (Section 4.3.1)

	Laurentian Bank	National Bank
Foreign-currency transactions (other than by cheque)	Not applicable	You can make a transaction in a currency other than the currency of your account. The amount of the transaction will be converted into the currency of your account at the rate and according to the method of conversion determined by the network used. We add a 2.5% fee to the conversion rate used by this network for each transaction. A transaction includes a debit or credit to your account. The applicable exchange rate may be different depending on the date and time of the transaction. (Section 4.3.2)
When fees are billed	You agree to pay the Bank all charges and fees that apply to the Account, including interest on overdrawn Accounts, as they appear in the Fee Schedule in Canadian legal tender. You authorize the Bank to debit your Account for these fees and charges in Canadian legal tender when they are incurred or on the last day of each month. If you close the Account, the charges and fees for the current month will be withdrawn from your Account at the time of closing. If, at any time, you do not have sufficient funds in your Account to pay any of these fees and charges, you authorize us to withdraw the amount you owe from any other account you may have with us, as described more fully in section 6 below on set off. (Section 3.1)	Each month on the first business day after the end of the billing cycle, we will debit from your account the fee for your package, program or other offer. The date the fee is debited and the date it is posted to your statement do not always match. Other fees are debited from your account at the time of the transaction. Under Payments Canada's rules, a debit transaction which has been returned for insufficient funds may be presented for payment a second time within 30 days following the return of the original debit transaction. Consequently, fees for insufficient funds, as set out in our Fee Guide, may be charged a second time. (Section 4.5)
Death	Not applicable	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. (Section 8.6)
Death of a joint holder	**This sub-section applies to all provinces except Quebec: Survivorship.** This joint Account has the right of survivorship, which means each Co-Holder intends that on their death, the balance of the Joint Account shall be paid to the surviving Co-Holder(s), subject to any right of set-off that follows. Each Co-Holder directs the Bank, upon receipt of a demand from the surviving Co-Holder(s) and evidence of death acceptable to the Bank, to act in accordance with a request to remove the name of any deceased Co-Holder from the Account, subject to applicable laws. The Bank reserves the right of set-off against each Co-Holder jointly and severally.	In Quebec: General rule In Quebec, 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. Accounts held by spouses or ex-spouses — Joint declaration on the distribution of assets in the account — Quebec only Under the law, joint holders of a joint account who are spouses or former spouses and who are the only two joint holders of the account may jointly declare their respective shares in the account balance.

	Laurentian Bank	National Bank
Death of a joint holder *(cont.)*	This means that on the death of any Co-Holder, all debts owing to the Bank may be paid out of the joint Account and any remaining balance, if any, will be paid to the surviving Co-Holder(s). (Section 12.5)	A spouse or former spouse includes joint holders who are: — Married — Civil union spouses (Civil union) — Common law spouses (Common law union) — Divorced — Ex-Common law spouses What you need to know about this declaration: — It allows you to access your funds more quickly in the event of the death of one of the two joint holders. — It is only used for the purpose of providing you access to your share of the account in the event of death. It does not change your rights and obligations regarding the management of the joint account. — In the absence of a written declaration, your respective shares in the account will be presumed to be 50%/50%. — A separate declaration must be completed for each joint account, even if they are held by the same two joint holders. — If you wish to complete a declaration, you may do so at the time of opening the joint account, or afterward by contacting your branch. You may amend the declaration at any time in the same manner. — You must notify us of any change in your respective shares of the account. — In the event of the death of one of the joint holders, please contact your branch to access your share of the account. Elsewhere in Canada: 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 liable for losses, damages or fees, including legal fees resulting from litigation between the estate and others involved. (Section 6.1.5)

	Laurentian Bank	National Bank
Your obligations in the event of an investigation	Not applicable	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. (Section 7.2.3)
Security on deposits	Not applicable	You may only grant a security (collateral) on your deposits with our authorization. To secure repayment of any amounts that you owe us, the funds in your account are encumbered by a security interest in our favour. (Section 7.2.5)
Statement verification	The Bank will provide you with a monthly Statement of transactions that took place in the Account. An Online Statement will be made available through Online Services unless the Bank is instructed you wish to receive Paper Statements. (Section 13.1) The Online Statement shall be considered to have been received when posted or made available in Online Services. If a Paper Statement is sent by mail, you are considered to have received it within ten (10) days of the Paper Statement date. If you have not received it within this time, you undertake to promptly advise the Bank, failing which you are considered to have received the Paper Statement. (Section 13.2) You agree to regularly and at least once a month check your statements and notify the Bank if you notice any errors or omissions. If you fail to notify the Bank within thirty (30) days from the date of the Statement and bring evidence to the contrary, all entries will be deemed accurate, and you will be considered to have acknowledged the accuracy of all entries and information on your Statement. Except for errors reported in writing during that time, the Bank is discharged from any claim with respect to the accuracy of your Statement. (Section 13.3) Our records showing the use of your Debit Card and PIN and our determination of the details of that Transaction will be considered correct and binding on you. (Part II, Section 14)	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 the statements. If you see an irregular entry, you must notify us within 30 days of the statement date. After that time, the Bank shall have no liability for such entries, which shall be deemed accurate and final. An irregular entry may result from: — an error — an instruction that you have not authorized — a cheque that has been forged, altered, reproduced without your authorization or obtained illegally, 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 if you see any irregular entry even before you receive your statement in order to limit your loss. (Section 8.1)

	Laurentian Bank	National Bank
Banking packages, programs and offers	Not applicable	You may enrol in any of our packages, programs or other banking offers at any time. The fees and features that apply are described in the Fee Guide and specific brochures that we provide when you enrol, as applicable. 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 the *Fee Guide* to find out if your package offers an automatic migration, as well as the fees and features of the new automatically migrated package. 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 associated to the use of your account as set out in the *Fee Guide*. 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. (Section 4.4)
Transmission of documents and your responsibility to provide and update your contact information	Not applicable	**8.3. Communication of Documents** **8.3.1 By mail** All documents (including statements) are sent by mail to your most recent address appearing in our system. **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 messages. 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**.

	Laurentian Bank	National Bank
Transmission of documents and your responsibility to provide and update your contact information *(cont.)*	Transactions may be declined or delayed for any reason. It is your responsibility to ensure all information required by the Bank is accurate and up-to-date at all times. The Bank is not required to seek accurate or up-to-date information on your behalf and will not be liable for any loss you may incur because the information you provided was incorrect. (Section 9.2)	**8.3.3 Your responsibility to provide and update your coordinates** 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).
Amendments to the agreement	The Bank may, at any time, increase and/or introduce new charges and fees related to the Account by written notice sent to you electronically or by mail, as applicable, at least thirty (30) days before the effective date of the change, advising you of the new fees and rates. (Section 3.2) Subject to section 3.2 on changes to fees and charges and any other matters specifically provided for in this Agreement, the Bank may, at any time, change the terms and conditions of this Agreement or the services offered under them, by sending you a notice. Such changes will take effect on the date stated in the notice. The use of your Account after the effective date of a change will constitute proof of your acceptance of the changes made. (Section 16.1) The Bank may at any time amend the terms and conditions of this ATM Agreement, in which case the Bank will notify you of the changes before they take effect, either by sending you a notice (paper or electronic) or by posting a notice on the Bank's website. If the Bank sends you a notice, they will send it to the address in its records. If you use your Card after the effective date of the change, it will mean you have accepted the change(s). (Part II, Section 10)	We may at any time amend this agreement, including the following clauses: — deposit and withdrawal transactions — special transactions — interest and fees — debit card — types of accounts — rights and obligations of the parties — general terms and conditions — legal clauses, and — complaint settlement. At least 30 days prior to the amendment taking effect, we will send you a written notice setting out: — the new or amended clause of the agreement — the old version of the amended clause, and — the effective date of the amendment. An amendment to this agreement does not create a new agreement. The unchanged clauses continue to apply. (Section 8.5)

	Laurentian Bank	National Bank
Assignment of this agreement	Not applicable	We may transfer the account and the amounts owed to us under this agreement to another person. This transfer may be made without your consent, with or without the benefit of the rights provided for in this agreement or a security. You cannot assign your rights under this agreement to another person without obtaining our prior written authorization. This agreement is legally binding on our successors and assigns, as well as on your heirs and legal representatives. (Section 9.1)
Governing laws	This ATM Agreement will be governed in accordance with the laws of the province or territory in which you reside, as well as the applicable federal laws, and if you reside outside of Canada, by the laws of the province of Ontario and federal laws, as applicable. (Part II, Section 26)	This agreement will be governed by and interpreted in accordance with the laws of the province or territory in which you reside. If you do not reside in Canada, this agreement will be governed by the laws of the province of Quebec. (Section 9.4)

3. Payments and transactions

As your products are migrated from Laurentian Bank to National Bank, our teams are making sure that most of your transaction information is transferred as smoothly as possible. Information on your Interac payees and vendors will be transferred, but we still recommend that you create and keep a list before the migration. **Your recurring and post-dated bill transfers and payments will not be transferred to National Bank.**

3.1 Foreign currency transactions

3.1.1 Branch transactions

You may exchange foreign currencies at National Bank branches. For clients with a deposit account,[1] the following fees apply for the purchase of paper currency:

Currency	Fees
USD	Free[2]
Other currency	$3.00/transaction[2]

3.1.2 Account transactions

You can make a transaction in a currency other than the currency of your account. The transaction amount will be converted to the currency of your account at the rate and by the method determined by the network being 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 National Bank's online bank.

3.2 Wire transfers and international transfers

Wire transfers from your National Bank accounts may be made exclusively in person in National Bank branches. This service is not available via phone, email or National Bank online banking.

Incoming wire transfers on your Laurentian Bank chequing accounts will be redirected and credited to your National Bank accounts for up to 3 months from the migration. Please forward your National Bank account information to the wire payment senders as soon as possible after the migration. Incoming and outgoing wire transfers will be charged according to National Bank's fees, as described in Section **7. Fee Guide**.

Following migration, you will have access to the international transfer feature available on National Bank's online bank and on the National Bank app, which will enable you to perform electronic funds transfers 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 list of suppliers (known as "payees" at Laurentian Bank) will be transferred to National Bank's online bank, provided you have signed up for the service. Up to 20 suppliers will be automatically transferred. If you want to add or modify your suppliers after the migration, you will need to enter them manually. Note that certain recurring bill payment frequencies offered at Laurentian Bank, including daily payments, are not available at National Bank.

We therefore recommend that you record the details of your current suppliers as well as recurring and post-dated payments set up with Laurentian Bank; they will need to be manually set up on National Bank's online bank following the migration.

1 Deposits in foreign currency are not accepted for the Personal Flex Line, Student Line of Credit or RRSP Line of Credit.
2 This fee also applies to the purchase of banknotes through online banking. Canada Post delivery fees are not included.

3.4 Cheques

At National Bank, cheques may be ordered directly through National Bank online banking or the Client Experience Centre (CEC). We recommend that you order cheques as soon as your accounts are migrated. Until February 28, 2027, you may place an initial order of 100 single cheques on your chequing account at no charge. **If you have written cheques on your Laurentian Bank accounts, they will be processed in your migrated National Bank account for a maximum period of 6 months starting from the migration.**

3.4.1 Hold funds period

A hold funds period is the time during which your funds are temporarily withheld before becoming available. This period is essential to make sure the transaction is valid.

Just like at Laurentian Bank, the hold funds period for a cheque is between 4 and 8 business days after deposit. The length of this period depends on the deposit amount and method.

National Bank's access to funds policy

	Cheques of $1,500 or less		Cheques over $1,500	
	Deposit at a branch counter	Deposit at an ABM or digital deposit	Deposit at a branch counter	Deposit at an ABM or digital deposit
Maximum hold funds period[1]	4 business days	5 business days	7 business days	8 business days
Access to first $100	Immediately	Immediately for the first cheque; the following business day for subsequent cheques	Immediately	Immediately for the first cheque; the following business day for subsequent cheques

These are the minimum conditions that apply when you deposit a cheque or any other type of instrument at the branch, at an ABM or via digital deposit. For information on when we may refuse access to the first $100 or extend the hold funds period, please consult our *Access to Funds Policy* at **nbc.ca/lbc-legal**.

The maximum hold funds period[1] for a cheque in US dollars or 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 National Bank receives payment of the cheque.

Important

Even after the hold funds period expires, there is no guarantee that the cheque deposit will be maintained. If the cheque is refused or returned unpaid, your account will be debited for the amount of the cheque and applicable fees. Any overdrafts caused by a returned cheque will need to be repaid to your account.

1 This hold funds 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 period.

3.5 Direct deposits, pre-authorized debits and EDI credits

Direct deposits, pre-authorized debits and EDI credits in your Laurentian Bank account will be redirected and processed in your account migrated to National Bank for a maximum period of 6 months starting from the migration.

Please make sure you update your account information with vendors before the end of this 6-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

As of the migration date, you will be able to purchase bank drafts from National Bank in CAD, USD and EUR up to a limit equivalent to CAD 10 million at National Bank's standard rate. For more information, please refer to Section **7. Fee Guide**.

In addition, official cheques and bank drafts from Laurentian Bank that have not yet been cashed by the payee will remain valid.

3.8 Overdraft

To avoid overdrawing your account, please make sure 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 charged. Interest will begin accruing once the account is overdrawn. For more information, please refer to Section **7. Fee Guide**.

3.9 *Interac* e-Transfers

Following the 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.

While the migration is underway, outgoing *Interac* e-Transfers that are on hold will be cancelled, and you will need to manually set them up in National Bank online banking. Incoming *Interac* e-Transfers may be accepted after the migration in National Bank online banking.

The *Interac* e-Transfer Autodeposit feature is available at National Bank; however, you will need to set it up on National Bank online banking and provide a valid email address or mobile number. The *Interac* e-Transfer Autodeposit settings that you had at Laurentian Bank will be cancelled and will not be transferred to National Bank.

The *Interac* Request Money feature is not available at National Bank at this time, but you can accept requests for money sent to you.

3.10 Transfer of 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 perform these transfers using *Interac* e-Transfers.

You can create *Interac* recipients via National Bank online banking by using their email addresses or cell phone numbers.

3.11 Transfer between your account and an account at another financial institution

The ability to transfer funds to or from another financial institution by linking your accounts via your online bank will not be available after migration. Going forward, you will need to perform these transfers using *Interac* e-Transfers.

You can create an *Interac* recipient on National Bank online banking using your email address or cell phone number.

4. Personal cards

4.1 Debit card

Your National Bank debit card allows you to:

— perform ABM transactions;
— make payments to merchants;
— access your accounts through National Bank online banking, provided you are signed up.

At National Bank, only one debit card is issued per client. A National Bank debit card gives you access to up to three (3) accounts. These accounts are linked to the card based on the following positions:

1. CHEQUING
2. SAVINGS
3. OTHER (account accessible only at National Bank ABMs)

Important: Only one account may be associated with the **OTHER** position.

4.1.1 Account access

Access to accounts and their position on the debit card are subject to the applicable National Bank terms and conditions, as described below, and can vary depending on your situation:

A. No debit card at Laurentian Bank

If you have an active Canadian dollar (CAD) bank account at Laurentian Bank for which you are a signatory but have no debit card issued by it, a National Bank debit card will be mailed to you.

This card will allow you to complete your day-to-day transactions and access National Bank online banking, provided you are signed up.

B. One debit card at Laurentian Bank

If you have only one debit card at Laurentian Bank, a National Bank debit card will be issued to you and linked to the same accounts and positions as your Laurentian Bank debit card, subject to the National Bank card limits.

C. More than one debit card at Laurentian Bank

If you have more than one debit card at Laurentian Bank, only one National Bank card will be issued to you. Priority will be given to the accounts for which you are the primary cardholder at Laurentian Bank.

D. National Bank debit card

If you already have an active debit card at National Bank, you will not be issued a new card.

If, at the time of migration, a position is available on your card, your migrated Laurentian Bank main account will be added to it, as follows:

— If your card is already linked to an account in the CHEQUING position only, the migrated main account will be added to the SAVINGS position.
— If your card is already linked to an account in the CHEQUING position and an account in the SAVINGS position, the migrated main account will be added to the OTHER position.

Your PIN and debit card will be mailed to you separately. You may refer to the card holder enclosed with your debit card, which specifies the accounts that can be accessed with your National Bank debit card.

4.1.2 Changes to your debit card accounts

After the migration, you can request changes to your debit card account position by contacting National Bank's Client Experience Centre (CEC).

4.1.3 Lost or stolen debit card

— **Before the migration:** If your National Bank debit card is lost or stolen, please contact the Client Experience Centre (CEC) at **1-888-835-6281** (toll-free), option 2, followed by option 1.

— **After the migration:** If you have signed up for National Bank online banking, you can block your card and request a replacement directly through National Bank online banking.

4.2 Personal credit card

Your personal Laurentian Bank credit card **is not affected** by the migration weekend and will remain operational during and after the migration weekend. Your personal Laurentian Bank credit card is not affected by the migration weekend and will remain operational during and after the migration weekend. Additional information about your credit card, including timeframes, terms and conditions, as well as actions to be taken, will be provided to you in due course.

To make the transition easier, we recommend that you keep your credit card account open until you receive new instructions. If you close it before the migration, it cannot be transferred to a National Bank credit card.

Credit card payments after your bank account has been migrated

→ **Bill payments:** To make your Laurentian Bank Visa credit card payments through National Bank's online bank, you will need to add "Laurentian Bank Visa" as a supplier via the "Pay Bills" tab.

→ **Continued regular use:** Until your credit card has been migrated, no changes apply to your current card. You can continue to use it normally for your transactions.

→ **Questions and support:** For assistance or support with using your personal Laurentian Bank card, please visit the migration website at **nbc.ca/lbc-docs**, where you will find relevant information. You can also call Laurentian Bank at **1-800-252-1846**.

5. Personal lending products
(lines of credit, personal loans and mortgages)

Your Laurentian Bank personal lending products will be migrated to substantially similar National Bank lending products. The initial terms and conditions of your personal loans and mortgages will remain essentially the same until maturity or renewal. Details and exceptions are provided below.

5.1 Creditor insurance

Your life and disability insurance coverage with Industrial Alliance, Insurance and Financial Services Inc. will now be provided by National Bank Life Insurance Company (NBLIC), your new insurer. NBLIC will send you a new Certificate of Insurance.

The mortgage loan insurance premium will be debited from the same account as the mortgage payment.

If you have any new claims or questions about your insurance, please call National Bank Insurance's Client Experience Centre (CEC) at **1-877-871-7500** (toll-free).

5.2 Prime rate

After the migration, National Bank's prime rate will replace Laurentian Bank's prime rate and base rate for your financing products.

The National Bank prime rate is the annual variable 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/primerate**.

5.3 Personal line of credit

5.3.1 Carryover

The terms and conditions of your current personal line of credit will be carried over in large part to a National Bank personal line of credit. Some differences are explained below.

Your electronic alert preferences will be maintained after the migration. You can change your preferences by visiting National Bank online banking.

If you make changes to your line of credit after the migration (e.g., changing the credit limit, adding a borrower), you may need to sign a new agreement with National Bank.

The following sections contain important information about your line of credit. For more information, please visit a National Bank branch or call the National Bank Client Experience Centre (CEC).

If you had set up recurring funds transfers from an account at another financial institution to your Laurentian Bank line of credit account, you must update the information with that other financial institution after the migration so that the funds are transferred to the National Bank line of credit account.

5.3.2 Annual interest rate

On the day of the migration, the interest rate applicable to your line of credit will be carried over to National Bank but according to different terms than those at Laurentian Bank.

As at Laurentian Bank, the interest rate at National Bank consists of a prime rate (see Section 5.2 above) and a difference (adjustment factor) expressed as a percentage, which varies according to different criteria. At National Bank, the prime rate is 2.25% lower than at Laurentian Bank and is offset by a slightly higher adjustment factor. In the end, the annual interest rates of both institutions are equivalent, as illustrated in the example below.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Annual interest rate	Your interest rate corresponds to the prime rate of the Bank's personal lines of credit plus or minus an adjustment factor,	Prime rate +/- [X]% = [X]% per year (on the date indicated at the beginning of this agreement)

Example: For a hypothetical annual interest rate of 8.70%, the prime rates and the adjustment factor or difference at Laurentian Bank and National Bank are respectively:

	Prime rate	Adjustment factor or difference	Annual interest rate (variable rate)
Laurentian Bank	6.70%	+ 2%	= 8.70%
National Bank	4.45%	+ 4.25%	= 8.70%

5.3.3 Fees

Fees may apply for transactions made directly in your line of credit account. However, at National Bank, you can add a banking package to your line of credit to reduce these fees.

An annual fee of $12 will be charged to your line of credit.

What your current agreement includes and will include after migration:

	Laurentian Bank	National Bank
Fees	**Transaction fees** Transactions made directly from the line of credit: Notwithstanding the foregoing, if you choose to perform transactions directly in your line of credit, the usual bank account transaction fee will be charged to your line of credit. The main transaction fees are described in Section G "Other Fees" in the Summary. However, other fees may apply depending on the type of transaction. These fees are described in the fee guide provided to you when your account is opened. These fees are subject to change.	**Special transactions** You can obtain advances under your line of credit by carrying out certain transactions (such as online transfers) in your line of credit account at no additional charge, or through specific transactions (such as cheques, transfers to another person and debit card purchases) for an additional fee. Details on these special transactions and applicable fees are outlined in the *Fee Guide for Personal Banking Solutions*.
	Account handling charges **$0.00**	**Annual fee** You must pay the following annual fee: **$12.00** per year, payable in **12** monthly instalments of **$1** charged to your line of credit each month on your statement date.

Until February 28, 2027, you will not be charged any fixed monthly fees for the banking package or any annual fees.

For more information on transaction fees, please refer to Section **7. Fee Guide**. For more information on which packages are available, please visit a National Bank branch or call the National Bank Client Experience Centre (CEC).

5.3.4 Interest calculation and monthly statement period

Just like at Laurentian Bank, interest on your National Bank line of credit is calculated on the daily balance of advances at the prevailing variable interest rate. However, at National Bank, the daily balance does not fluctuate on non-business days.

Your line of credit statement will also be produced each month at National Bank. However, the period covered by your statement may be different from what it was at Laurentian Bank. At Laurentian Bank, the period covered by your statement begins on the 26th of the month and ends on the 25th of the following month.

5.3.5 Minimum payments

Each month, you must make a minimum payment within 21 days of your statement date. The minimum payment represents the amount of accrued interest charged to your line of credit each month.

If you had a Laurentian Bank account linked to your margin to make the minimum payment, the minimum payment will be automatically debited from the account that is now held at National Bank on the 21st day following the date of the statement, unless you requested the payment be made earlier and you signed a Pre-Authorized Debit form to that effect.

By comparison, at Laurentian Bank, your minimum payment was required and, if applicable, debited on the 26th of each month.

Exceptionally, on your first monthly statement after the migration, the following three interest amounts will be charged to the line of credit account. The minimum payment required for this period will be the total amount of that interest:

— Interest accrued after the migration (shown as “interest payable” on your statement)

— Interest accrued prior to the migration (shown as “LBC int. payable” on your statement)

— Interest accrued during the migration weekend (shown as “interest payable” on your statement)

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Minimum payment	(...) The client undertakes to pay the periodic payment to the Bank no later than twenty-five (25) days after the date of issue indicated on the account statement sent to the client. (...) The client authorizes the Bank to automatically deduct from transaction account No. (...) an amount equal to the periodic payment and/or any other amount owed to the Bank from time to time, on the 26th day of each calendar month (...)	Each month, you must make a minimum payment within **21** days of your statement date. The minimum payment is mandatory. The minimum payment represents the accrued interest charged to your line of credit. Your minimum payments are made by pre-authorized debit to the bank account of your choice.

5.3.6 Payments in addition to minimum payments

You may make recurring optional payments for a set amount or as a percentage of the balance, at your choice, to pay the principal on the line of credit.

If you have an optional agreement with Laurentian Bank to make payments from a Laurentian Bank account, it will be carried over to the bank account now held with National Bank.

If you have an optional agreement to make payments through an account at another financial institution, it will not be carried over. You will need to submit a request to re-enter a recurring optional payment for your National Bank line of credit.

The recurring optional payment is debited on the 19th day following the date of your statement and not the 26th day of each month as at Laurentian Bank. If the amount of your optional payment is higher than or equal to the minimum payment amount, only the optional payment will be debited. The debit date can be changed upon signing a Pre-Authorized Debit form for that purpose.

You may make additional payments at any time to repay the balance of your line of credit (LOC) in full or in part (in addition to the minimum payments and recurring optional payments).

The recurring optional payment and the additional payment can reduce the minimum payment or replace it if made before the minimum payment. Be sure to refer to the following lines to avoid unexpected or insufficient debits.

What your current agreement includes and will include after migration:

	Laurentian Bank	National Bank
Payments in addition to minimum payments	Any amount, excluding the periodic payment, deposited during the period and not used to pay an amount due will be considered a payment on the periodic payment.	**Recurring optional payments** You can make recurring optional payments in the amount of your choice. Your optional payments are made each month by pre-authorized debit from the bank account you selected on the Pre-Authorized Debit form. Your optional payments must be made within **21** days of your statement date. To pay off your line of credit faster, your recurring optional payment must be debited on the business day before, on the same day as or on the day after your minimum payment is debited. The minimum payment and the optional payment will both be debited. If your optional payments are debited more than one business day prior to your minimum payment, the debits will be made as follows: — If the amount of the optional payment is higher than or equal to the minimum payment amount, only the optional payment will be debited. — If the amount of the optional payment is less than the minimum payment amount, the optional payment will be debited as scheduled, and an amount to cover the difference between the minimum payment and the optional payment will be debited on the scheduled date for the minimum payment debit. For example: — Mandatory minimum payment amount for June: **$100** — Date of minimum payment debit: July **15** — Date of recurring optional payment debit: July **10** — Amount of recurring optional payment: **$75** On July **10**, the optional payment of **$75** will be debited from your bank account, and on July **15**, the amount of **$25** will be debited to cover the amount of the outstanding minimum payment. The conditions applicable to pre-authorized debits are set out in another document that you must sign. **Additional payments** You may make additional payments at any time and pay the balance of your line of credit in full or in part in addition to the minimum payments and recurring optional payments. These additional payments can be made through deposits to the line of credit 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 optional payments (...): the amount of the additional payments is in addition to the amount of the optional payments.

You can contact the National Bank Client Experience Centre (CEC) to:

— change or add a bank account for pre-authorized debits;
— set the pre-authorized debit date earlier; or
— make recurring optional or additional payments in the amount of your choice.

5.3.7 Other differences or features

What your current agreement includes and will include after the migration:

<table>
<tr><th></th><th>Laurentian Bank</th><th>National Bank</th></tr>
<tr><td>Foreign currency transactions</td><td>Foreign currency transactions in your line of credit will be charged to your Canadian dollar account at the exchange rate in effect on the day the transaction is recorded.</td><td>Transactions in a foreign currency in the account linked to the line of credit are converted into Canadian dollars as follows:

Transactions using your debit card
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 this network. The conversion takes place no later than the date we post the transaction to your account.

Transactions made by cheques drawn on your account
At our exchange rate when the cheque is converted. Our exchange rate is available at nbc.ca/exchangerate. In addition to the exchange rate, we apply a 3% charge on the converted amount.

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.</td></tr>
<tr><td>Monthly statement</td><td>Not applicable</td><td>You must verify your statements within 30 days
You must verify all the information on your statement. You must notify us of any errors or irregularities in your statement information within 30 days of the date of each statement.

You will not be able to dispute the information contained in a statement if you do not notify us of any errors or irregularities within this 30-day period. At the end of this period, the information contained in your statement is considered final and accurate, with the exception of errors and irregularities reported to us within this period and unauthorized payments and deposits made by endorsements.</td></tr>
<tr><td>Amendments to the agreement</td><td>The Bank may change the amount of the periodic payment on notice to the client and reserves the right to demand, at any time, repayment of the principal in whole or in part.

The Bank reserves the right to amend the provisions hereof at any time by means of a simple notice sent to the client, without prejudice to the Bank's right to notify the client of changes to the prime rate of the personal line of credit in the manner set forth herein.

These fees (administration/ transaction fees) [...] may be modified without notice.</td><td>We can:
— change the amount of the annual fee
— change the interest rate and fees
— add new fees

We will then send you a notice 30 days prior to the effective date of the change stating:
— the new or amended clause in your agreement
— the old version of the amended clause
— the effective date of the change

We can also:
— increase the amount of the minimum payments, including by adding new amounts to your minimum payments
— modify the nature and terms of the optional services and special transactions offered, including fee amounts
— change the way you can access your line of credit, as well as cancel or suspend your right to obtain new advances
— reduce your credit limit
— change the way you make your payments and the date of your payments
— apply for a bond or security to secure your obligations under your line of credit
— make any other changes to this agreement</td></tr>
</table>

	Laurentian Bank	National Bank
Amendment to the agreement *(cont.)*		If the amendment results in an increase in your obligations or a reduction in our obligations, you have the right to refuse the amendment and cancel the agreement, without charge or penalty. You must send us a notice within **30** days of the effective date of the amendment in order to benefit from this right. We will send you a **30**-day notice prior to the effective date of the amendment stating the information in clause **6.1**. This notice will state your right to refuse the amendment and cancel the agreement without charge or penalty, if applicable.
Termination of agreement	The Bank may terminate this agreement, at its discretion, upon notice to the client.	Your line of credit is provided at our sole discretion. We may terminate your line of credit in the following situations: — If you do not provide us with additional information about your personal financial situation when requested by us — For a Student Line of Credit: – if you are no longer a student – if you fail to provide us with annual proof of your enrolment as a full-time or part-time student — At any time We will then send you a notice in writing and, unless we are exempted by law, a statement of account. You must repay the balance of your line of credit, including interest, within **30** days of receiving this notice. If we choose to terminate your right to use the line of credit, we can exercise all our remedies.
Period to pay – Cancel the agreement	Not applicable	If you request a cancellation of this agreement within **14** days of its signing, [...] [y]ou must repay all the amounts owed within **5** days of the acknowledgement of receipt.
Set-off	Not applicable	**You cannot deduct amounts from your minimum payments (no set-off)** Even if we owe you, you cannot reduce your minimum payments or ask that the debt be used to pay off your line of credit. Any amount you owe under this agreement must be paid in full. In other words, no set-off or deduction is possible.
Transfer	Not applicable	**Transfer of this agreement** You cannot transfer your rights under this agreement to another person, nor can you have your obligations to us assumed by another person. If you wish to do so, you must first ask for our consent. We can refuse your application for good reason, such as if the person you want to transfer your rights to does not meet our credit requirements.
Notice	Any notice that must be given by the Bank or by the client hereunder must be given in writing and delivered personally or sent by regular mail to the address indicated herein.	Not applicable

5.4 RRSP line of credit

Subsections 5.3.1 to 5.3.7 above apply to the RRSP line of credit with the necessary modifications. You can only use your RRSP line of credit to contribute to an RRSP from National Bank, one of its subsidiaries or one of its partners. For more information, please visit a National Bank branch or call the National Bank Client Experience Centre (CEC).

5.5 Home equity line of credit and Homeowner's Kit

5.5.1 Carryover

The terms and conditions of your home equity line of credit, in particular those under the Homeowner's Kit, will be carried over in large part to a National Bank home equity line of credit. Details and exceptions are provided below.

If you make certain changes to your line of credit after the migration to National Bank (e.g., modifying credit limits, adding borrowers), you will be required to sign a new home equity line of credit agreement and a new mortgage deed, subject to National Bank's terms and conditions and approval.

Section 5.3 above also applies to the home equity line of credit with the necessary adjustments, with the exception of Subsection 5.3.3.

5.5.2 Fees

→ **Total line of credit limit under $50,000**

If your line of credit limit is under $50,000, an annual fee of $12 will apply. This fee is payable in 12 monthly instalments of $1 charged to your line of credit each month on the date of your monthly statement. Fees will then also apply if you choose to make transactions directly in your line of credit. However, you can add a banking package to your line of credit to reduce these fees.

Until February 28, 2027, you will not be charged any fixed monthly fees for the banking package or any annual fees.

For more information on transaction fees, please refer to Section **7. Fee Guide**. For more information on which packages are available, please visit a National Bank branch or call the National Bank Client Experience Centre (CEC).

→ **Total line of credit limit of $50,000 and over**

If your line of credit limit is $50,000 or over, you will be charged a flat monthly fee of $7 per Home Equity Line of Credit (HELOC) account. This fee will replace the individual transaction fee you were charged by Laurentian Bank.

These fixed monthly fees include the following transactions:

— Debit purchases
— Cheques, pre-authorized debits
— Withdrawals, transfers between accounts, international transfers, Interac e-Transfers and withdrawals for bill payments at an ABM or via our online banking services
— Service for sending an *Interac* e-Transfer
— Receiving an Interac e-Transfer
— Automatic transfers carried out by the Bank at your request on a specific date
— List of ABM transactions

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

The other fees listed in your Home Equity Line of Credit (HELOC) agreement will remain the same after the migration to National Bank, with the exception of the following fees, which have been modified:

Fee description	Applicable Laurentian Bank fees	New fees applicable at National Bank
Service charges at the counter	— Withdrawals (including for bill payments) or transfers at the counter: $2.00	— Withdrawals, transfers, withdrawals for bill payments: $2.50/transaction — Bill payment service: $2.00/bill
Fee for processing a payment declined by another financial institution	$65.00	$45.00
Administrative fees	— Additional copy of a monthly statement: $3.25 — Statement produced manually: $40.00/hour, minimum $20.00	— Fee for processing a notice of sale for unpaid taxes: $150.00 **Additional copy of your monthly account statement** — Each one-time request for an additional copy: $5.00 — Each additional copy sent monthly: $3.25
Discharge fees	**Cancellation fee (discharge)** — Quebec and Alberta: free — Other provinces: $179.50	**Document review fees and fees to prepare resolutions/powers of attorney for a mortgage discharge** — Alberta and Quebec: Free — British Columbia: $75 — Other provinces: $100 **Fees to prepare and register a mortgage discharge (Ontario only)** — Fees to prepare a discharge: $100 — Fees to prepare and register a discharge, including registration costs: $300

5.5.3 Homeowner's Kit

The credit envelope granted to you in Laurentian Bank's Homeowner's Kit service agreement will end when the migration has been completed. This means that the credit envelope granted to you will be cancelled, but your obligations under the financing agreements or the deed of immovable hypothec will remain with National Bank until you have fully repaid the amounts owed under them and the other amounts owed under the service agreement.

5.5.4 Other differences or features

What your current agreement includes and will include after migration:

	Laurentian Bank	National Bank
Foreign currency transactions	Foreign currency transactions in your line of credit will be charged to your Canadian dollar account at the exchange rate in effect on the day the transaction is recorded.	Foreign currency transactions are converted into Canadian dollars as follows: **Transactions using your debit card** At the rate and by the conversion method determined by the network being used. We apply a **2.5%** charge to the conversion rate used by that network. The conversion takes place no later than the date we post the transaction to your account. **Cheques drawn on your account** At our exchange rate when the cheque is converted. Our exchange rate is available at **nbc.ca/exchangerate**. In addition to the exchange rate, we will apply a **3%** charge on the converted amount. 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**.
Monthly statement	Not applicable	**You must verify your statements within 30 days** You must verify all the information on your statement. You must notify us of any errors or irregularities in your statement information within **30** days of the date of each statement. You will not be able to dispute the information contained in a statement if you do not notify us of any errors or irregularities within this **30**-day period. At the end of this period, the information contained in your statement is considered final and accurate, with the exception of errors and irregularities reported to us within this period and unauthorized payments and deposits made by endorsements.
Amendments to the agreement	The Bank reserves the right to amend the provisions hereof at any time by means of a simple notice to your attention, without prejudice to the Bank's right to notify you of any changes to the prime rate of the personal line of credit in the manner provided herein.	We can: a) increase or decrease the overall credit limit b) increase or decrease the difference applicable in the calculation of the annual interest rate c) modify the fees indicated in this agreement d) add new fees e) increase the amount of the payments, including by adding new amounts to your minimum payments f) change the way you can access your line of credit, as well as cancel or suspend your right to obtain new advances g) change the way you make your payments and the date of your payments We will then send you a **30**-day notice prior to the effective date of the change.

	Laurentian Bank	National Bank
Termination of agreement	The Bank may, at its discretion, upon notice to you, terminate this agreement at any time. You may also terminate this agreement upon notice to the Bank. No termination of this agreement will affect your obligations toward the Bank hereunder as long as these obligations have not been completely fulfilled.	**End of your line of credit** **Our right to terminate your line of credit** Your line of credit is provided at our sole discretion. This means we can terminate your line of credit at any time. You will then be required to pay the balance of your revolving credit as well as interest and fees. **Your right to terminate your line of credit** You can terminate your line of credit by contacting us at the number indicated on line 1 of the Cost of Borrowing Disclosure Statement. We will then close your line of credit account and cancel the debit cards and cheques that can be drawn on the account. You will be required to pay the balance of your revolving credit as well as interest and fees. **The applicable conditions and our recourse after the line of credit ends** Interest and fees will continue to accrue until the full balance of your revolving credit is paid as well as all amounts owed. Advances in the form of term loans will no longer be tied to the line of credit. The applicable terms such as the interest rate, term and payment conditions will continue as stated in the loan agreement. If you do not pay the full balance of your revolving credit, pay all the amounts owed, or if we choose to terminate your right to use the line of credit, we may exercise all our remedies, including those resulting from a security or mortgage.
Set-off	Not applicable	**If we owe you an amount (no set-off)** Even if we owe you an amount, you cannot reduce your payments or ask that the debt be used to pay down your line of credit. Any amount you owe under this agreement must be paid in full. In other words, no set-off or deduction is possible.
Default under another agreement	Not applicable	**Default under another agreement** The following situations also constitute a default under this agreement: — A default under the term loan agreement for an advance in the form of a term loan — A default under the demand loan agreement for a loan to build, renovate or otherwise improve your mortgaged property — If you do not meet your obligations under another agreement with us
Transfer	Not applicable	**Transfer of this agreement** You cannot transfer your rights under this agreement to another person, nor can you have your obligations to us assumed by another person. If you wish to do so, you must first ask for our consent. We can refuse your application for good reason, such as if the person you want to transfer your rights to does not meet our credit requirements.
Notices	Any notice that must be given by the Bank or by the client hereunder must be given in writing and delivered personally or sent by regular mail to the address indicated herein.	Not applicable

5.6 Overdraft protection (integrated line of credit)

5.6.1 Carryover

The terms of your overdraft protection will be carried over in large part to a National Bank integrated line of credit. Details and exceptions are provided below.

If you make changes to your integrated line of credit after it has been migrated to National Bank (e.g., modifying credit limits, adding borrowers), you will be required to sign a new agreement subject to National Bank's terms and conditions and approval.

5.6.2 Interest rate

The interest rate on the outstanding balance of your National Bank integrated line of credit account will be lower than the interest rate of your Laurentian Bank overdraft protection. The interest rate applicable when the limit is exceeded is the same as the interest rate applicable to your integrated line of credit. Just like at Laurentian Bank, National Bank is not required to authorize a transaction resulting in the authorized limit being exceeded.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Annual interest rate	22% per annum	**National Bank prime rate + 7% per year** The interest rate varies with changes in the prime rate. The interest rate will be automatically adjusted on the date of each change in the prime 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 refer to **nbc.ca/primerate**.

5.6.3 Fees

At Laurentian Bank, a $5 monthly fee was applied to your overdraft protection. At National Bank, overdraft protection is included in the package on your integrated line of credit account. To find out which package applies to your account, please refer to Section **2. Personal Deposit Accounts**. If you do not have a banking package, The Minimalist will apply. Please see Section **7. Fee Guide** for the applicable fees.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Overdraft protection fees	A monthly user fee of $5.00 is charged to manage your account, regardless of the number of debits made through your overdraft protection. However, these user fees are not charged in the months you do not use your overdraft protection.	Not applicable

Until February 28, 2027, you will not be charged any fixed monthly fees for your banking package.

5.7 Mortgages

5.7.1 Carryover

The terms and conditions of your mortgage will be carried over for the most part to a National Bank mortgage.

Following the migration of your mortgage to National Bank, you will receive a *Cost of Borrowing Disclosure Statement* outlining the terms and conditions of your mortgage.

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

5.7.2 Annual interest rate (variable rate)

Just like at Laurentian Bank, National Bank's variable interest rate consists of a prime rate (see Section **5.2 Prime Rate**) and a percentage (the difference). On the day of the migration, the interest rate on your National Bank variable-rate mortgage will be the same as the interest rate applicable to your Laurentian Bank variable-rate mortgage.

5.7.3 Interest rate revision frequency (variable rate)

Your interest rate will continue to fluctuate based on changes in National Bank's prime rate.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Interest rate revision frequency	Your applicable interest rate will vary whenever the Bank's prime rate varies and will be adjusted monthly on the anniversary date of the disbursement.	Since your rate is variable, it is reviewed at a certain frequency: — If your payments are monthly, your interest rate will be reviewed on each payment date. — If your payments are weekly or every 2 weeks, your rate is reviewed every 4 weeks.

5.7.4 Payment amount revision frequency (variable rate)

The amount of your payment will continue to vary periodically based on changes in the prime rate.

At Laurentian Bank and National Bank, the amount of your payment is adjusted on the revision date following a change in the prime rate. This date differs at Laurentian Bank and National Bank, as set out in Section **5.7.3 Interest Rate Revision Frequency (Variable Rate)**.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Variable payment	Your payments will vary from time to time depending on changes in the Bank's prime rate.	This amount increases or decreases as the prime rate changes.

A one-time adjustment to the amount of your instalment payments may be made in the month following the migration of your mortgage, even if National Bank's prime rate remains unchanged.

At Laurentian Bank, if your variable-rate mortgage payments are fixed, after the migration to National Bank, your payments will vary as described above.

5.7.5 Payment dates (fixed and variable rate)

If the date of your monthly payments is currently "end of month," or the 29th, 30th or 31st day of the month, it will be changed to the 28th day of each month starting from the first payment following the migration.

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

At any time after the migration, you may ask for your payment date or frequency to be changed by visiting a National Bank branch or calling National Bank's Client Experience Centre (CEC).

5.7.6 Other fees

The fees listed in your credit agreement remain the same following the migration to National Bank, except for the following fees, which will be modified:

Fee description	Applicable Laurentian Bank fees	New fees applicable at National Bank
Renewal or early renewal fee	$85.00	Free
Fee for processing a payment declined by another financial institution	$65.00	$45.00
Transfer fee	Conversion fee: $85.00	**Administration fees for a loan transferred to another financial institution** — Quebec: Free — Nova Scotia and Prince Edward Island: $25.00 — Other provinces: $300.00
New advance of funds on an existing loan	$85.00	Option not available

Fee description	Applicable Laurentian Bank fees	New fees applicable at National Bank
Change to payments	— Change in payment frequency during the term: $50.00 or $75.00 — Change in payment type (if applicable): $40.00	— Change in payment frequency (applicable only from the 2nd request): $50.00
Administrative fees	— Statement produced manually $40.00/hour, minimum of $20.00	— Fee for processing a notice of sale for unpaid taxes: $150.00 — Fee for a copy of a previously issued statement: $10.00
Discharge fees	— Quebec and Alberta: no charge — Ontario: $179.50 or $395.00 (depending on the agreement) — British Columbia: $75.00 — Manitoba: $225.00 — New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan: $395.00 — Partial discharge: $250.00	**Document review fees and fees to prepare resolutions/powers of attorney for a mortgage discharge** — Alberta and Quebec: Free — British Columbia: $75 — Other provinces: $100 **Fees to prepare and register a mortgage discharge (Ontario only)** — Fees to prepare a discharge: $100 — Fees to prepare and register a discharge, including registration costs: $300

5.7.7 Annual statement

National Bank will send you an annual statement in February 2027 covering the period between the migration date and December 31, 2026. If your loan is repaid before December 31, 2026, the statement will be issued the month following the repayment. It will cover the period from the migration to full repayment.

Laurentian Bank will also send you an annual statement covering the period of January 1, 2026, to the migration date.

5.8 Personal loan

5.8.1 Carryover

As mentioned above, the initial terms of your personal loan will remain essentially the same. Details and exceptions are provided below.

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.

Any new loan agreement entered into after the migration will naturally be subject to National Bank's applicable terms and conditions.

5.8.2 Payment date

If your monthly payment date is currently "the last day of the month," it will be changed to the 30th of each month from the date of the first scheduled payment following the migration. For the "last day of the month" in February, the payment date will be March 1.

At any time after the migration, you may ask for your payment date or frequency to be changed by visiting a National Bank branch or by calling the National Bank Client Experience Centre (CEC).

5.8.3 Interest rate (variable rate loan)

On the day of the migration, the interest rate applicable to your variable-rate personal loan will be carried over to National Bank, but according to different terms than those at Laurentian Bank.

Just like at Laurentian Bank, National Bank's variable interest rate consists of a prime rate (see Section **5.2 Prime Rate**) and a difference (adjustment factor) expressed as a percentage that varies according to different criteria. At National Bank, the prime rate is 2.25% lower than Laurentian Bank's prime rate and is offset by a slightly higher adjustment factor. In the end, the annual interest rates of both institutions are equivalent, as illustrated in the example below.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Annual interest rate	Your interest rate corresponds to the prime rate for personal loans plus or minus an adjustment factor.	Prime rate +/- [X]% = [X]% per year (on the date indicated at the beginning of this agreement).

Example: For a hypothetical annual interest rate of 8.70%, the prime rates and the adjustment factor or difference at Laurentian Bank and National Bank are, respectively:

	Prime rate	Adjustment factor or difference	Annual interest rate (variable rate)
Laurentian Bank	6.70%	+ 2%	= 8.70%
National Bank	4.45%	+ 4.25%	= 8.70%

5.8.4 Payment amount revision (variable rate loan)

At Laurentian Bank, your payment amount is reviewed annually.

At National Bank, the payment amount is fixed for the term of the loan. However, if the interest rate increases and the payment is no longer sufficient to repay the amount of interest accrued during your payment period, the payment amount may change.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Revision of payment amounts	Payments are adjusted annually at the end of the year (or on the anniversary date of the loan), based on the remaining amortization.	The payment amount is fixed for the entire term, with the exception of the last payment, which may be lower. The portion of the payment allocated to interest varies according to the interest rate applicable to the loan. We reserve the right to change the amount of your payment if the interest rate on your loan increases and your payment no longer allows the loan to be repaid within the term [...]. In such a case, we will send you a notice containing the new terms and conditions applicable to your loan.

5.8.5 Interest calculation

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 the term of your loan, it may be added to the principal of the loan if the latter is renewed.

5.8.6 Other differences or features

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Interest rate revision	Your interest rate will vary and be adjusted each time the prime rate for personal loans changes.	When the prime rate changes, [...] the revised interest rate is applied to your loan on the same day the change in the prime rate is announced.
Late payment	Interest will begin accruing on the day following the disbursement date. If a payment is not made when due, the interest owing on that payment will be added to the accrued interest and will be payable on each payment date.	When a payment is late, we calculate the interest owing on the outstanding principal balance on each late day, without capitalizing it, using the interest rate applicable to your loan.
Statement	Not applicable	(Variable-rate loan) **YOUR STATEMENT** **When and where your statement is sent** We send your statement once a year to your last known address on file. **Content** Your statement details the payments made during the statement period and provides you with information on the interest rate applicable to your loan as well as your loan balance. You can also see the impact of the change in the interest rate on your loan in your payment schedule.
Fees	**Other fees** — Account handling fee **$0.00** — Fee for returned or declined payment/late payment **$65.00** — Statement produced manually **$40.00**/hour, min. **$20.00** — Administration fees, including fees for services, transactions and any other activity related to the loan **$XX.XX** — Personal property security – Discharge fee (full discharge or release) **$0.00** — Personal property security – Release fee (partial) **$0.00**	**Other fees** (not included in the cost of borrowing) — Fee for a copy of a previously issued statement or change notice **$10.00**

	Laurentian Bank	National Bank
In case of default	**(Fixed-rate loan)** Unless the Bank makes a request for payment in advance, the borrower agrees to pay the loan in full upon death or in any of the following cases of default: 1) The borrower fails to make the required payments. 2) The borrower is insolvent, becomes bankrupt or makes a proposal under the *Bankruptcy and Insolvency Act* or similar legislation. 3) The bank account(s) or registered account(s) held by the borrower at the Bank are seized through government legal or administrative proceedings. 4) If the security given to the Bank ceases to be in force or if the borrower is in default by virtue of a real estate mortgage. 5) For an RRSP loan, if the borrower closes or requests the transfer of all or part of the RRSP to which the borrowed amount was contributed. **(Variable-rate loan)** The borrowed amount may be partially or fully repaid without penalty at any time prior to maturity. You agree to pay the loan in full in accordance with this agreement. The entire loan will be immediately payable if any of the following defaults occur: 1) Your death. 2) You fail to make the required payments or any other obligation under the agreement. 3) Your insolvency, bankruptcy or proposal under the *Bankruptcy and Insolvency Act* or similar legislation. 4) You are in default under the mortgage agreement or if the security given to the Bank is no longer in effect. 5) As part of a loan application or the agreement, you make a statement that is misleading or inaccurate. 6) The bank account(s) or registered account(s) you hold at the Bank are seized through government legal or administrative proceedings. 7) In the case of an RRSP loan, you request to close or transfer the RRSP to which the borrowed amount was contributed.	**(Fixed- and variable-rate loans)** **Non-compliance with loan conditions** You are in default when: — You do not pay an amount on the date it is due. — You do not comply with the obligations set out in this agreement, or in the guarantee agreement, if applicable. — One of the statements made in this agreement or at the time of the loan application is incorrect. — You do not meet your obligations under another agreement with us. — You become insolvent or bankrupt or wind down your business. — If applicable, you sell, assign, mortgage, lease or dispose of any personal property given as security without our prior written consent. — If applicable, the movable property given as collateral is destroyed, lost or concealed outside the province or territory where it is expected to be located for a period of more than **30 consecutive days**. — If applicable, the movable property given as collateral is seized or is subject to recourse by a creditor, receiver or any person performing similar functions.

	Laurentian Bank	National Bank
Modification	**(Variable-rate loan)** To the extent permitted by law, the Bank may, at its sole discretion, amend or supplement any provision contained in this document if a written notice setting out the changes is mailed to you at your last known address within at least 30 days. If within 30 days of the notice being mailed, you have not repaid your variable-rate personal loan, we will consider that you have accepted the changes described in the written notice.	**(Fixed- and variable-rate loan)** We may change the fees in this agreement or add new fees by providing you with **30 days**' notice. You agree to pay these fees on the transaction date at the rate applicable at the time.
Period to pay – Cancel the agreement	Not applicable	If you request cancellation of this agreement within **14 days of its signing**, [...] [y]ou must pay all the amounts owed within **5 days** of the acknowledgment of receipt.
Set-off	Not applicable	**If we owe you an amount (no set-off)** Even if we owe you, you cannot reduce your payments or ask that the debt be used to pay your debt in full. Any amount you owe under this agreement must be paid in full. In other words, no set-off or deduction is possible.
Transfer	Not applicable	**Assignment of this agreement** We may, without your consent, assign to any person the amounts due to us under the loan, with or without the benefit of the rights set out in this agreement. Furthermore, you may not transfer our rights under this agreement, including by subrogation (Quebec), without our prior written consent. In addition, you may not assign your rights under this agreement without our prior written consent. This agreement is legally binding on our successors and assigns, as well as on your heirs and legal representatives.

5.8.7 Student loans

Student loans held at Laurentian Bank will be transferred to National Bank under the terms and conditions established with the Government of Quebec.

6. Investments

The following information pertains exclusively to investment products held at Laurentian Bank and does not include investment products held through LBC Financial Services Inc. (LBCFS). Detailed information on the changes and opportunities associated with LBCFS's investment products will be provided in a separate guide.

6.1 Interest rate revision (cash)

National Bank's cash account pays no interest, unlike Laurentian Bank's cash account, for which the interest rate varies from 0.00% to 0.15%.

What your current agreement includes and will include after the migration:

	Laurentian Bank	National Bank
Cash	**Interest on account balance** 0.00% to 0.15%	**Interest on account balance** No interest will be paid on a positive cash balance in your account.

6.2 Investment account statement

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

Please contact an advisor, visit a National Bank branch or call the National Bank Client Experience Centre (CEC) to request a change in the frequency of your statements.

6.3 Personal bank holding account agreement

At National Bank, your investment products are all held in investment accounts (also referred to as personal bank holding accounts). These accounts are used exclusively to hold investment products and to allow you to make transactions associated with these products. Once the migration has been completed, 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 National 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 the fees applicable to the investment account, please refer to Section **7. Fee Guide**.

The National Bank *Personal Investment Account Agreement* applies to your investment accounts. Here are excerpts of this agreement that we would like to bring to your attention. We invite you to read the full agreement at **nbc.ca/lbc-legal**.

Sections of the *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 the 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. ***Withdrawal of a joint holder (Section 6.1.3)*** The withdrawal of a joint holder will result in a joint account being closed.

→ **Joint account (two or more holders) (Section 6.1) *(cont.)***

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 the joint holders.

Some fees apply for the issuance of a bank draft. Please refer to the *Fee Guide*.

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 communications (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, please refer to our brochure *Power of attorney and joint account – Useful information*, available at your branch and online at **nbc.ca**.

→ **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 may result from: — 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 banking 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. 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.

→ **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.

→ 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 from 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*.

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 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.

→ **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 Departement** 234 Wellington Street, Ottawa, Ontario K1A 0G9 Telephone: **1-800-303-1282** Website: **bankofcanada.ca/unclaimed-balances** Email: **info@bankofcanada.ca**

6.4 Registered plans

Laurentian Bank (LBC Trust and B2B Trust trustees) will resign as issuer or carrier of your plan and will be replaced by Natcan Trust Company, which will take over the administration of your registered plans as trustee. The change in trustee does not affect your rights. Please consult the *Natcan Trust Company Declaration of Trust* that applies to your registered plan at **nbc.ca/lbc-legal**.

6.5 Retirement accounts with systematic withdrawal transactions

Following the migration, 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 Migration to National Bank investment products

Your Laurentian Bank Guaranteed Investment Certificates (GICs) will be migrated to essentially similar GICs at National Bank or one of its subsidiaries. The interest rate and term of outstanding GICs will remain unchanged until maturity. The other terms and conditions will remain essentially the same until maturity or renewal. Details and exceptions are provided below. Any purchases or renewals made after migration, including GICs that automatically renew at maturity, will be made on National Bank's GIC terms and conditions, which will be disclosed to you at the time of purchase or renewal.

This table below shows the National Bank GICs to which the Laurentian Bank GICs will be migrated, as well as the main differences between them:

Laurentian Bank	National Bank	Features or main differences
Fixed-rate GIC	National Bank Non-Redeemable GIC	At maturity, unless you tell us otherwise, your GIC will be automatically renewed for the same term at the current day's rate.
Term deposits	National Bank Redeemable Without Penalty GIC	At maturity, unless you tell us otherwise, your GIC will be automatically renewed in the same product for a term of 12 months at the current day's rate.
Action GIC	Market-linked GIC	The products will only be carried over under the issuer, National Bank. At maturity, unless you tell us otherwise, your GIC will be automatically renewed in a 12-month non-redeemable, fixed-rate GIC.

Transition with respect to issuers

The following table lists the National Bank issuers that will replace Laurentian Bank's issuers:

	National Bank issuers	
Laurentian Bank issuers	All provinces except Ontario and Newfoundland	Ontario and Newfoundland
Laurentian Bank of Canada	National Bank	National Bank
LBC Trust	National Bank Trust	Natcan Trust Company
Laurentian Trust of Canada	Natcan Trust Company	Natcan Trust Company

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, except for the "Term Deposit," which will be reinvested in a 12-month redeemable without penalty GIC. 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 your investment after the GIC matures, as long as you communicate your preferences before maturity. For example, you could direct us to no longer reinvested the GIC and instead immediately transfer the investment holdings to a Cash Advantage Solution upon maturity.

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

6.8 Laurentian Bank guaranteed rates after the migration

Rates guaranteed or quoted by Laurentian Bank advisors for upcoming renewals or purchases may no longer be honoured following migration. As your GIC approaches maturity, you can discuss your investment options with an advisor.

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, also available at **nbc.ca/lbc-legal**.

It highlights all the 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** to see which package you will be migrated to.

7.1 Pricing in effect

Banking packages

Choose the banking package that best meets your needs. Estimating the number of banking transactions you carry out each month will help you find the package that's right for you.

		The Minimalist®,[1]	The Connected®	The Total®
Features of the package	Fixed monthly fees	$3.95	$15.95	$28.95
	Transactions included[2]	18 electronic transactions	Unlimited electronic transactions	Unlimited electronic transactions
	Branch transactions included	None	None	Unlimited
Branch transaction	Withdrawal, transfer, withdrawal for bill payment	$2.50/transaction	$2.50/transaction	Included
	Bill payment service	$2.00/bill	$2.00/bill	Included
Electronic transactions[3]	Withdrawal, transfer,[4] withdrawal for bill payment[5]	Included	Included	Included
	Debit purchase	Included	Included	Included
	Cheque, pre-authorized debit	Included	Included	Included
Conditions and related services	Minimum daily balance to maintain in the account for exemption from fixed monthly fees	n/a	$4,500	$6,000
	Sending an *Interac* e-Transfer®,[6]	Free	Free	Free
Statement fees	Online statement	Free	Free	Free
	Paper statement	Free	$3.50/month/account	Free
	List of transactions via ABM	Free	Free	Free

1 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; for beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP; for students aged 24 and under; people under 18 years old and for Indigenous Peoples upon presentation of a valid Secure Certificate of Indian Status or Certificate of Indian Status, a letter from an Indigenous community organization (e.g., elders, band, council, etc.) confirming Indigenous status, proof of membership or registration in a Metis provincial or national representative organization, or proof of membership from an Inuit land claim organization. This is a voluntary commitment by National Bank of Canada to comply with the Financial Consumer Agency of Canada's Commitment on Low-Cost and No-Cost Accounts.

2 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.

3 Electronic (or digital) 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.

4 Includes transfers between accounts, international transfers and Interac e-Transfers (in those last two situations, through our online banking services only).

5 Each bill paid at an ABM or through our online banking services counts as a transaction.

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

		The Minimalist®,[1]	The Connected®	The Total®
Discount on fixed monthly fees	0–17 years old	Discount of $3.95/month, in compliance with our Commitment[1]	Discount of $15.95/month	Discount of $10.95/month
	18–24 years old, including students	Discount of $3.95/month, in compliance with our Commitment[1]	Discount of $15.95/month	Discount of $15.95/month
	60 years and older	n/a	Discount of $5.00/month	Discount of $5.00/month
	65 years and older receiving the Guaranteed Income Supplement, 18 years and older who are beneficiaries of an RDSP, Indigenous Peoples, students aged 24 and under	Discount of $3.95/month, in compliance with our Commitment[1]	n/a	n/a
Cumulative discount on monthly fees for NBC Mastercard credit card holders[2]	For the holder of a Platinum Mastercard®, World Mastercard® or World Elite® credit card[3]	n/a	Discount of $5.00/ month	Discount of $10.00/ month
Other advantages	Cashback on the annual fees for a National Bank Mastercard credit card, at enrolment[4]	n/a	Up to $30.00[4]	Up to $150.00[4]

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[5]
— Automatic transfer carried out by the bank at a specific date at your request

1 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; for beneficiaries (aged 18 and over) of a Registered Disability Savings Plan (RDSP) upon presentation of proof of eligibility for an RDSP; for students aged 24 and under; people under 18 years old and for Indigenous Peoples upon presentation of a valid Secure Certificate of Indian Status or Certificate of Indian Status, a letter from an Indigenous community organization (e.g., elders, band, council, etc.) confirming Indigenous status, proof of membership or registration in a Metis provincial or national representative organization, or proof of membership from an Inuit land claim organization. This is a voluntary commitment by National Bank of Canada to comply with the Financial Consumer Agency of Canada's Commitment on Low-Cost and No-Cost Accounts.

2 Fees are adjusted to your billing, up to a maximum of $0.

3 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.

4 The cashback on the annual fees for a National Bank Mastercard credit card can only be applied one time, at enrolment.

5 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

Find the solution that's right for you.

Offer for newcomers[1]

The offer for newcomers is offered with no fixed monthly fees during the first year in Canada in compliance with our commitment.[2]

		Year 1	Year 2	Year 3
Features of the offer	Fixed monthly fees	$15.95	$15.95	$15.95
	Minimum daily balance to maintain in the account for exemption from fixed monthly fees	n/a	$4,500	$4,500
	Discount on fixed monthly fees	Discount of $15.95	Discount of $7.97	Discount of $3.99
	Conditions to maintain for exemption from fixed monthly fees	n/a	Hold the following products and services: Personal credit card[3] + Online statement + Salary deposit or electronic payment of 2 bills per month	
	Creditor interest payment	No	No	No
	Creditor interest calculation	n/a	n/a	n/a
Branch transaction (fees per transaction)	Withdrawal, transfer	No fees	$2.50	$2.50
	Withdrawal for bill payment	No fees	$2.50	$2.50
	Service for bill payment	No fees	$2.00/bill	$2.00/bill
Electronic transactions[4]	Debit card purchase	No fees	No fees	No fees
	Cheque, pre-authorized debit	No fees	No fees	No fees
	Withdrawal, international transfer, and *Interac* e-Transfer	No fees	No fees	No fees
	Interac e-Transfer service	No fees	No fees	No fees
	Transfer between accounts	No fees	No fees	No fees
	Fees for using the Interac ABM network	No *Interac* network surcharge fees charged by National Bank		

1 To benefit from this offer, the newcomer must sign up no later than 60 months after arriving in Canada. For the purposes of our offer, "Newcomers" is defined as permanent residents (including people who have received "approval-in-principle" from Immigration, Refugees and Citizenship Canada to stay in Canada), refugees (protected persons) and temporary residents (including student, worker, or temporary resident permit holders).

2 This is a voluntary commitment by National Bank of Canada to comply with the Financial Consumer Agency of Canada's commitment to provide low-cost and no-cost bank accounts.

3 Credit card subject to credit approval by National Bank. Certain conditions apply.

4 Electronic (or digital) 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.

		Year 1	Year 2	Year 3
Other services	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Online statement	No fees	No fees	No fees
	Paper statement	No fees	$3.50/month/ account	$3.50/month/ account
	Use of THE EXCHANGE ATM network	No fees	No fees	No fees
	ABM transaction list	No fees	No fees	No fees

Automatic migration: Three years after subscribing to the offer for newcomers, the account will be automatically replaced by the Connected package. See the fees associated with the Connected package on page 62.

→ **For other fees, refer to pages 78 to 89.**

Offer for professionals in business administration and information technology (IT), architects and engineers

For details on eligible professions and eligible proof to confirm professional status, please visit **nbc.ca/professionals**.

Bank accounts

To meet your various needs, we offer several deposit accounts

— **Students:**[1] One chequing account in CA$ or a Progress Account in US$. Your spouse[2] can be a co-account holder.

— **Professionals:**[1] Up to three chequing accounts in CA$ or Progress Accounts in US$. Your spouse[2] can be a co-account holder or can enjoy the personal banking advantages of the offer by signing up for the additional credit card.[2]

		Students[1]	Professionals[1]
Features of the offer	Payment of interest credit on the CA$ chequing account	No	No
	Payment of interest credit on the progress account in US$	Yes	Yes
	Determination of interest credit	Refer to page 78	Refer to page 78
	Fixed monthly fees	No fixed monthly fees during studies	With an eligible credit card:[3] no monthly fees Without an eligible credit card:[3] $12.95 per month/account
Branch transaction	Withdrawal, transfer	No fees	No fees
	Withdrawal for bill payment	No fees	No fees
	Bill payment service	No fees	No fees
Electronic transactions[4]	Debit card purchase	No fees	No fees
	Cheque, pre-authorized debit	No fees	No fees
	Withdrawal, international transfer, and *Interac* e-Transfer	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Transfer between accounts	No fees	No fees

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 For each of our professional offers, spouse refers to the person with whom the professional is in a married, civil union or common-law relationship. A common-law spouse is the person with whom the professional lives at the same address.

3 Eligible credit cards: a National Bank Platinum, World or World Elite® Mastercard® credit card. Card granted subject to National Bank credit approval. Certain conditions apply. With this banking offer, only the spouse of the primary cardholder is eligible for an additional credit card. Annual fees apply for the additional card.

4 Electronic (or digital) 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.

		Students[1]	Professionals[1]
Other services	Exemption from *Interac* network convenience fees charged by National Bank when using other financial institutions' banking machines[2]	Two withdrawals per billing cycle without fees	Two withdrawals per billing cycle without fees
	Safe deposit box rental N.B. product no longer offered, for existing holders only	50% discount	50% discount
	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Overdraft protection	No fees	No fees
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	List of transactions via ABM	$0.75	$0.75

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Certain banking machine operators may charge additional fees for the use of their equipment. A notice about the fees must be displayed to users on the banking machine screen before the transaction is processed so that they have the option of cancelling the transaction. The fees are added to the withdrawal amount and are paid directly to the banking machine operator. Those additional fees are not National Bank convenience fees.

Lines of credit

Receive advantages for the following financing solutions:

— **Students:**[1] Student Line of Credit

— **Professionals:**[1] Personal Flex Line ($5,000 and over)

For more information, visit **nbc.ca/professionals**.

		Students[1]	Professionals[1]
Features of the offer	Currency	CA$	CA$
	Fixed monthly fees	$0.00	$0.00
Branch transaction	Bill payment service	$2.00/bill	No fees
Electronic transactions[2]	Debit card purchase	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Withdrawal for bill payment	$1.25/withdrawal	$1.25/withdrawal
Other services	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	Management fees	No fees	No fees
	ABM transaction list	$0.75	$0.75
	National Bank All-In-One	n/a	For more information, visit **nbc.ca/professionals**.

→ **For other fees, refer to pages 78 to 89.**

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Electronic (or digital) 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.

Offer for healthcare workers, public service workers and teachers

For details on eligible professions and eligible proof to confirm professional status, please visit **nbc.ca/professionals**.

Bank accounts

To meet your various needs, we offer several deposit accounts

— **Students:**[1] One chequing account in CA$ or a Progress Account in US$. Your spouse[2] can be a co-account holder.

— **Professionals:**[1] Up to three chequing accounts in CA$ or Progress Accounts in US$. Your spouse[2] can be a co-account holder or can enjoy the personal banking advantages of the offer by signing up for the additional credit card.[2]

		Students[1]	Professionals[1]
Features of the offer	Payment of interest credit on the CA$ chequing account	No	No
	Payment of interest credit on the progress account in US$	Yes	Yes
	Determination of interest credit	Refer to page 78	Refer to page 78
	Fixed monthly fees	No fixed monthly fees during studies	With an eligible credit card:[3] no monthly fees Without an eligible credit card:[3] $12.95 per month/account
Branch transaction	Withdrawal, transfer	No fees	No fees
	Withdrawal for bill payment	No fees	No fees
	Bill payment service	No fees	No fees
Electronic transactions[4]	Debit card purchase	No fees	No fees
	Cheque, pre-authorized debit	No fees	No fees
	Withdrawal, international transfer, and *Interac* e-Transfer	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Transfer between accounts	No fees	No fees

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 For each of our professional offers, spouse refers to the person with whom the professional is in a married, civil union or common-law relationship. A common-law spouse is the person with whom the professional lives at the same address.

3 Eligible credit cards: a National Bank Platinum, World or World Elite® Mastercard® credit card. Card granted subject to National Bank credit approval. Certain conditions apply. With this banking offer, only the spouse of the primary cardholder is eligible for an additional credit card. Annual fees apply for the additional card.

4 Electronic (or digital) 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.

		Students[1]	Professionals[1]
Other services	Safe deposit box rental N.B. product no longer offered, for existing holders only	50% discount	50% discount
	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Overdraft protection	No fees	No fees
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE® ATM network	No fees	No fees
	ABM transaction list	$0.75	$0.75

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

Lines of credit

Receive advantages for the following financing solutions:

— **Students:**[1] Student line of credit

— **Professionals:**[1] Personal Flex line ($5,000 and more)

Preferred terms and conditions: for more information, visit **nbc.ca/professionals**.

		Students[1]	Professionals[1]
Features of the offer	Currency	CA$	CA$
	Fixed monthly fees	$0.00	$0.00
Branch transaction	Bill payment service	$2.00/bill	No fees
Electronic transactions[2]	Debit card purchase	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Withdrawal for bill payment	$1.25/withdrawal	$1.25/withdrawal
Other services	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	Management fees	No fees	No fees
	ABM transaction list	$0.75	$0.75
	National Bank All-In-One	n/a	For more information, visit **nbc.ca/professionals**.

→ **For other fees, refer to pages 78 to 89.**

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Electronic (or digital) 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.

Offer for professionals in medicine, dentistry and veterinary medicine, pharmacy, optometry and chiropractic

Details of eligible professions and eligible proof required to confirm professional status, please visit **nbc.ca/professionals**.

Bank accounts

To meet your various needs, we offer several deposit accounts

— **Students:**[1] One chequing account in CA$ or a Progress Account in US$. Your spouse[2] can be a co-account holder.

— **Professionals:**[1] Up to three chequing accounts in CA$ or Progress Accounts in US$. Your spouse[2] can be a co-account holder or can enjoy the personal banking advantages of the offer by signing up for the additional credit card.[2]

		Students[1]	Professionals[1]
Features of the offer	Payment of interest credit on the CA$ chequing account	No	No
	Payment of interest credit on the Progress account in US$	Yes	Yes
	Determination of interest credit	Refer to page 78	Refer to page 78
	Fixed monthly fees	No fixed monthly fees during studies	With an eligible credit card:[3] no monthly fees Without an eligible credit card:[3] $12.95 per month/account
Branch transaction	Withdrawal, transfer	No fees	No fees
	Withdrawal for bill payment	No fees	No fees
	Bill payment service	No fees	No fees
Electronic transactions[4]	Debit card purchase	No fees	No fees
	Cheque, pre-authorized debit	No fees	No fees
	Withdrawal, international transfer, and *Interac* e-Transfer	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Transfer between accounts	No fees	No fees

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 For each of our professional offers, spouse refers to the person with whom the professional is in a married, civil union or common-law relationship. A common-law spouse is the person with whom the professional lives at the same address.

3 Eligible credit cards: a National Bank Platinum, World or World Elite Mastercard credit card. Card granted subject to National Bank credit approval. Certain conditions apply. With this banking offer, only the spouse of the primary cardholder is eligible for an additional credit card. Annual fees apply for the additional card. An annual fee applies to the additional card for the student's spouse. A discount applies to the full annual fees for the professional's spouse.

4 Electronic (or digital) 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.

		Students[1]	Professionals[1]
Other services	Exemption from Cirrus and *Interac* network convenience fees charged by National Bank when using other financial institutions' banking machines[2]	Unlimited number of withdrawals per month without fees	Unlimited number of withdrawals per month without fees
	Refund when using other financial institutions' ATMs in the Cirrus and *Interac* networks[2]	Fixed amount of $3 per transaction	Fixed amount of $3 per transaction
	Refund of currency conversion fees when using other financial institutions' ATMs in the Cirrus network	Fixed rate of 2.50%	Fixed rate of 2.50%
	Safe deposit box rental N.B. product no longer offered, for existing holders only	50% discount	50% discount
	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Overdraft protection	No fees	No fees
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	ABM transaction list	$0.75	$0.75

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Certain banking machine operators may charge additional fees for the use of their equipment. A notice about the fees must be displayed to users on the banking machine screen before the transaction is processed so that they have the option of cancelling the transaction. The fees are added to the withdrawal amount and are paid directly to the banking machine operator. Those additional fees are not National Bank convenience fees.

Lines of credit

Receive advantages for the following financing solutions:

— **Students:**[1] Student line of credit

— **Professionals:**[1] Personal Flex line ($5,000 and more)

Preferred terms and conditions: for more information, visit **nbc.ca/professionals**.

		Students[1]	Professionals[1]
Features of the offer	Currency	CA$	CA$
	Fixed monthly fees	$0.00	$0.00
Branch transaction	Bill payment service	$2.00/bill	No fees
Electronic transactions[2]	Debit card purchase	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Withdrawal for bill payment	$1.25/withdrawal	$1.25/withdrawal
Other services	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	Management fees	No fees	No fees
	ABM transaction list	$0.75	$0.75
	National Bank All-In-One	n/a	For more information, visit **nbc.ca/professionals**.

→ **For other fees, refer to pages 78 to 89.**

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Electronic (or digital) 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.

Offer for professionals in administration, owners of an agricultural or fishing business

Details of eligible professions and eligible proof required to confirm professional status, please visit **nbc.ca/professionals**.

Bank accounts

To meet your various needs, we offer several deposit accounts

— **Students:**[1] One chequing account in CA$ or a Progress Account in US$. Your spouse[2] can be a co-account holder.

— **Professionals:**[1] Up to three chequing accounts in CA$ or Progress Accounts in US$. Your spouse[2] can be a co-account holder or can enjoy the personal banking advantages of the offer by signing up for the additional credit card.[2]

		Students[1]	Professionals[1]
Features of the offer	Payment of interest credit on the CA$ chequing account	No	No
	Payment of interest credit on the progress account in US$	Yes	Yes
	Determination of interest credit	Refer to page 78	Refer to page 78
	Fixed monthly fees	No fixed monthly fees during studies	With an eligible credit card:[3] no monthly fees Without an eligible credit card:[3] $12.95 per month/account
Branch transaction	Withdrawal, transfer	No fees	No fees
	Withdrawal for bill payment	No fees	No fees
	Bill payment service	No fees	No fees
Electronic transactions[4]	Debit card purchase	No fees	No fees
	Cheque, pre-authorized debit	No fees	No fees
	Withdrawal, international transfer, and *Interac* e-Transfer	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Transfer between accounts	No fees	No fees

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 For each of our professional offers, spouse refers to the person with whom the professional is in a married, civil union or common-law relationship. A common-law spouse is the person with whom the professional lives at the same address.

3 Eligible credit cards: a National Bank Platinum, World or World Elite Mastercard credit card. Card granted subject to National Bank credit approval. Certain conditions apply. With this banking offer, only the spouse of the primary cardholder is eligible for an additional credit card. Annual fees apply for the additional card. An annual fee applies to the additional card for the student's spouse. A discount applies to the full annual fees for the professional's spouse.

4 Electronic (or digital) 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.

		Students[1]	Professionals[1]
Other services	Safe deposit box rental N.B. product no longer offered, for existing holders only	50% discount	50% discount
	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Overdraft protection	No fees	No fees
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE® ATM network	No fees	No fees
	ABM transaction list	$0.75	$0.75

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

Lines of credit

Receive advantages for the following financing solutions:

— **Students:**[1] Student line of credit

— **Professionals:**[1] Personal Flex line ($5,000 and more)

Preferred terms and conditions: for more information, visit **nbc.ca/professionals**.

		Students[1]	Professionals[1]
Features of the offer	Currency	CA$	CA$
	Fixed monthly fees	$0.00	$0.00
Branch transaction	Bill payment service	$2.00/bill	No fees
Electronic transactions[2]	Debit card purchase	No fees	No fees
	Interac e-Transfer service	No fees	No fees
	Withdrawal for bill payment	$1.25/withdrawal	$1.25/withdrawal
Other services	First order of 100 personalized cheques	No fees (shipping and taxes extra)	No fees (shipping and taxes extra)
	Online statement	No fees	No fees
	Paper statement	$3.50/month/account	$3.50/month/account
	Drafts in all currencies	No fees	No fees
	Use of THE EXCHANGE ATM network	No fees	No fees
	Management fees	No fees	No fees
	ABM transaction list	$0.75	$0.75
	National Bank All-In-One	n/a	For more information, visit **nbc.ca/professionals**.

→ **For other fees, refer to pages 78 to 89.**

1 Credit card and financing subject to credit approval by National Bank. Certain conditions apply.

2 Electronic (or digital) 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.

Deposit account

To meet your various needs, we offer several deposit accounts

— **Chequing Account:** For everyday banking.

— **Progress Account™ in USD:** Combine the advantages of a savings account and a chequing account.

— **High Interest Savings Account:**[1] To help save more, interest on the High Interest Savings Account is calculated as of the first dollar deposited.

		Chequing Account	Progress Account™ in US$	High Interest Savings Account[1]
Features of the account	Currency	CA$	US$	CA$
	Payment of interest credit[2]	No	**Yes**[3]	**Yes**[3]
	Determination of interest credit (Rate available at **nbc.ca** and in branch)	n/a	Progressive rate based on account balance tiers. Interest calculated on the daily closing balance and paid monthly.[2]	Interest calculated on the daily closing balance and paid monthly.[2]
	Eligible for a banking package or offer	Yes	Yes	No
Branch transaction	Withdrawal,[1] transfer	$2.50/transaction	Free	$5.00/transaction
	Withdrawal for bill payment[1]	$2.50/transaction	Free	$5.00/transaction
	Bill payment service	$2.00/bill	$2.00/bill	$2.00/bill
Electronic transactions[4] (fees per transaction)	Debit purchase	$1.25	$1.25	$5.00
	Transfer between accounts[1]	$1.25	$1.25	Free for transfers between accounts through our online banking services
	Withdrawal,[1] international transfer[1] and *Interac* e-Transfer[1]	$1.25	$1.25	$5.00
	Sending an *Interac* e-Transfer	$1.25	$1.25	$1.25
	Cheque,[1] pre-authorized debit[1]	$1.25	$1.25	$5.00

1 The High Interest Savings Account allows one free transaction per month among the transactions listed.

2 The balance of each tier is associated with a specific rate, applied only to the corresponding portion. Rates are not cumulative.

3 For more information, visit https://www.nbc.ca/rates/bank-account-rates.html.

4 Electronic (or digital) 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.

		Chequing Account	Progress Account™ in US$	High Interest Savings Account[1]
Other services	Online statement	Free	Free	Free
	Paper statement	$3.50/month/ account	$3.50/month/account	$3.50/month/ account
	Automatic transfer carried out by the bank at a specific date at your request	$1.50/transfer	$1.50/transfer	$1.50/transfer

Additional information

— The Progress Account in USD 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.

1 The High Interest Savings Account allows one free transaction per month among the transactions listed.

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 by 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
Features of the account	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
Branch transaction	Withdrawal	Free	n/a	$2.50/transaction
	Transfer between accounts	Free[1]	Free	$2.50/transaction
	Bill payment	Free	n/a	$2.50/transaction
	Bill payment service	$2.00/bill	n/a	$2.00/bill
Electronic transactions[1] (fees per transaction)	Debit purchase	$1.25	n/a	Included
	Withdrawal, international transfer and *Interac* e-Transfer	$1.25	n/a	Included
	Transfer between accounts	Free[2]	Free to invest in an RRSP at National Bank or one of its subsidiaries	Included
	Sending an *Interac* 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

1 Electronic (or digital) 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.

2 These transfers will be charged if the number of transactions allowed under the offer or package is exceeded: $2.50 per transfer 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
Other services	Management fees	$1.00/month	$1.00/month	Included
	Automatic transfer carried out by the bank at a specific date at your request	$1.50/transfer	n/a	Included

Good to know: 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.

National Bank All-In-One

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. Thanks to its competitive financing rate, you can reduce your expenses and benefit from lower fees on most of your 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.

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 › Personal › Mortgage › See current rates**, "Home equity line of credit" section, and can be obtained by contacting us.

No compensation is made between creditor and debtor accounts.

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).

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

Main account	$7.00/month
Additional accounts	$7.00/month/account

The flat monthly fee includes these transactions:

— Debit card purchase

— Cheque, pre-authorized debit

— Withdrawal, transfer between accounts, 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

Service charges (branch transactions)

Withdrawal, transfer and withdrawal for bill payment	$2.50/transaction
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

Receiving an *Interac* e-Transfer	Free
Sending an *Interac* e-Transfer (free with a banking package or offer)	$1.25/transfer
Cancelling an *Interac* e-Transfer	$3.50/transfer

Automated banking machine

List of ABM transactions (free with a banking package, certain banking offers or All-In-One Banking):

Fee per transaction	$0.75
Flat fee	$1.00/month

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

Interac	$2.00/transaction
Cirrus	$5.00/transaction
THE EXCHANGE®	Free

Draft[1,2]

In CA$	CA $9.00
In US$: $5,000.00 or less	US $9.00
In US$: $5,000.01 or more	US $12.50
In foreign currency: $5,000.00 or less	CA $9.00
In foreign currency: $5,000.01 or more	CA $12.50

Refund or issuing of a duplicate of a draft[3]

$99.99 or less:

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

$99.99 or more:

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

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

Cheque

Cheque or pre-authorized debit	(CA$ or US$, depending on the account currency)
Manual processing fee per cheque or item (unencoded or unqualified)	$5.00
Processing fee per cheque, item or payment instruction drawn on the account and returned or rejected due to insufficient funds	$10.00
Processing fee per cheque, item or payment instruction drawn on the US account and returned or rejected due to insufficient funds	US $5.00
Pre-authorized debit from an account without chequing privileges	$6.50
Item received by mail for deposit in an account	$5.25

Cheque in foreign currency cashed or deposited[1]	(CA$ or US$, depending on the account currency)
US$ item into US$ (no fee if the client has a US$ account)	US $7.00
US$ item into CA$	CA $7.00
Foreign currency other than US$:[2]	
— $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

Miscellaneous fees

Ordering cheques: The cost depends on the model selected and number of cheques ordered.

Stop payment[3]	
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 and outside Canada[4]	(CA$ or US$, depending on the account currency)
Items deposited to be sent for special collection (in Canada and/or international collection)	0.50% of the item amount with a minimum of $250.00/item (banking and incidental fees may apply)
Dishonoured item	$50.00
Information requested from or by a correspondent (This service is not available for all countries and the list may vary without notice. Refer to your branch or account manager.)	$20.00/transmission
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

1 Deposits in foreign currency are not accepted for the Personal Flex Line, Student Line of Credit or RRSP Line of Credit.
2 Certain conditions apply.
3 Only available for accounts with chequing privileges.
4 Fees incurred by the correspondent not included. This service is not available in all countries, and the list may vary without notice.

Wire transfer

Incoming wire transfer from Canada or abroad[1] Unlimited accounts and users	(CA$ or US$, depending on the account currency)
$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[1, 2]	(CA$ or US$, depending on the account currency)
Wire transfer	0.34% of the amount[3] (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[4]	$20.00
Online international transfers (plus account withdrawal transaction fees, if applicable)	$5.95

Purchase or sale of foreign currency banknotes

Client with a deposit account[5]	
USD	Free[6]
In another foreign currency	$3.00/transaction[6]

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

1 Certain bank correspondents may deduct additional fees from the payment amount.
2 In USD if the transfer is in USD.
3 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 (USD or CAD).
4 Additional research fees for certain correspondent banking may apply.
5 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.
6 This fee also applies to the purchase of banknotes through online banking services. Canada Post delivery fees are not included.

Other fees

Dormant account[1, 2]

Notice after 2 years	$30.00
No notice after 3 and 4 years	$40.00
Notice after 5 years	$40.00
No notice after 6 and 7 years	$50.00
No notice after 8 years	$60.00
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[3]

Fees for administrative or legal proceedings

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

Tracing and reproducing documents[4]

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	$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 ($20.00 min)
— 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

1 If the account balance is equal to or less than the fee, we will take the balance and close your account.
2 No fee for a client aged between 0 and 17 years.
3 No overdraft fees will apply for the Personal Flex Line, All-In-One line of credit, 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.
4 Fees charged to you even if the request is from a third party.

Fees for a safety deposit box[1]

This service is no longer offered. It remains active for current holders only.
The depth for each safety box is 24 in.

X-Small 1 ½ in. x 5 in. – 2 in. x 5 in.	$80.00
Small 2 ½ in. x 5 in. – 3 ¼ in. x 5 in. – 3 in. x 5 in. – 1 ½ in. x 10 ⅜ in. – 4 in. x 4 ¾ in.	$100.00
Medium 2 ½ in. x 10 ⅜ in. – 3 in. x 10 ⅜ in. – 5 ½ in. x 5 in. – 5 in. x 5 in. – 5 in. x 7 in. 10 in. x 3 in. – 10 in. x 2 ½ in. – 3 in. x 10 in. – 2 ½ in. x 10 in.	$150.00
Large 5 in. x 10 ⅜ in. – 5 in. x 15 ½ in. – 6 in. x 15 ⅞ in. – 5 in. x 15 in. – 5 in. x 15 ¾ in. 10 ⅜ in. x 5 in. – 16 in. x 5 in. – 10 ⅜ in. x 7 in. – 5 in. x 16 in.	$300.00
X-Large 10 in. x 10 ⅜ in. – 10 in. x 10 in. – 10 in. x 10 ½ in.	$375.00
XX-Large 10 in. x 15 in. – 10 in. x 16 in. – 15 in. x 10 in. – 16 in. x 10 in. – 10 in. x 15 ½ in. 15 ½ in. x 10 ⅜ in. – 10 in. x 15 ¾ in. – 10 ¼ in. x 15 ¾ in.	$500.00
XXX-Large 13 ½ in. x 17 in. – 15 in. x 15 in. – 15 ½ in. x 15 in. – 15 in. x 17 ⅜ in.	$700.00
XXXX-Large 15 in. x 20 in. – 16 in. x 19 in. – 20 ½ in. x 15 ½ in. – 16 in. x 20 in.	$900.00
New key If both keys are lost, fees will apply for the forced opening of the safety deposit box.	$15.00
Forced opening of the safety deposit box	$200.00

Registered plans (TFSA, FHSA, RRSP, Locked-in RRSP, LIRA, RRIF, LIF)

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	$150.00 + taxes/transfer

1 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.

Deposit accounts still active but no longer offered

		Progress Account™ in CAD	Crescendo Account®	The Strategist Account[1], ™ and The NATCAN Strategist Account[1], ™
Features of the account	Payment of interest	Yes	Yes	Yes
	Calculation of interest	Progressive rate based on account balance tiers. Interest calculated on the daily closing balance and paid monthly.[2]		
	Eligible for a banking package or offer	Yes	Yes	Yes
Branch transaction	Withdrawal,[1] transfer[1]	$2.50/transaction	$2.50/transaction	$2.50/transaction
	Bill payment[1]	$2.50/transaction	$2.50/transaction	$2.50/transaction
	Bill payment service	$2.00/bill	$2.00/bill	$2.00/bill
Electronic transactions[3]	Debit card purchase[1]	$1.25/transaction	$1.25/transaction	$1.25/transaction
	Withdrawal,[1] transfer between accounts,[1] *Interac* e-Transfer,[1] international transfer,[1] withdrawal for payment of a bill[1]	$1.25/transaction	$1.25/transaction	$1.25/transaction
	Sending an *Interac* e-Transfer	$1.25/transaction	$1.25/transaction	$1.25/transaction
	Cheque,[1] pre-authorized debit[1]	$1.25/transaction	$1.25/transaction	$1.25/transaction
Other services	Online statement	Free	Free	Free
	Statement by mail	$3.50/month/ account	$3.50/month/ account	$3.50/month/account
	Management fee	n/a	$5.00	n/a
	Automatic transfer carried out by the bank at a specific date at your request	$1.50/transfer	$1.50/transfer	$1.50/transfer
List of transactions via ABM[4]	Per use	$0.75	$0.75	$0.75
	At fixed costs	$1.00/month	$1.00/month	$1.00/month

Daily Interest Savings Account, Youth Savings Account, Multi-Transaction Account

— These accounts are subject to the same fees as the CAD Progress Account.

— Cheques cannot be issued on the Daily Interest Savings Account and or Youth Savings Account.

— Deposit interest on the Daily Interest Savings Account and the Youth Savings Account is calculated on the daily closing balance and is credited monthly. No interest is paid on the Multi-Transaction Account.

→ **For other fees, refer to pages 78 to 87.**

1 The Strategist Account and The NATCAN Strategist Account allow two free transactions per month among the transactions identified.

2 The balance of each tier is associated with a specific rate, applied only to the corresponding portion. Rates are not cumulative.

3 Electronic (or digital) 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.

4 Free with a banking package, certain banking offers or All-In-One Banking.

		Special Project Savings Account[1]	Superior Flex Line® Program	Home Improvement Line of Credit
Features of the account	Payment of interest	Yes	No	No
	Calculation of interest	Interest calculated on the daily closing balance and paid monthly[2]	n/a	n/a
	Eligible for a banking package or offer	No	Yes	No
Branch transaction	Withdrawal,[1] transfer,[1] withdrawal for bill payment*[1]	$5.00/transaction	Included	Free
	Bill payment service	$2.00/bill	$2.00/bill	$2.00/bill
Electronic transactions[3] (fees per transaction)	Debit card purchase	$5.00	Included	$1.25
	Withdrawal,[1] transfer between accounts,[1] withdrawal for payment of a bill[1]	$5.00	Included	Free
	International transfer,[1] *Interac* e-Transfer[4]	$5.00	Included	$1.25
	Cheque,[1] pre-authorized debit[1]	$5.00	Included	Free
	Sending an *Interac* e-Transfer	n/a	$1.25	$1.25
Other services	Online statement	Free	Free	n/a
	Paper statement	$3.50/month/account	$3.50/month/ account	n/a
	Management fees	n/a	n/a	Free
	Automatic transfer carried out by the bank at a specific date at your request	$1.50/transfer	Included	$1.50/transfer
List of transactions via ABM[5]	Per use	$0.75	$0.75	$0.75
	At fixed costs	$1.00/month	$1.00/month	$1.00/month

Other information for the Special Project Savings Account

A (free) minimum transfer of $10.00 per month from another account is required. Transfers can be made from more than one account. A fee of $1.00 will apply if the transfer cannot be carried out because of insufficient funds. Pre-authorized debits or cheques are not offered with this account.

→ **For other fees, refer to pages 78 to 87.**

1 The Special Project Savings Account allows one free transaction per month among the transactions listed.

2 The balance of each tier is associated with a specific rate, applied only to the corresponding portion. Rates are not cumulative.

3 Electronic (or digital) 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.

4 *Interac* e-Transfers are not offered with the Special Project Savings Account.

5 Free with a banking package, certain banking offers or All-In-One Banking.

Let’s stay in touch

Your experience transitioning to National Bank is important to us. If you have any questions about the migration of your banking products and services from Laurentian Bank to National Bank, you can refer to the support options below.

→ **Pre-migration support:** For any immediate inquiries related to your accounts and products, contact Laurentian Bank Customer Service..

- — By phone: **1-866-499-4886** (toll-free) daily from 8 a.m. to 9 p.m.
- — By email: **mail@laurentianbank.ca**
- — Or contact your branch.

→ **Information about the migration:** For up-to-date information and frequently asked questions (FAQ), visit National Bank’s migration site at **nbc.ca/lbc-personal**.

We are committed to supporting you with care in the pursuit of your financial goals. We are committed to providing you with quality service by offering you even more comprehensive products, additional digital features and a more extensive banking network all across Canada.

We look forward to beginning this next chapter with you.

NATIONAL BANK

LAURENTIAN BANK

32832-002 (2026/10)

nbc.ca/lbc