

Voluntary Commitment for Low-cost/No-cost Account

July 1, 2014

Background:

To protect consumers and save Canadians money and ensure that Canadians have access to basic banking services at a nominal cost through a low-cost account and that youths, full-time students, Guaranteed Income Supplement (GIS) recipient seniors and Registered Disability Saving Plan (RDSP) beneficiaries have these same services at no cost through a no-cost account, the Bank has committed to offer the Low-cost and No-cost accounts and will bring this commitment into force on September 1, 2014.

Features for Low-cost Account:

- 1. 12 check/debit/counter transactions per month;
- 2. Check writing privileges;
- 3. No extra charge for deposits, monthly printed statements, and paid-check image return to account holder;
- 4. Monthly fee of C\$3.50 per month; if account daily balance is higher than C\$1,000, monthly fee C\$3.50 will be waived, and
- 5. Other services are available for a reasonable fee.

No-cost Account:

With proper government-issued documents, youths, full-time students, GIS recipient seniors and any RDSP beneficiaries are eligible for a Low-cost Account at no cost, and no minimum daily balance is required.

Disclosure:

- 1. The Bank shall use clear and simple language and shall not mislead customers to identify the features and costs of a low-cost and no-cost account;
- 2. The information about the availability of low-cost and no-cost accounts will be displayed in-branch and on the Bank's website; and
- 3. The information of how to access the FCAC's "Account Selector Tool" at following:

 http://www.fcac-acfc.gc.ca/Eng/resources/toolsCalculators/Pages/BankingT-OutilsIn.aspx for comparing bank accounts has been disclosed at the Bank's Fees Schedule which is available in-branch and on-line for customers.

Amendment:

Whenever a feature of low-cost and no-cost account needs to be changed, the Bank will expand services to meet the needs of customers.