

MY MONEY

PERSONAL  
BANKING



LAURENTIAN  
BANK

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# 1

## MY MANAGEMENT, MY SOLUTIONS

Reduce your banking fees and make your life easier by choosing from among a range of accounts, packages and banking programs, based on the number of transactions you make each month, your minimum account balance, whether or not you use US funds, your age and your savings capacity.

Let us help you see things more clearly.

### 1.1 MY BANK ACCOUNT

Whether you are looking to manage your day-to-day transactions, save for something specific, make periodic payments, invest in your future or start doing business in the US or elsewhere, we have the right account for you!



#### Compare available options.

Find the chequing or savings account that best suits your needs with the Financial Consumer Agency of Canada's account selector tool: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca).

Fee structure in effect as at July 19, 2019.

## CHOOSE THE BEST SOLUTION BASED ON YOUR BANKING HABITS

### THE OPERATIONS ACCOUNT

#### Type of account

Chequing account

#### Use

- › Ideal for everyday banking transactions.
- › Can be linked to a banking plan to reduce transaction fees.
- › Choose between a paper<sup>1</sup> or an electronic bank statement.<sup>1,2</sup>

#### Account service fees

##### Minimum monthly balance of \$3,000 or more

- › No monthly fee<sup>1</sup>

##### Minimum monthly balance of less than \$3,000

- › No monthly fee for an electronic bank statement via epost<sup>TM1,2</sup>
- › \$2.50 per month for an account with a paper bank statement<sup>1</sup>

#### Transaction fees

##### Minimum monthly balance of \$3,000 or more

- › No fees for withdrawals or transfers at a Laurentian Bank automated banking machine (ABM) or through LBCDirect for cheques or direct debits
- › No fees for bill payments made at a Laurentian Bank ABM or through LBCDirect<sup>#</sup>

##### Minimum monthly balance of less than \$3,000

- › Some fees apply.
- › Get a banking plan to cover your transaction fees or refer to section 5.3 for details on pay-per-use fees.

<sup>1</sup> If you maintain the minimum closing balance every day of the month.

<sup>#</sup> A \$1.00 service fee applies to bill payments made at a Laurentian Bank automated banking machine or through LBCDirect.

### THE INVESTMENT EXCELLENCE ACCOUNT

#### Type of account

Savings account

#### Use

- › Ideal for saving or investing large sums while enjoying access to your funds at all times.
- › A wise choice if very few transactions are made in the account.

#### Account service fees

- › No fees, and your choice of a monthly electronic bank statement via epost<sup>TM1,2</sup> or a paper bank statement.<sup>1</sup>

#### Transaction fees

- › Some fees apply.

#### Interest rate<sup>3</sup>

(Simple interest is calculated on the minimum daily balance and paid monthly.) Tiered progressive annual rate; the yield compares favourably with that of a short-term certificate of deposit.

Rates in effect as at:

› Balance of \$5,000 to \$24,999.99:	
› Balance of \$25,000 to \$59,999.99: <sup>3</sup>	%
› Balance of \$25,000 to \$59,999.99: <sup>3</sup>	%
› Balance of \$100,000 or more: <sup>3</sup>	%

**A monthly \$1.00 rebate is offered for the first debit transaction.**

## THE DAY BY DAY INTEREST PLUS US ACCOUNT

### Type of account

Chequing account in US funds

### Use

#### › Ideal for everyday banking transactions in US funds.

- › The features and charges are also in US funds.
- › Deposit through the Canadian account via the automated banking machine.
- › Contact us for more details about withdrawals, transfers or payment items.
- › Cannot be linked to a banking plan.
- › Choose between a paper<sup>1</sup> or an electronic bank statement.<sup>1,2</sup>

### Account service fees

#### Minimum monthly balance of US\$3,000 or more

- › No monthly fee<sup>1</sup>

#### Minimum monthly balance of less than US\$3,000

- › No monthly fee for an electronic bank statement via epost<sup>TM1,2</sup>
- › US\$2.00 per month for an account with a paper bank statement<sup>1</sup>

### Transaction fees

#### Minimum monthly balance of US\$3,000 or more

- › No fees for cheques, pre-authorized debits or other banking transactions through the account.

#### Minimum monthly balance of less than US\$3,000

- › US\$0.85 per cheque
- › US\$0.60 per pre-authorized debit

### Interest rate<sup>3</sup>

(Simple interest is calculated on the minimum daily balance and paid monthly.)

Tiered progressive annual rate

Rates in effect as at:

› Balance of less than US\$1,000:		%
› Balance of US\$1,000 to US\$4,999.99: <sup>3</sup>		%
› Balance of US\$5,000 to US\$9,999.99: <sup>3</sup>		%
› Balance of US\$10,000 or more: <sup>3</sup>		%

<sup>1</sup> If you maintain the minimum closing balance every day of the month.

## 1.2 MY TIPS FOR REDUCING SERVICE CHARGES

- › Choose the package that best suits your current needs.
- › Regularly reassess your transaction needs and make any necessary changes.
- › Use LBCDirect electronic services to your advantage.
- › Maintain the required minimum monthly balance to avoid paying transaction fees and account service fees if you do not have a banking package.
- › Use our automated banking machines and those of THE EXCHANGE<sup>®</sup> Network, rather than those of other institutions, which cost money to use.
- › Ask for overdraft protection.



### Our day starts at 8:46 p.m.

At Laurentian Bank, our day ends at 8:45 p.m. (Eastern time). From 8:46 p.m. onward, any transaction made at one of our ABMs or through LBCDirect is dated the next day.

## 1.3 MY FIXED-MONTHLY-FEE PLAN

A banking plan can help you reduce your monthly fees. To give you an idea of how much you could save, we have compared the *Transact without limit* plan, which lets you make an unlimited number of transactions per month, with the cost of making 41 transactions a month without a plan. The outcome speaks for itself: \$40.50 in savings per month, for a total of \$486 over one year. Obviously, your savings depend on the services you use, and our example doesn't cover them all.

TRANSACTIONS MADE	COST (without a plan)	COST WITH TRANSACT WITHOUT LIMIT PLAN	
5 withdrawals at a Laurentian Bank ABM (\$1.00 each)	\$5.00	Included in the plan	
4 transfers at a Laurentian Bank ABM or through LBCDirect (\$1.00 each)	\$4.00		
20 transactions paid by Interac <sup>®</sup> Direct Payment <sup>4</sup> (\$1.25 each)	\$25.00		
5 bill payments at a Laurentian Bank ABM or through LBCDirect (\$2.00 each: \$1.00 transaction fee on bill payments + \$1.00 collection fee on bill payments)	\$10.00		
4 direct debits (\$1.00 each)	\$4.00		
3 cheques (\$1.25 each)	\$3.75		
Monthly "Super Statement" bank statement	\$2.50		
<b>Total</b>	\$54.25		\$14.75 (the plan's fixed fee)
<b>Monthly savings with the Transact without limit banking plan</b>			\$39.50
<b>Annual savings</b>			<b>\$474</b>

## COMPARE OUR BANKING PLANS

	TRANSACT A LITTLE <sup>5</sup>	TRANSACT A LOT <sup>5</sup>	TRANSACT WITHOUT LIMIT <sup>5</sup>	THE GOLD SERVICE <sup>5</sup>
Typical client	<ul style="list-style-type: none"> <li>› Makes very few transactions per month.</li> <li>› Uses automated banking services.</li> </ul>	<ul style="list-style-type: none"> <li>› Makes many transactions per month.</li> <li>› Uses both automated banking services.</li> </ul>	<ul style="list-style-type: none"> <li>› Wants to make unlimited transactions of all kinds (automated services).</li> </ul>	<ul style="list-style-type: none"> <li>› Wants complete freedom as to how many transactions can be made.</li> <li>› Has complex financial needs.</li> <li>› Uses automated banking services.</li> </ul>
<b>Maximum number of free transactions per month<sup>6</sup></b> <ul style="list-style-type: none"> <li>› Laurentian Bank ABMs (withdrawals, transfers and bill payments)</li> <li>› LBCDirect (transfers and bill payments)</li> <li>› Interac<sup>®</sup> Direct Payment<sup>4</sup></li> <li>› Cheques</li> <li>› Direct debits</li> </ul>	12	20	Unlimited	Unlimited
Electronic bank statement via epost <sup>TM1,2</sup>	✓	✓	✓	✓
Paper bank statement <sup>1</sup>	✓	\$2.50 per month	\$2.50 per month	✓
Other privileges available upon request <sup>4</sup>	<ul style="list-style-type: none"> <li>› “Cheques to send monthly” option available upon request at no charge</li> </ul>	–	<ul style="list-style-type: none"> <li>› Monthly “Super Statement” bank statement: no charge View the details of the statement on page 23</li> <li>› Interac<sup>®</sup> e-Transfer free of charge</li> </ul>	<ul style="list-style-type: none"> <li>› No-fee withdrawals at Interac<sup>®4</sup> and PLUS<sup>*4</sup> network ABMs</li> <li>› A line of credit starting at \$1,500 with no transaction fees<sup>7</sup></li> <li>› Interac<sup>®8</sup> e-Transfer free of charge</li> <li>› Overdraft protection with no monthly user fees<sup>9</sup> if you do not qualify for a personal line of credit</li> <li>› No-fee personalized cheques<sup>10</sup></li> <li>› Free stop payments (complete information provided by the client)</li> <li>› A 1% reduction in the interest rate in effect for fixed- or variable-rate personal loans<sup>11</sup></li> <li>› A \$150 discount on the fees to transfer a mortgage to Laurentian Bank<sup>12</sup></li> <li>› Free Visa<sup>*13</sup> EXPLORE card for you and your spouse</li> <li>› RRSP with no annual fees<sup>14</sup></li> </ul>
Monthly fee	\$4.00	\$7.50	\$14.75	\$29.00

Note: Transact a little: This package is available upon request, free of charge, to seniors receiving the Guaranteed Income Supplement (GIS) or to beneficiaries of a Registered Disability Savings Plan (RDSP). The free offer is valid for a period of one year upon presentation of proof that the client is receiving the GIS or is a beneficiary of an RDSP. Our free account offer is not renewed automatically each year. The client is responsible for renewing it at a branch.

## 1.4 MY SPECIAL ADVANTAGES

### YOUTH PLAN<sup>5</sup>

#### To be eligible

- › Be under the age of 18.

#### Specifics

- › Special plan for youth.

#### Reduced monthly fee

Free

#### Maximum number of free transactions per month<sup>6</sup>

Unlimited transactions

#### Allowable transactions and other privileges<sup>7</sup>

- › Laurentian Bank ABMs (withdrawals, transfers and bill payments)
- › LBCDirect (transfers and bill payments)
- › Interac<sup>®</sup> Direct Payment<sup>4</sup>
- › Cheques
- › Direct debits

#### Other privileges:

- › “Cheques to send monthly” option available upon request at no charge
- › Electronic bank statement via epost<sup>TM</sup>:<sup>1,2</sup> no charge
- › Paper bank statement:<sup>1</sup> no charge

### BANKING PROGRAM: STUDENT ADVANTAGE<sup>5</sup>

#### To be eligible

- › Be between the ages of 16 and 25.
- › Be enrolled full-time in a recognized educational institution (proof required).

#### Specifics

- › Gives students exclusive access to financial privileges.
- › Offers up to an \$8 monthly rebate on the regular monthly fee of one of the following plans:

Transact a lot plan	Transact without limit plan	The Gold Service plan
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#### Reduced monthly fee

Free	\$5.75	\$21.00
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#### Maximum number of free transactions per month<sup>6</sup>

20	Unlimited	Unlimited
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#### Allowable transactions and other privileges<sup>7</sup>

View the details of the banking plan on page 10.  Privileges in addition to those listed on page 10: › Paper bank statement: <sup>1</sup> no charge	View the details of the banking plan on page 11.	View the details of the banking plan on page 12.
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#### Financial privileges<sup>7</sup>

- › Student line of credit<sup>15</sup> (financing starting at \$1,500, and only the interest must be paid while studying).
- › Visa<sup>\*13</sup> Black credit card for students (no annual fee; ideal to build credit history; practical for online purchases; cash advances available; *Reward Me* option at \$3.50 per month or free when making more than \$350 in net purchases during the month<sup>16</sup> — a perfect option to collect points that can be redeemed for gift cards valid at more than 80 retailers.
- › The credit card cannot be offered to students under the age of 18.

# DISCOVER THE AVAILABLE PLANS.

Choose the one that best suits  
your needs.



## 65+ PLAN

### To be eligible

- › Be aged 65 or older.

### Reduced monthly fee

Free

### Maximum number of free transactions per month<sup>4</sup>

4

### Allowable transactions and other privileges<sup>7</sup>

- › Laurentian Bank ABMs (withdrawals, transfers and bill payments)
- › LBC*Direct* (transfers and bill payments)
- › *Interac*<sup>®</sup> Direct Payment<sup>4,5</sup>
- › Cheques
- › Direct debits

### Other privileges:

- › Electronic bank statement via epost<sup>TM</sup>:<sup>1,2</sup> no charge
- › Paper bank statement:<sup>1</sup> no charge

## BANKING PROGRAM: 60+ ADVANTAGE<sup>5</sup>

### To be eligible

- › Be aged 60 or older.

### Specifics

- › All the advantages of the program extend to your spouse, regardless of their age, provided you have a joint account.
- › No fees for an electronic bank statement via epost<sup>TM</sup><sup>1,2</sup> or a paper bank statement.<sup>1</sup>
- › Offers up to a \$5 monthly rebate on the regular monthly fee of one of the following plans:

Transact a lot plans	Transact without limit plan	The Gold Service plan
<b>Reduced monthly fee</b>		
\$2.50	\$9.75	\$24.00
<b>Maximum number of free transactions per month<sup>6</sup></b>		
20	Unlimited	Unlimited
<b>Allowable transactions and other privileges<sup>7</sup></b>		
View the details of the banking plan on page 10	View the details of the banking plan on page 11	View the details of the banking plan on page 12

## 2

## MY FUNDS, MY TRANSACTIONS

### 2.1 MY LBCDIRECT ELECTRONIC SERVICES

Whether accessed online or by phone, our *LBCDirect* services enable you to manage your accounts and complete transactions anytime and anywhere. Consult the *LBCDirect* brochure for full details.

To take advantage of this service, simply register by calling 1-800-252-1846 (toll-free).

### 2.2 MY CLIENT CARD AND AUTOMATED BANKING MACHINES

Your client card allows you to access your money at any time through our network of automated banking machines and THE EXCHANGE® Network. Your card enables you to easily complete most routine banking transactions (withdrawals, deposits, transfers between your Laurentian Bank accounts, etc.). Access over 3,300 automated banking machines located all across Canada, including 900 in Quebec.

Furthermore, take advantage of our *Interac*®4 and PLUS\* network-affiliated services that give you access to more than 800,000 automated banking machines elsewhere in Canada and around the world.

### 2.3 MY DIRECT PAYMENT SERVICE

The *Interac*®4 Direct Payment service lets you use your client card to pay for your purchases at approximately 87,000 merchants in Quebec that have an *Interac*®4 terminal on-site. When you pay, the money is debited directly from your bank account, exactly as if you were paying cash.

#### **LBCDirect** electronic services

- › Convenient
- › Economical
- › Secure
- › Easy to use
- › Available at any time from anywhere!





## ALL YOUR DAY-TO-DAY BANKING TRANSACTIONS<sup>17</sup> AT YOUR FINGER TIPS!

BANKING TRANSACTIONS
Account balance verification
Verification of your credit card balances
Verification of your mortgage loan, personal loan and other investment product balances
Inter-account transfers
Transfer from another financial institution <sup>18,19</sup>
<i>Interac</i> e-Transfer <sup>®8</sup>
Fund deposits and withdrawals
Foreign currency deposits (US\$, €, £ or CHF) <sup>†</sup>
Invoice consultation
Invoice payment
Credit card cash advance
Account transaction history
Laurentian Bank Visa credit card account transaction history
Transaction history download to your financial management software application ( <i>Quicken, Money</i> )
Change your PIN
Order cheques

<sup>†</sup> Processing time: up to three (3) business days for deposits in US dollars and six (6) business days for deposits in another foreign currency.

LBCDIRECT		ABM	
ONLINE	BY PHONE OR MOBILE	LAURENTIAN BANK	THE EXCHANGE <sup>®</sup> NETWORK
✓	✓	✓	✓
✓	✓		
✓			
✓	✓	✓	✓ <sup>20</sup>
✓			
✓			
		✓ <sup>20</sup>	✓ <sup>20</sup>
		✓	
✓		✓	
✓	✓	✓	
✓		✓	
✓			
✓			
		✓	✓
✓			



### Practical and eco-friendly

Don't let your bills continue piling up. Pay them online! Thanks to our epost<sup>™</sup> electronic billing service, you can receive and pay your bills online or through LBCDirect. You can even archive them for a period of seven years. Less paper and more simplicity. Now that's efficiency!

# 3

## MY NEEDS, MY OPTIONS

### 3.1 MY ADDITIONAL SERVICES

#### MY OVERDRAFT PROTECTION

To cover your upcoming payments (bills, *Interac*®, etc.), cheques and direct debits without running short of funds, or for short-term access to cash, get overdraft protection.<sup>9</sup>

##### MAIN FEATURES OF OVERDRAFT PROTECTION

<b>Protection offered</b>	\$250 to \$1,500
<b>Fees</b>	<ul style="list-style-type: none"> <li>› \$5.00 per month of usage (plus the applicable interest charge on the overdraft)</li> <li>› No fees if not used<sup>21</sup></li> </ul>

#### MY PERSONAL AND HOME EQUITY LINE OF CREDIT

Need a little more latitude to manage your expenses? Give yourself credit... by getting a line of credit!<sup>11</sup> As soon as your application is accepted, you can take advantage of flexible, reliable, ongoing borrowing power that will make it possible for you to finance your various projects or needs as you see fit, up to your limit.

##### MAIN FEATURES OF THE LINE OF CREDIT

<b>Amount available</b>	<b>Personal</b>	<b>Home equity</b>
	\$1,500 or more	\$10,000 or more
<b>Monthly repayment provisions</b>	Your choice – interest only, a percentage of the balance or a fixed amount	
<b>Transaction fees</b>	<ul style="list-style-type: none"> <li>› \$1.00 per withdrawal, transfer or bill payment<sup>3</sup> at a Laurentian Bank automated banking machine, through <i>LBCDirect</i> or by direct debit</li> <li>› \$1.25 per cheque</li> </ul>	

#### THE GOAL GETTER

The Periodic Savings and Investment Plan (PSIP) is a tool that helps you put money aside on a regular basis. For your short- and medium-term projects. The Goal Getter plans can make a difference in achieving your savings objectives by putting aside a predetermined amount of money on a weekly or monthly basis and over a predetermined period of time.

SOLUTIONS	BUDGET PLAN	SECURITY PLAN
<b>Uses</b>	<ul style="list-style-type: none"> <li>› To achieve a short-term project</li> <li>› To cope with unexpected expenses</li> </ul>	<ul style="list-style-type: none"> <li>› To achieve a medium-term project</li> <li>› To build an emergency fund</li> </ul>
<b>Annual interest rate</b> <i>In effect as at:</i>	<input type="text" value=""/> %  <input type="text" value=""/>	Base rate <input type="text" value=""/> %  Plus incentive bonus <input type="text" value=""/> %
<b>Interest payments</b>	Every six months; interest is calculated on the minimum monthly balance. (simple interest is calculated on the minimum monthly balance)	Every six months; the interest rate (simple interest) increases according to predetermined tiers and is calculated on the minimum monthly balance.

*Special rates for The Goal Getter:*

- › \$10.00 for terminating a plan before maturity
- › \$2.00 for withdrawal, transfer or suspension of monthly payments

#### THE “SUPER STATEMENT”

This statement offers you an overall portrait of all the products you have with us: account, loan, mortgage, credit card and line of credit, investments, etc. In short, it's your whole financial situation at the Bank in a single document. We send it to you free of charge every month or every three months if you have one of our banking plans<sup>22</sup> such as *Transact without limit* or *The Gold Service*. Don't have a banking plan? You can still receive the “Super Statement” every month, every three months, every six months or once a year for \$2.50 per statement.

# 4

## MY PERSONAL INFORMATION, MY SECURITY

### 4.1 HOW MY BANKING TRANSACTIONS ARE PROTECTED

#### RECOMMENDATIONS TO PROTECT YOUR BANK CARDS

Choose a different PIN or password for each of your cards.

Choose a PIN or a code that is easy for you to remember, but difficult to guess. Never choose your date of birth, your phone number or any other code of this type.

Memorize your PINs and passwords. Don't write them down anywhere and never give them to anyone.

Always keep an eye on your card during a transaction and never lend it to anyone.

Shield the keypad when you enter your PIN at a banking machine or on an *Interac*<sup>®</sup> point-of-sale terminal.

Check your account and credit card statements regularly. If there are any anomalies, contact right away the Telebanking Center by calling 1-800-252-1846 (toll-free).

Immediately notify us if one of your cards is lost or stolen.

Contact us as soon as possible if you have any reason to believe the security of your cards or PIN has been compromised.

It's best to have a four-digit PIN when travelling, since they are more commonly used abroad.<sup>23</sup>

#### MEASURES TO KEEP YOUR ONLINE TRANSACTIONS SECURE

Never send confidential information (account numbers, card numbers, passwords, etc.) by email. The Bank does not and will not ever email its clients to ask them for personal or confidential information.

To connect to *LBCDirect*, you must always use Laurentian Bank's official web address: [www.laurentianbank.ca](http://www.laurentianbank.ca).

Avoid using software that saves passwords.

Never leave your computer unattended during an *LBCDirect* session.

Always close an *LBCDirect* session by clicking on the closing box in the upper right-hand corner of the screen.

Always empty your browser cache after each *LBCDirect* session.

Use a recommended browser with 128-bit encryption.

Install effective antivirus software and a firewall, and update them regularly.

Never download software or accept a file or attachment from websites, chat rooms or news groups unless you are absolutely sure of their authenticity.

Disable the computer's file sharing function.

Before conducting an online financial transaction with your credit card, ALWAYS make sure that you are on a secure site—there should be an icon of a locked padlock in the lower right-hand corner of the browser window, and the address of the website should start with the letters "https" (which confirm that the site is secure). You should be able to ascertain the legitimacy of the security certificate issued for it by double clicking on the padlock.

**5.1 MY ACCOUNT APPLICATION FORM**

The first thing to do when you want to manage your money is obviously to open an account at a financial institution. Would you like to open an account? Come see us, and be sure to bring the following information to complete your application:<sup>24</sup>

- › Your contact information
- › Your date of birth
- › Your occupation
- › An original, valid, undamaged piece of identification from Group A
- › Another piece of identification from Group A or B, or a reference from a client in good standing with us, or a reference from a person with a good reputation in the community where the branch you deal with is located.

**ACCEPTED PIECES OF IDENTIFICATION****Group A**

- › Your driver's license (Canadian or foreign)
- › Your passport (Canadian or foreign)
- › Your Canadian citizenship card (issued before 2012)
- › Your permanent resident card
- › Your Secure Certificate of Indian Status issued by the Canadian government
- › Your provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial or territorial law
- › Your identification card issued by a provincial or territorial government authority, or one of its agents that can serve as your identification - the card must bear your photograph and signature.

**Group B**

- › An employee identification card issued by a well-known employer and bearing your photograph
- › A bank, client or automated banking machine card issued by a member of Payments Canada and bearing your name and signature
- › A credit card issued by a member of Payments Canada and bearing your name and signature
- › A Canadian National Institute for the Blind (CNIB) client card bearing your photograph and signature
- › A personal reference from a client in good standing at the Bank or a reference from a person with a good reputation in the community where the branch you deal with is located.

## 5.2 THE HOLDING PERIODS ON MY FUNDS

The Bank puts a hold on all cheques and instruments ("Instrument") deposited to your account. However, our release of funds to you does not mean that the cheque or other Instrument cannot be returned for another reason. If the cheque is refused on any other grounds once the hold period is expired, the cheque amount could be charged to your account.

### Instrument drawn on a financial institution located in Canada

- › The maximum hold period on a deposited cheque is five business days, regardless of the amount deposited.

### Instrument drawn on a financial institution outside Canada and Instrument in foreign currency

- › Instrument drawn on a financial institution located in the United States and Instrument in US currency: maximum hold period of 20 business days
- › Instrument drawn on a financial institution located outside Canada and the United States and Instrument in foreign currency: maximum hold period of 30 business days

## EXTENDED HOLD

In certain circumstances, the hold period may be extended, regardless of the financial institution on which an Instrument is drawn. The following are circumstances under which the Bank may hold funds for longer periods than those stated above:

- › Your account has been open for less than 90 days.
- › Anomalies with the Instrument require further investigation.
- › The Instrument has been endorsed more than once.
- › The Instrument is stale-dated.

## 5.3 PAY-PER-USE FEES FOR MY BANKING SERVICES<sup>25</sup>

The Bank offers you a host of services for your banking affairs, for different fees. If you have one of our banking plans, some of these fees may be included in your plan's fixed monthly fee. Where applicable, the term "account" used in this section refers to both personal bank accounts and the personal line of credit described in section 3.1.

Please note that charges may apply based on your account or bank plan if your monthly balance is less than \$3,000.

INFORMATION	
<b>Administration fee applicable to each payment and each information request and disclosure made by a third party in relation to administrative or legal proceedings, as per applicable laws</b> (e.g., seizure, bankruptcy, alimony)	\$10.00
<b>Printing or reprinting of an account statement</b>	\$3.25 per statement
<b>Research related to an account</b> › Within 90 days of the transaction date › 90 days or more after the transaction	\$5.00 per item \$40.00 per hour (min. \$20.00, taxes not included)
<b>Information on your account balance</b> › At a Laurentian Bank or THE EXCHANGE <sup>®</sup> ABM or through LBCDirect › By calling at the branch	No charge \$5.00
<b>Estate</b> › Administration fees to analyze and process the banking file (Fees specifically related to products and services held by the deceased apply.)	\$350.00

## INTERNATIONAL SERVICES

**Foreign currencies accepted: US dollar (US\$), euro (€), pounds sterling (£) and Swiss franc (CHF)**

<b>Deposit of US dollar bills into a Canadian account</b> › CAN\$1,000 or less › More than CAN\$1,000	\$3.00 No charge
<b>Foreign currency cheque drawn on a Canadian dollar account<sup>26</sup></b>	\$15.00
<b>Deposit of a foreign currency cheque into a Canadian dollar account<sup>26</sup></b> If a foreign currency cheque (deposited into a CAN\$ account) is returned due to non-sufficient funds or for any other reason, the client assumes any loss resulting from fluctuations in the exchange rate that applies to the currency from the date the cheque was deposited to the date it was returned.	
<b>Foreign currency instrument</b> › Sent for collection › Sent for collection and returned unpaid › Received for collection (The issuing bank's fee—if applicable—and correspondence charges are not included.)	\$40.00 \$40.00 \$40.00
<b>Foreign currency instrument deposited into a Canadian dollar account and returned unpaid</b>	\$20.00
<b>Cashing or deposit of a foreign currency instrument into a Canadian dollar account</b> › CAN\$50 or less › CAN\$50.01 to CAN\$1,000 › More than CAN\$1,000	No charge \$6.00 \$9.00
<b>Stop payment on a payment item in Canadian dollars, US dollars or Euros.</b> (The issuing bank's fee—if applicable—and correspondence charges are not included.)	\$20.00
<b>Electronic fund transfer</b> › Sent in Canada › Sent abroad › Received	Min. \$20.00 Min. \$30.00 \$15.00
<b>Bank draft in foreign currency</b>	\$8.50

## CHEQUES

<b>Cheques to send monthly</b> › Account with statement only	\$0.35 per cheque (min. \$3.25)
<b>Official cheque</b>	\$10.00
<b>Unencoded or cancelled cheque or cheque that does not comply with magnetic encoding standards</b>	\$5.00
<b>Cheque or direct debit without sufficient funds (NSF)</b>	\$65.00 for issuer of cheque
<b>Cheque or direct debit without sufficient funds paid by the Bank</b> (plus interest on the overdraft if applicable)	\$5.00
<b>Cheque or preauthorized debit paid without sufficient funds</b>	\$5.00
<b>Postdated cheque</b>	\$5.00
<b>Returned cheque</b> › Cheque deposited or cashed and returned unpaid to beneficiary	No charge to the beneficiary
<b>Cheque drawn on a non-chequing account</b>	\$6.50
<b>Stop payment on a cheque or direct debit</b> › Complete information provided by the client › Incomplete information provided by the client	\$13.00 \$20.00
<b>Payment by cheque</b>	\$1.25

## MISCELLANEOUS

<b>Client card replacement</b> As of the 2nd replacement during the same year	\$5.00 per additional card
<b>Fees for payment of public utility bills</b> > At a Laurentian Bank automated banking machine or through LBCDirect (When paying a bill at a Laurentian Bank ABM or through LBCDirect, withdrawal fees related to the account apply in addition to any bill payment fees, if applicable.)	\$1.00
<b>ABM network access fees</b> > THE EXCHANGE® Network ABM > Laurentian Bank ABM > Interac® Network ABM > PLUS* Network ABM > Accel® Network ABM	No charge No charge \$2.00 \$4.00 Fees may apply.
<b>ABM transaction fees</b> > Withdrawal > Transfer > Foreign currency conversions on any transaction at a PLUS* Network ABM (abroad) (Transactions done at an ABM carry fees applicable to the Business account.)	\$1.00 \$1.00 Exchange rate in effect at the time of conversion, plus 2.5% of the converted amount No charge
<b>Printing of a partial statement at an ABM</b> (history of the last ten transactions of the last quarter)	No charge
<b>Transfers between Laurentian Bank accounts</b> > At a Laurentian Bank ABM  > Through LBCDirect > To cover non-sufficient funds (NSF): – with prior authorization – without prior authorization – Automatic transfers (upon opening, fixed frequency and amount) > Telebanking Center telephone support when requesting a fund transfer (per transfer request)	Depends on account features No charge  \$5.00 \$5.50 \$6.00  \$5.00 per transfer request

## MISCELLANEOUS

<b>Interac e-Transfer®</b>	\$1.00
<b>Dormant account</b> No transactions carried out for at least one year. > If the client responds to the inactive account notice within the 90-day limit > If the client doesn't take action on the inactive account notice within the 90-day limit – for the 1st dormant year – from the 2nd to 4th dormant year – from the 5th to 8th dormant year – for the 9th dormant year If the balance is less than the amount to be collected, the charges will correspond to the outstanding balance and the account will be closed without further notice.	No charge  \$15.00 \$30.00 per year \$40.00 per year \$45.00 per year
<b>Request to transfer an account to another financial institution</b>	\$20.00
<b>Special request related to the account</b>	\$40.00 per hour (min. \$20, taxes not included)
<b>Closing an account</b> > Open for 90 days or less <sup>27</sup> > Open for more than 90 days	\$20.00 No charge
<b>Interac® Direct Payment</b>	\$1.25 per transaction
<b>Annual interest on authorized or unauthorized overdraft</b>	22%
<b>The "Super Statement"</b>	\$2.50 per statement

### Notice of fee changes:

Laurentian Bank reserves the right to modify fees or introduce new charges by sending written notice to all clients who receive a statement or, in all other cases, by posting a notice at its branches and/or at its automated banking machines.

## 5.4 MY ACTIVE PRODUCTS THAT ARE NO LONGER OFFERED BY THE BANK

### DAY BY DAY INTEREST, PRIME SAVINGS, CHEQUING SAVINGS ACCOUNTS

#### Account service fees

##### Minimum monthly balance of \$3,000 or more

- › No monthly fee<sup>†</sup>.

##### Minimum monthly balance of less than \$3,000

- › No monthly fee for an electronic bank statement via epost<sup>TM1,2</sup>
- › \$2.50 per month for an account with a paper bank statement<sup>1</sup>

#### Transaction fees

##### Minimum monthly balance of \$3,000 or more

- › No fees for the following transactions: withdrawals, transfers, cheques and direct debits (section 5.3)

##### Minimum monthly balance of less than \$3,000

- › \$1.00 per withdrawal or transfer made at a Laurentian Bank ABM or through LBCDirect
- › \$1.00 per direct debit
- › \$1.25 per cheque (The Day By Day Interest and Prime Savings accounts are non-chequing accounts. As a result, additional fees of \$6.50 are charged for any cheque drawn on these accounts.)

### À LA CARTE ACCOUNT

#### Calculation and payment of interest

Calculated on the daily closing balance and paid twice yearly, on April 30 and October 31

#### Monthly fee

\$15.00 plus interest on any advance, if applicable

### CHEQUING ACCOUNT

#### Account service fees

##### Minimum monthly balance of \$3,000 or more

- › No monthly fee.

##### Minimum monthly balance of less than \$3,000

- › No monthly fee for an electronic bank statement via epost<sup>TM1,2</sup>
- › \$2.50 per month for an account with a paper bank statement<sup>1</sup>

#### Transaction fees

- › \$1.00 per withdrawal or transfer made at a Laurentian Bank ABM or through LBCDirect
- › \$1.00 per direct debit
- › \$1.25 per cheque

One free transaction per month for a Laurentian Bank personal loan or mortgage payment.

### THE TIMESAVER PLAN

#### Validity criterion

- › You must have signed up for the plan before December 28, 2006.

#### Specifics<sup>6</sup>

##### Fixed monthly fee of \$12.85 for 35 free transactions per month among the following:

- › transfers and bill payments via LBCDirect and at a Laurentian Bank ABM
- › withdrawals at a Laurentian Bank ABM
- › cheques and direct debits
- › Interac<sup>®</sup> Direct Payment<sup>4</sup>
- › electronic bank statement via epost<sup>TM</sup>:<sup>1,2</sup> no charge
- › paper bank statement:<sup>1</sup> \$2.50/month
- › Free monthly "Super Statement"

<sup>†</sup> If you maintain the minimum closing balance every day of the month.



## SENIOR CITIZEN PROGRAM

### Validity criterion

- › You must be aged 60 or older and have signed up for the program before October 1, 2001.

### Specifics<sup>6</sup>

- › No transaction or account maintenance fees apply to your personal account if it is a Senior Citizen account, operations account, chequing account or chequing savings account (the only eligible accounts), regardless of whether you make your transactions at a Laurentian Bank automated banking machine or through LBCDirect.
- › Lets you make the following transactions free of charge: withdrawals, cheques, transfers, direct debits and bill payments
- › Lets your spouse, regardless of their age, enjoy all the program benefits provided you have a joint account

### Other privileges available upon request<sup>7</sup>

- › Cheque orders: one per year (100 cheques for \$17.25)

## SENIOR CITIZEN PLUS PROGRAM – INDISPENSABLE OPTION

### Validity criterion

- › You must be aged 60 or older and have signed up for the plan before December 28, 2006.

### Specifics<sup>6</sup>

- › Lets your spouse, regardless of their age, enjoy all the program benefits provided you have a joint account

### Fixed monthly fee of \$9.50 for 45 free transactions per month among the following:

- › withdrawals, transfers and bill payments at a Laurentian Bank automated banking machine or through LBCDirect; cheques and direct debits; *Interac*<sup>®</sup> Direct Payment<sup>4</sup>
- › Lets you take advantage of no-charge account maintenance, your choice of a monthly electronic bank statement via epost<sup>TM</sup>,<sup>1,2</sup> a paper bank statement<sup>1</sup> and the monthly “Super Statement”

### Other privileges available upon request<sup>7</sup>

- › Overdraft protection with no monthly user fees<sup>9</sup>
- › Cheque orders: one per year (100 cheques for \$17.25)
- › Free stop payments (complete information provided by the client)
- › A 1% reduction in the interest rate in effect for fixed- or variable-rate personal loans<sup>11</sup>
- › A \$150 discount on the fees charged to transfer a mortgage to Laurentian Bank<sup>11,12</sup>

## PRIVILEGE PROGRAM

### Validity criterion

- › Exclusive to members of a partner organization and to have signed up for the program before April 1, 2018.

### Specifics<sup>6</sup>

### Fixed monthly fee of \$9.50 for an unlimited number of banking transactions per month among the following:

- › Withdrawals, cheques, funds transfers, account operation
- › Purchase transactions by *Interac*<sup>®</sup> Direct Payment
- › No usage fees for overdraft protection<sup>9</sup>
- › The quarterly Super Statement – your personal statement at a glance!
- › One free cheque order (100 cheques) per year.<sup>28</sup>
- › Cheque stop payment (with complete details)

## Banking Package with Interest (previously RéseauIQ plan)

### Validity criterion

- › You must be an engineer and have signed up for the plan before September 26, 2016.

### Specifics<sup>6</sup>

- › No fees
- › Offers the advantages of a high-interest savings account: provides  % interest on each dollar deposited into the account<sup>29</sup>

### Other privileges available upon request<sup>7</sup>

- › Unlimited free electronic transactions:<sup>4,6</sup>
  - Withdrawals at Laurentian Bank automated banking machines
  - Transfers through LBCDirect or at Laurentian Bank automated banking machines
  - Bill payments at Laurentian Bank automated banking machines
  - Transfers and bill payments through LBCDirect, by phone or online
  - *Interac*<sup>®</sup> Direct Payment purchase transactions<sup>4</sup>
  - Direct debits
- › Unlimited free transactions made by personal cheque
- › Electronic bank statement via epost<sup>TM</sup>:<sup>1,2</sup> free<sup>1</sup>

## THE MORE INTEREST BANKING PLAN (previously OSPE plan)

### Validity criterion

- › You must be an engineer in Ontario and have signed up for the plan before October 30, 2015.

### Specifics<sup>6</sup>

- › Offers the advantages of a high-interest savings account: provides  % interest on each dollar deposited into the account<sup>29</sup>
- › No monthly fee for an electronic bank statement via epost<sup>TM1,2</sup>
- › \$2.50 per month for an account with a paper bank statement<sup>1</sup>

### Other privileges available upon request<sup>7</sup>

- › Unlimited free transfers via *LBCDirect*
- › One free withdrawal per month at a Laurentian Bank ABM

### Fees applicable to other transactions as at November 1, 2016:

- › Direct debit: \$5.00
- › Withdrawal and transfer made at a Laurentian Bank ABM: \$5.00
- › Cheque: \$5.00
- › Bill payment made at a Laurentian Bank ABM: \$5.00 (+ \$1.00 for bill processing)
- › Bill payment made through *LBCDirect*: \$7.00 (\$5.00 for the withdrawal + \$2.00 for bill processing)

## 5.5 MY RESOURCES

Laurentian Bank is committed to customer satisfaction. Feel free to share your comments or complaints with us. Settlement procedures:

### Step 1:

Start by contacting your branch manager or the Laurentian Bank Telebanking Services:

Phone: 514-252-1846 or toll-free 1-800-252-1846

Email: [www.laurentianbank.ca](http://www.laurentianbank.ca) under the «Contact us» section.

### Step 2:

If you are not satisfied with the response you received, please get in touch with the Laurentian Bank Customer Inquiries department:

Laurentian Bank

Customer Inquiries

1360 René-Lévesque Boulevard West, suite 600

Montréal, Quebec H3G 0E5

Phone: 514-284-3987 or toll-free 1-877-803-3731

[customer\\_inquiries@laurentianbank.ca](mailto:customer_inquiries@laurentianbank.ca)

We are committed to respond to your request within a maximum of 5 working days. Subsequently, the person in charge of your file at hand will take all necessary measures to try to resolve the problem as quickly as possible.

### Step 3:

If the issue is still not resolved to your satisfaction after the second step, please get in touch with the Laurentian Bank Ombudsman's Office, preferably in writing, using the following contact information:

Laurentian Bank

Ombudsman's Office

1360 René-Lévesque Boulevard West, suite 600

Montréal, Quebec H3G 0E5

Phone: 514-284-7192 or toll-free 1-800-479-1244

Fax: 514-284-7194 or toll-free 1-800-473-4790

[ombudsman@laurentianbank.ca](mailto:ombudsman@laurentianbank.ca)

### Step 4:

Ultimately, you can get in touch with the Ombudsman for Banking Services and Investments using the following contact information:

401 Bay Street, Suite 1505

P.O. Box 5

Toronto, Ontario M5H 2Y4

Phone: 416-287-2877 or toll-free 1-888-451-4519

Phone (TTY): 1-855-889-6274

Fax: 416-225-4722 or toll-free 1-888-422-2865

[ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

You can also get in touch with the Financial Consumer Agency of Canada (FCAC) using the following contact information:

427 Laurier Avenue West, 6th floor

Ottawa, Ontario K1R 1B9

Phone: 613-996-5454 or toll-free 1-866-461-3222

Phone (TTY): 613-947-7771 or toll-free 1-866-914-6097

Fax: 613-941-1436 or toll-free 1-866-814-2224

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

### Other avenues

If the problem is related to a personal information issue, you may get in touch with the Privacy Commissioner of Canada using the following contact information:

30 Victoria Street

Gatineau, Quebec K1A 1H3

Phone: 819-994-5444 or toll-free 1-800-282-1376

Phone (TTY): 819-994-6591

Fax: 819-994-5424

## LEGAL NOTES

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epost™ is a trademark of Canada Post Corporation.

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1. You will receive a bank statement only when you conduct more than five transactions since the last statement was printed. Applicable account maintenance fees will continue to be charged to your account.
2. You must sign up to epost™ to access your electronic bank statements.
3. Annual interest rate applicable on the portion of the balance exceeding the lower limit of the tier. The Bank reserves the right to change simple interest rates and rate tiers without prior notice.
4. Certain ABM operators and merchants charge user fees. These fees are not Laurentian Bank service fees.
5. The benefits of one banking program or plan cannot be combined with any other Laurentian Bank offer. A banking plan can apply to only one bank account at a time.
6. Current fees apply to transactions exceeding the limit included in the banking plan.
7. Banking fees apply to all services used that are not included in a plan or program. Financial privileges are available only to persons aged 18 and older.
8. Some restrictions may apply. Withdrawal fees may apply according to your account type or banking plan, or if you exceed the number of transactions authorized per month. If you have a minimum monthly balance of \$3,000 or more, no additional withdrawal fees will be applied. If you do not have one of the eligible plans, a \$1 fee will apply for the *Interac e-Transfer®*, in addition to any withdrawal fees that may apply. If you have one of the following plans, the network fee of \$1 for *Interac e-Transfer®* is no longer billed since June 1, 2018: The Gold Service, The Gold Service (Student Advantage and 60+ Advantage), Transact without limit and Transact without limit (Student Advantage and 60+ Advantage).
9. Subject to credit approval. Interest charges apply on the overdrawn amount.
10. Category C price.
11. Subject to credit approval.
12. First-rank residential mortgage loan, owner-occupied single-family dwelling, duplex, triplex or condominium.
13. Interest rate on purchases: 19.99%. Subject to credit approval. For more information on Laurentian Bank Visa cards, including all information on credit rates, when interest goes into effect, the grace period or the amount of fees unrelated to interest, call 514-252-1846 (Montréal area) or 1-800-252-1846 (toll-free). Annual fees are non-refundable.
14. Conditions apply. Value of \$30.
15. Subject to credit approval. An endorser's signature is required.
16. The net purchase amount must be greater than \$350 per billing cycle. Cash advances, Visa cheques, account fees (the monthly fee, NSF fees, etc.), balance transfers, automated banking machine transactions and all account credits are not considered qualifying purchases.
17. Fees may apply for some transactions.
18. Some restrictions may apply.
19. Please note that amounts transferred will be held for five (5) business days.
20. This service is available to all retail and commercial clients with an account where only a single cardholder's signature is needed to carry out transactions.
21. Interest applies on already used overdraft, if any.
22. Also offered free of charge with The TimeSaver, The SuperSaver and the Senior Citizen Plus Indispensable packages. These accounts remain active for current holders but are no longer offered.
23. Note that this does not guarantee you will be able to use your cards everywhere since each financial institution decides how many PIN digits its automated banking machines require.
24. Before issuing your client card, the Bank may ask you to consent to a credit check. Moreover, the Bank may also ask you questions about the ID you are submitting, in order to comply with the law.
25. All fees mentioned here in no way concern the fees for our Visa cards.
26. If an instrument is denominated in a currency other than the currency of the account and the instrument is to be credited or debited from the account, you agree that Laurentian Bank may convert the instrument at the applicable conversion rate that it has established for the account. Laurentian Bank is not liable for losses related to currency conversions, including those resulting from a change in our conversion rates occurring between the date of conversion of the instrument and the date of its processing or return.
27. In order to comply with section 445 of the *Bank Act*, exceptionally, if an additional account is opened by phone for a customer who already has an account at Laurentian Bank and the customer has been informed by phone of charges applicable to this account, the customer has the right to close the account within 14 business days after the opening date, without incurring closing charges applicable to an additional account open for less than 90 days. In this case, all service charges related to the use of this account within the aforementioned period must be reimbursed to the customer.
28. "Exclusive" model for the Privilege program (one free cheque order per year).
29. Simple interest is calculated on the minimum daily balance and is paid monthly. The Bank reserves the right to modify the interest rate without prior notice.

Printed on Rolland Enviro Print, which contains 100% post-consumer fiber and manufactured using renewable biogas energy. It is certified FSC®, Processed Chlorine Free, Ancient Forest Friendly and ECOLOGO 2771.



**For more information,  
contact your advisor.**

**Call 514-252-1846 or 1-800-252-1846 (toll-free).  
Visit [www.laurentianbank.ca](http://www.laurentianbank.ca).**



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