BUSINESS DEPOSIT ACCOUNT

Disclosures





IslandSavings



Account Features

BUSINESS CHEQUING ACCOUNTS INCLUDING FOREIGN CURRENCY

BIZSIMPLE® LOW FEE CHEQUING

At only \$7/month, this Account covers all your basic business banking needs.

Monthly Fee: \$7

Transactions included: Free deposits and unlimited electronic bill payments*

Interest on this Account: No interest is paid on this account.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- Low monthly Account fee
- Unlimited electronic bill payments
- Unlimited electronic transfers between your First West Credit Union accounts
- Free monthly electronic statements available in online banking

The BizSimple® Account may be right for you if:

- You are looking for an unlimited self-serve Account
- You want to pay less on day-to-day banking fees

The BizSimple® may not be right for you if:

- You are looking for an account that pays interest
- You are looking to make purchases in U.S. Dollars

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

UNLIMITED CHEQUING FOR BUSINESS®

At only \$39/month, this Account includes unlimited transactions for your business.

Monthly Fee: \$39

Transactions included: Free deposits and unlimited day-to-day business transactions*

Interest on this Account: No interest is paid on this account.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- Unlimited day-to-day banking transactions
- Unlimited cheque clearing
- Unlimited electronic and in-branch bill payments
- Unlimited in-branch withdrawals
- Unlimited pre-authorized payments
- Unlimited ATM withdrawals
- Unlimited point of sale transactions
- Unlimited deposits to and electronic transfers between your First West Credit Union accounts
- Free monthly electronic statements available in online banking

The Unlimited Chequing for Business® Account may be right for you if:

- You are looking for a high use Account, with unlimited day-to-day business transactions at a competitive monthly fee.
- You are looking for ways to minimize fees for your day-to-day banking.

The Unlimited Chequing for Business® may not be right for you if:

- You are looking for an account that pays interest
- You are looking to make purchases in U.S. Dollars

Additional Fees:

Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

ORGANIZATION VALUE ACCOUNT

Business banking solutions for non-profit organizations.

Monthly Fee: \$0

Transactions included: 25 free transactions per month* including:

- Cheque clearing
- Pre-authorized payments
- Point of sale transactions
- ATM and in-branch withdrawals
- In-branch withdrawals
- Unlimited electronic bill payments
- Unlimited electronic transfers between your First West Credit Union accounts.
- Free monthly electronic statements available in online banking

Interest on this Account: No interest is paid on this account

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- No monthly Account fee
- Free deposits
- Free monthly electronic statements available in online banking

The Organization Value Chequing Account may be right for you if:

- You are looking for an account that includes a high volume of transactions.
- You are looking for ways to minimize fees for your day-to-day banking.
- You make infrequent withdrawals or transactions.

The Organization Value Chequing Account may not be right for you if:

- You are looking for an account that pays interest
- You are looking to make purchases in U.S. Dollars

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

US DOLLAR BUSINESS CHEQUING ACCOUNT

Get U.S. cash, write cheques or transfer money from Canada to the U.S.

Monthly Fee: \$6 USD

Transactions included: Free deposits*

Interest on this Account: This Account calculates interest based on the tier to which the **entire** daily closing balance corresponds. The interest calculates daily and is paid **at month end**. Interest rates and balance tiers are subject to change at any time without advance notice.

Example, for illustrative purposes only:

Tier 1	\$0-\$4,999	1.50%
Tier 2	\$5,000	1.60%

Daily Closing Balance = \$5,100

This Account will calculate interest based on an interest rate of 1.60% on the **entire** \$5,100 closing balance.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- Write cheques in U.S. Dollars
- Earn interest in U.S. Dollars
- Unlimited electronic transfers between your First West Credit Union accounts

The US Dollar Business Chequing Account may be right for you if:

• You don't want to worry about the exchange rate

The US Dollar Chequing Account may not be right for you if:

• You need an account for everyday banking in currency other than U.S. Dollars

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

BUSINESS SAVINGS ACCOUNTS

BUSINESS OPTIMUM SAVINGS

Our Business Optimum Savings Account is a free savings Account.

Monthly Fee: \$0

Transactions included: 2 free transactions/month* including:

In branch withdrawals

• In branch transfers

• In branch and electronic bill payments

• Point of sale transactions

• Pre-authorized payments

ATM withdrawals

Free monthly electronic statements available in online banking

Interest on this Account: This Account calculates interest at one interest rate, based on the tier to which a **portion** of your Daily Closing Balance corresponds. Subsequent interest rate tier(s) may be used to calculate the interest on the remaining portion(s) of your Daily Closing Balance. This means portions of your Daily Closing Balance may fall within multiple tiers. The interest calculates daily and is paid at month end. Interest rates and balance tiers are subject to change at any time without advance notice.

Example, for illustrative purposes only:

Tier 1	\$0 - \$99,999	1.40%
Tier 2	\$100,000 -	1.55%
	\$499,999	
Tier 3	\$500,000 -	1.65%
	\$999,999	
Tier 4	\$1,000,000 -	1.75%
	\$4,999,999	
Tier 5	\$5,000,000	2.40%

Daily Closing Balance = \$550,000

This Account will calculate interest based on an interest rate of 1.40% on the first \$99,999, an interest rate of 1.55% on the balance of 1.0000 - 1.000 and an interest rate of 1.65% on the balance of 1.000 an interest rate of 1.000 and 1.000

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- No monthly Account fee
- Earn interest on your savings

The Business Optimum Savings Account may be right for you if:

- You want to earn interest
- You want a low-risk savings option
- You make infrequent withdrawals or transactions

The Business Optimum Savings Account may not be right for you if:

• You use this Account for day-to-day transactions, bill payments, transfers, and withdrawals

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

COMMERCIAL HIGH INTEREST SAVINGS ACCOUNT (HISA)

Earn interest on every dollar you save and pay no monthly fee.

Monthly Fee: \$0

Transactions included: 1 free debit transaction* including:

- In branch withdrawals
- In branch transfers
- In branch and electronic bill payments
- Point of sale transactions
- Pre-authorized payments
- ATM withdrawals
- Free monthly electronic statements available in online banking

Interest on this Account: This Account calculates interest based on the tier to which the **entire** daily closing balance corresponds. The interest calculates daily and is paid **at month end**. Interest rates and balance tiers are subject to change at any time without advance notice.

Example, for illustrative purposes only:

Tier 1	\$0-\$4,999	1.50%
Tier 2	\$5,000	1.60%

Daily Closing Balance = \$5,100

This Account will calculate interest based on an interest rate of 1.60% on the **entire** \$5,100 closing balance.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- No monthly Account fee
- Earn interest on your savings

The Commercial High Interest Savings Account may be right for you if:

- You want to earn interest
- You want a low-risk savings option
- You make infrequent withdrawals or transactions

The Commercial High Interest Savings Account may not be right for you if:

• You use this Account for day-to-day transactions, bill payments, transfers, and withdrawals

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

POOLED TRUST ACCOUNT

Chequing Account for lawyer, notary, or real estate trust Accounts.

- This account does not have ATM/debit card access
- This account does not have *Interac* e-Transfer® access

Monthly Fee: \$0

Interest on this Account: This Account calculates interest on the **entire** daily closing balance at the specified interest rate. The interest calculates daily and is paid at month end. Interest rate is subject to change at any time without advance notice.

Example, for illustrative purposes only:

\$	0+			1.00%
_				1.00.00

Daily Closing Balance = \$100,000

This Account will calculate interest based on an interest rate of 1.00% on the **entire** \$100,000 closing balance.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

The Pooled Trust Account may be right for you if:

- You need to hold money on behalf of your clients to satisfy legal or business requirements
- You need to segregate funds of multiple beneficiaries

The Pooled Trust Account may not be right for you if:

• The member is not a lawyer, notary, or realtor holding funds in trust for their clients

AGRIINVEST ACCOUNT

National farm program that provides matching contributions.

Monthly Fee: \$0

Transactions included: 1 free withdrawal per month*

Interest on this Account: This Account calculates interest based on the tier to which the **entire** daily closing balance corresponds. The interest calculates daily and is paid **at month end**. Interest rates and balance tiers are subject to change at any time without advance notice.

Example, for illustrative purposes only:

Tier 1	\$0-\$4,999	1.50%
Tier 2	\$5,000	1.60%

Daily Closing Balance = \$5,100

This Account will calculate interest based on an interest rate of 1.60% on the **entire** \$5,100 closing balance.

At First West Credit Union, your money is 100% protected by the Credit Union Deposit Insurance Corporation of British Columbia (CUDIC)

Features:

- No monthly Account fee
- Earn interest on your savings
- Free monthly electronic statements available in online banking

The Agrilnvest Account may be right for you if:

- You are an agricultural producer
- You want to earn interest
- You want a low-risk savings option

The Agrilnvest Account may not be right for you if:

- You are looking for a transactional chequing Account
- You are looking to have more than one Agrilnvest Account

Additional Fees:

*Transactions that exceed the monthly package and additional services you use may incur an additional fee. Please refer to the Business Account & Service Fees Schedule within this guide to see our Account and service fees.

DEFINITIONS

Below are the definitions for some of the words we use that have a specific meaning. When we use these words, they will be capitalized. We have also included section headings to help you along the way.

The headings do not impact what the terms are, how they apply, or what they mean. We use the headings to make this document easier to read and help you find the rules that apply to a topic.

"Access Terminal" means any device you can use to access any of your Accounts such as, for example, an ATM, a computer, or a portable hand-held device including a tablet, cell phone, or other wireless device.

"Account" means any of your Accounts or sub-Accounts that you may have with us now or in the future.

"Account Contract" is the agreement between you and us containing the terms and conditions relating to your Account, and includes the Business Deposit Account Application, and Disclosure Documentation, any other consent or other form you give us with the Business Deposit Account Application, the Business Account & Service Fees Schedule, the Interest Rates Schedule, and any other agreements between us that set out the rules that apply to the Account, including, but not limited to, the Direct Services Agreement (if applicable) and the Debit Card Agreement (if applicable) and any other services that we provide to you related to the Account.

"Account Statement" means any record of Transactions that includes information about the balance of an Account, whether made available or provided to you electronically or as a mailed paper statement.

"ATM" means an automated teller machine (i.e., the machine where you can take money out of your Account using your Debit Card and PIN).

"Authorized Signatory" means a person identified as an Authorized Signatory in your Authorizing Resolution.

"Authorized User" means a person named as an Authorized User in the Certificate of Authorized Signers with the powers listed in your Authorizing Resolution.

"Authorizing Resolution" means the Corporation Resolution Directing Account Operations that you provide to us with your Business Deposit Account Application.

"Business & Account Service Fees Schedule" means the schedule setting out the service charges and fees, that are applicable to deposit Accounts and other services we offer.

"Cheque" means, among other things, a cheque or other bill of exchange, certified cheque, promissory note, draft, money order, order for payment, bill payment remittance, bankers' acceptance, coupon, electronic debit or credit, or other payment instrument, whether negotiable or non-negotiable.

"Debit Card" means a card we issue that allows the holder of the card access the Account using an ATM, or to make Transactions.

"Depositor", "you", or "your" means the Member and where the context applies, includes each entity signing the Account Contract, all individuals authorized to conduct a Transaction or provide instructions on behalf of the Member (including an Authorized Signatory), or who may pursuant to the Account Contract otherwise access the Accounts and Services of the Member.

"Direct Services" means the services described in the Direct Services Agreement that we offer from time to time and that let you access the Account using an Access Terminal. However, Direct Services do not include card services, like services for Debit Cards, including those provided by a Third Party.

"Disclosure Documentation" means the Account Agreement and related disclosure documentation we provide to you, including the Business Account & Service Fees Schedule, the Interest Rates Schedule and any amended disclosure documentation for your Account from time to time.

"Eligible Enterprise" means a business with authorized credit of less than \$1 million, fewer than 500 employees, and annual revenues of less than \$50 million.

"Financial Institution", "we", "us", or "our" means the financial institution named in the Business Deposit Account Application that holds your Account.

"Interest Rates Schedule" means the schedule disclosing our interest rates, in effect from time to time, and information regarding calculation of interest (if the Account pays your interest).

"Member" means the person or entity who becomes a member of the Financial Institution under any of our Business Membership Applications.

"Notice Contact Information" means the postal address, email address, fax number, telephone number, or other contact information you give us and that we use to give you written notice under the Account Contract, except if you have opted to receive notices and other communications electronically, in which case, the designated information system set out in the Communication Preferences section of your Business Membership Application will apply.

"Notification" means a written notification that we give you to let you know of a pending or completed Transaction or a summary of the balance of the Account, including (as applicable) notifications sent by email or SMS text message to your Notice Contact Information.

"Night Deposit Service" means the service that allows you to make deposits or to leave items for safekeeping after regular business hours.

"Online Banking" means the digital services that we offer you to manage your Accounts through an online channel accessible through our Website Portal.

"Overdraft Protection" means an optional service for which you must apply, be approved, and consent pursuant to an overdraft agreement with us, and which enables you to overdraw your Account balance, up to your overdraft protection limit.

"Overdraft Rate" means the annual interest rate we set as our in the Business Account & Service Fees Schedule and the Interest Rates Schedule from time to time, regardless of compounding frequency.

"Password" means a PIN, password, personal access code, passcode lock personal identification word or biometric information used to access the Account by any means including to conduct a Transaction or through any Access Terminal.

"Point-of-Sale Transaction" or "POS Transaction" means the way we allow you to use the Debit Card from time to time to:

a) send money from the Account to purchase or lease goods or services from a merchant (the "Merchant"),

- b) send money from the Account to get a voucher, chit, scrip, token, or other things that may be exchanged for goods, services, or money, or
- c) receive money into the Account from an Account of a Merchant (e.g., a refund).

"Pre-authorized Debit" or "PAD" means a Transaction where you give us instructions and permission ahead of time to take money out of your Account in the way that is described in the pre-authorized debit agreement that you enter into.

"Third Party" means any person, firm, corporation, association, organization, or entity that is not you or us.

"Transaction" means any transaction on your Account using your Debit Card, Debit Card Details or Credit Card including all types of Point of Sale Transactions, ATM transactions, Card Not Present Transactions or transactions you make by giving us instructions).

"Website" means any website operated by us.

"Website Portal" means any website operated by us through which you sign into Online Banking.

HOLDS ON DEPOSITS, TRANSFERS AND RETURNED CHEQUES

Understanding Hold Periods

When you deposit a Cheque into your deposit account at a branch or through an ATM or our mobile app, we may place a hold on these funds until the Cheque is cleared at the financial institution on which it's drawn. This means you may not have access to these funds right away. Whether or not the funds are held is influenced by your relationship with our credit union, the funds already in your account, and the amount and characteristics of the Cheque being deposited. If the funds are held, the Cheque could still be returned as invalid or otherwise after the hold period has expired. If a Cheque is returned unpaid for any reason at any time, either during or after the expiry of the hold period, we have the right to charge the amount of the cheque to your account.

There are situations when we may hold funds for longer than our maximum cheque hold periods, which are outlined below.

Length of Hold Periods

The length the funds are held is influenced by your relationship with us, the funds already in your account, currency of the Cheque and the amount and characteristics of the Cheque being deposited. If the Cheque you deposit is encoded with magnetic ink character recognition, and is not damaged in any way, the maximum hold periods you can expect are as follows:

For a CDN\$ Cheque drawn on a financial institution's branch located in Canada, the normal length of time we will hold funds is four business days after the day of deposit. The maximum hold periods are as follows:

\$CDN Cheque Amount	Way You Deposit	Maximum Hold Period
\$1,500 or less	In branch	4 business days after day of deposit
\$1,500 or less	By ATM in Canada or any other way	5 business days after day of deposit
Greater than \$1,500	In branch	7 business days after day of deposit
Greater than \$1,500	By ATM in Canada or any other way	8 business days after day of deposit

For a USD \$ Cheque drawn on a financial institution's branch located in Canada or the US, the maximum hold period is 30 business days. We only accept Canadian and US dollar cheques for regular clearing. Cheques in any other currency drawn on a financial institution located outside of Canada or the US will not be credited to you until the funds are received from the foreign bank. This can take a minimum of 30 days.

Reasons we may hold the funds beyond the maximum period

We may extend the maximum hold periods in some circumstances, including (but not limited to) where:

- (a) The Financial Institution has reasonable grounds to believe that the deposit is being made for illegal or fraudulent purposes in relation to an account
- (b) An account has been open for less than 90 days
- (c) The Instrument:
 - (i) Is not encoded with magnetic ink character recognition or is not readable by operational systems (for example, if damaged or mutilated)
 - (ii) Has been endorsed more than once
 - (iii) Is deposited six months or more after the date of the cheque
 - (iv) Isn't issued in Canadian dollars
 - (v) Is issued from an account at a bank branch outside of Canada

Maximum cheque hold periods may be extended for Eligible Enterprise businesses if they have:

- (a) A negative change in their credit score
- (b) An increase in their overdraft balance that isn't being reduced by deposits received
- (c) An unexplained change in the history of cheques being deposited to the account
- (d) High numbers of cheques returned due to dishonoured cheques
- (e) A notice of bankruptcy or creditor action against the business

The hold period under these circumstances is estimated to be 30 business days and could be longer for non-CDN\$ Cheques drawn on a financial institution located outside of Canada.

You understand that you can get a current copy of our Cheque Hold Policy on our Website, by visiting us in one of our branches, or by calling us during regular business hours. You can find our contact information at section 22 of this Account Contract ("Contacting Us").

Returned Items

You will be liable:

- (b) without presentation, protest, or notice of dishonour to any parties, for the nonacceptance or nonpayment of any Cheque you delivered to us for deposit, discount, collection, or otherwise; and
- (c) to us as if proper notice of dishonour, protest, and presentment had been made or given; and we may:
 - (i) charge such items, when dishonoured, to the Account in accordance with this section; and
 - (ii) note or protest any item should we consider it advisable to do so, but we will not be responsible for failure to note or protest any such item.

We are allowed to take money from the Account with the amount of any Cheque that:

- (a) is not paid on presentation,
- (b) we have paid and are then called upon to refund,
- (c) may be dishonoured by nonacceptance or nonpayment,
- (d) is drawn on the account of a party that is bankrupt or insolvent, the proceeds of which, through no fault of ours, have been lost, stolen, or destroyed, or
- (e) has been cashed, negotiated, or credited to the Account, but the proceeds of which, for any reason, we are unable to collect or withdraw, has not been found good, or is found to be forged, fraudulent, counterfeit, or unauthorized, regardless of whether or not the Cheque has cleared.

ID REQUIREMENTS FOR CASHING GOVERNMENT CHEQUES

We cash federal government Cheques up to \$1,750 for non-members for free. You will have immediate access to the funds subject to the following conditions and to any other legally permissible ground that permits us to refuse to cash a federal government cheque.

In order to cash your Government of Canada cheque, you must present:

- Two valid pieces of identification from a reliable source.
 One document must include your name and address, the other document must include your name and date of birth, or
- 2. One piece of identification that is issued by the Government of Canada or the government of a province and that bears your signature and photograph, or
- 3. Any document from a reliable source that includes your **name and date of birth**, and arrange for your identity to be confirmed by:
- A member of credit union in good standing
- A person of good standing in the community where the point of service or branch is located.

You must provide original identification; photocopies will not be accepted.

If we refuse to cash a government cheque, we will provide you with a letter that we have refused to cash the cheque. The letter will detail the credit union's complaints procedure, as well as contact information for our external complaints body.

Note: Any documents required to be presented must be original, valid and not substantially defaced.

ACCOUNT ALERTS

Account alerts are an easy way to stay on top of your Account activity. They're free and easy to set up, you can select the notifications that are most important to you, and you can opt out at any time!

Get an email, text, or both, when important activity happens on your Account. For instance:

- Every time you log in,
- When your password has been changed,
- When your Account balance falls below an amount you've set,
- and more!

To set up alerts in online banking:

- 1. Log in to Envision Financial <u>envisionfinancial.ca/index/login</u> or Island Savings <u>islandsavings.ca/index/login</u> or Valley First/Enderby & District Financial <u>valleyfirst.com/index/login</u>
- 2. Click on "Manage Alerts" from the "Messages & Alerts" tab in the side menu, then click on "Add Contacts".
- 3. Add the mobile phone or email address where you would like to receive your alerts.
- 4. Choose the alerts you would like to receive by selecting "Add a New Alert".

To set up alerts in the mobile app:

- 1. Log in to the **Envision Financial** <u>envisionfinancial.ca/bank/ways-to-bank/mobile-app</u> or **Island Savings** <u>islandsavings.ca/bank/ways-to-bank/mobile-app</u> or **Valley First/Enderby & District Financial** <u>valleyfirst.com/bank/ways-to-bank/mobile-app</u>
- 2. Click on the "Alerts" tile and select "Settings", then "Manage Alert Contacts".
- 3. Add the mobile phone or email address where you would like to receive your alerts.
- 4. Select "Manage" and choose the alerts you would like to receive.

Electronic Balance Alerts

If you provide the necessary contact information to us and haven't opted out, for each Account you open and enroll in balance alerts, we will send you an electronic alert when the Available Balance of the Account falls below \$100, or an amount set by you. You may opt out of or change your alert preferences by logging into digital banking (online banking or the mobile application) and updating alert options under the manage alerts section. Due to their nature, alerts may be intercepted, reviewed, or altered by others with access to your Account or device(s).

We will not be liable for any losses arising out of your use of or inability to use the alerts, or if alerts are delayed or not delivered due to factors beyond our reasonable control except as may be required by applicable law. Your Available Balance means the amount of funds in your Account less Funds on hold. This is the amount of money in your Account that is available for immediate use, and includes any overdraft amounts (if applicable).

INTEREST RATES SCHEDULE

If your Account pays interest, the applicable interest rate that applies to your Account will be set out in the Interest Rates Schedule in effect from time to time. You acknowledge receiving a copy of the Interest Rates Schedule that applies to your Account as part of the Account Contract and you understand that you can get a current copy of the Interest Rates Schedule on our Website or by calling us during regular business hours. If interest applies, you will earn interest on each day that the closing balance of your Account is positive. Such interest will be paid to your Account monthly on the day your Account Statement is generated. Interest will begin to accrue on the day that deposited funds are processed. If interest applies, you will earn interest on each day that the closing balance of your Account is positive. The way in which interest is calculated is disclosed in the Interest Rates Schedule.

CANCELLATION POLICY

You may choose to close your Account within 14 business days after the day on which the Account is opened by notifying us of your intention to close the Account. You must remove all funds from your Account within the same period. We will close your Account without charge, except for fees associated with the use of your Account; for example, any fees related to services you have specifically requested.

BUSINESS DEPOSIT ACCOUNT

You can use and access the Account as long as you follow the rules in the Account Contract. You agree that your Account will be used as for business purposes only and not for personal, family or household use. You can make deposits into your Account, and you may also use your Account to debit (to take money out of) your Account. Whenever you use your Account for a Transaction, you understand that you are giving us permission to take money out of or put money into the Account for the Transaction amount, plus any service charges or fees that apply. You can approve Transactions in different ways, including by using a Password, in person, or in any other way we allow under these terms and conditions and our normal practices that we may change from time to time. You understand that using a Password to accept a Transaction is the same as approving a Transaction in person, or in any other way we may allow. You agree that once a Password has been used to accept a Transaction, the Transaction cannot be cancelled, and you cannot ask us to stop payment on the Transaction.

You must not, and must ensure that any Authorized Signatory or Authorized User does not:

a) use the Account for any illegal or fraudulent purpose or for the purpose of damaging anyone's reputation,

- b) add any harmful or malicious content to a Transaction's payment message; or
- c) do anything or allow anyone else to do anything that could threaten the security of the Account in any way or could harm any other person who takes part in providing, using, or supporting your use of the Account

VOLUNTARY CODES OF CONDUCT

Voluntary codes of conduct and public commitments are designed to protect the interests of our members and the public. A copy of the voluntary codes of conduct and public commitments we've adopted are available upon request or at https://www.firstwestcu.ca/codes-of-conduct/.

RESOLVING YOUR COMPLAINT

At First West Credit Union, we are committed to investigating all complaints we hear about our products or services. If you are dissatisfied, we want to hear from you. Please follow the procedures below to submit your complaint.

If your complaint is regarding:

- First West Credit Union products and services, proceed to Step 1 to voice your complaint.
- Wealth Management products and services, contact your advisor directly.
- Your Savings Maximizer account, voice your complaint by contacting our Complaints Resolution Team as outlined in Step 2 below.

STEP 1: Contact Us to Discuss Your Complaint

Please choose a contact method most convenient for you and provide any supporting documents and information you have relating to your complaint.

By phone or email:

- Envision Financial: 1-888-597-6083 | contact@envisionfinancial.ca
- Island Savings: 1-888-597-1083 | contact@islandsavings.ca
- Valley First/Enderby & District Financial: 1-888-597-8083 | contact@valleyfirst.com

In person or by mail: Find a branch near you by visiting

- Envision Financial: www.envisionfinancial.ca/contact-us/find-a-branch-atm
- Island Savings: <u>www.islandsavings.ca/contact-us/find-a-branch-atm</u>
- Valley First/Enderby & District Financial: www.valleyfirst.com/contact-us/find-a-branch-atm

If we are unable to resolve your complaint to your satisfaction in Step 1, you may escalate your complaint by proceeding to Step 2 below.

STEP 2: Escalate Your Complaint to Our Complaints Resolution Team

If we are unable to resolve your complaint within 14 calendar days in Step 1, your case will automatically be escalated to this second step of the complaint handling procedure. Alternatively, if you are dissatisfied with the outcome you receive in Step 1, you may escalate your complaint directly to the Complaints Resolution Team using one of the following methods:

By email: complaints@firstwestcu.ca

By phone: 1-833-744-1418

By mail: First West Credit Union Complaints Resolution Team

#200 - 19933 88 Avenue, Langley, BC V2Y 4K5

The Complaints Resolution Team will investigate your complaint and contact you with a response within 56 calendar days from the date your complaint was first received. If you are not satisfied with the outcome, or if you do not receive a response within the 56-calendar day period, you may submit your complaint to an external agency, as described below.

Submit Your Complaint to An External Agency

Ombudsman for Banking Services and Investments

The Ombudsman for Banking Services and Investments (OBSI) is a Canadian organization that acts as a fair and impartial investigator of banking-related complaints. If you choose to contact OBSI, please do so within 180 calendar days from the date you receive your final complaint decision from us.

By email: ombudsman@obsi.ca

By phone: 1-888-451-4519 or TTY: 1-844-358-3442

Online: obsi.ca

By mail: Ombudsman for Banking Services and Investments

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

Office of Information and Privacy Commissioner for British Columbia

If you are not satisfied with the final decision made by our Complaints Resolution Team regarding your privacy-related complaint, you may refer your complaint to the Office of Information and Privacy Commissioner for British Columbia.

By email: info@oipc.bc.ca

By phone: 250-387-5629*

*Callers outside Victoria can contact the office toll-free by calling Enquiry BC requesting a transfer to 250-387-5629

Online: oipc.bc.ca

By mail: PO Box 9038 Stn. Prov. Govt.

4th Floor, 947 Fort Street, Victoria, BC V8V 3K3

PRIVACY POLICY

First West Credit Union, is committed to the protection of your privacy while providing a high standard of customer service. This commitment to privacy includes treating you fairly and with respect and complying with the principles set out in the First West Privacy Policy.

<u>Privacy & Security | First West Credit Union</u> - firstwestcu.ca/privacy-policy/

CUDIC: PROTECTING YOUR DEPOSITS

The Credit Union Deposit Insurance Corporation of British Columbia (CUDIC) fully guarantees all eligible deposits. Please visit the CUDIC website for more details: https://www.cudicbc.ca/

CONTACT US

By phone or email:

- Envision Financial: 1-888-597-6083 | contact@envisionfinancial.ca
- Island Savings: 1-888-597-1083 | contact@islandsavings.ca
- Valley First/Enderby & District Financial: <u>1-888-597-8083</u> | <u>contact@valleyfirst.com</u>

BUSINESS ACCOUNT & SERVICE FEES SCHEDULE

All of the service charges and fees that apply to your Account and your Debit Card are set out in the Business Account & Service Fees Schedule. By using your Account, you agree to pay all applicable fees and service charges that apply to your Account. You can get a current copy of the Business Account & Service Fees Schedule by contacting us or through our website.

You understand that we may from time to time increase or decrease the fees or service charges that apply to the Account, including your Debit Card.

You agree that we can take money out of your Account (or any other Accounts you have with us) from time to time whenever you owe us a fee or charge, no matter how long it has been owed. We may do so in any manner we consider necessary and without telling you first and regardless of whether the Account belongs to you only or is a joint Account. You agree that this right is in addition to any other rights we have at law or in equity.

BUSINESS ACCOUNT & SERVICE FEES SCHEDULE

Monthly Account Fees

Our business banking solutions are designed to help you manage your cash flow quickly and easily. Below you will find accounts with the number and the type of transactions included in the monthly fee.

Business Account	Monthly Fee
BizSimple® Low Fee Chequing	\$7.00
Unlimited Chequing for Business®	\$39.00
US Dollar Business Chequing	\$6.00 USD

Transactions beyond the monthly package limit will incur a fee and are disclosed here:

Transaction	Fee (in CAD unless otherwise indicated)
Cheque clearing	Chequing: \$1.25*
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
In-branch withdrawal	Chequing: \$1.25*
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
In-branch transfer out	Chequing: \$1.25*
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
In-branch utility bill payment / manual bill	Chequing: \$2
payment	BizSimple®, Organization Value, US Dollar
	Savings: \$2
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
In-branch deposit	Free
Electronic transfer between Envision Financial accounts	Free
Electronic utility bill	Chequing: Free
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
Cheque deposit via mobile app	Free
Interac e-Transfer® incoming (CAD currency only)	Free
Interac e-Transfer® Autodeposit (CAD currency only)	Free
Interac e-Transfer® outgoing (CAD currency only)	Chequing: \$1.25
	BizSimple®, Unlimited Chequing for Business®,

	Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
<i>Interac</i> e-Transfer® Request Money	Chequing: \$1.25
	BizSimple®, Unlimited Chequing for Business®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
Business to Business Transfer incoming (Available at Island Savings only)	Free
Business to Business Transfer outgoing	Chequing: \$1.25
(Available at Island Savings only)	BizSimple®, Unlimited Chequing for Business®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
Point of sale purchase	Chequing: \$1.25
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
Point of sale return	Free

Transaction	Fee (in CAD unless otherwise indicated)
Pre-authorized debit (payment)	Chequing: \$1.25*
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
Pre-authorized credit	Free
THE EXCHANGE® and ACCULINK® ATM withdraw	al Chequing: \$1.25
	BizSimple®, Organization Value, US Dollar
	Savings: \$1.25
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$5
THE EXCHANGE® and ACCULINK® ATM deposit	Free
Interac® ATM withdrawal	Chequing \$2.50
	BizSimple®, Organization Value, US Dollar
	Savings: \$2.50
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$6.00
International (including US) Cirrus® ATM	Chequing: \$5
Withdrawal**	BizSimple®, Organization Value, US Dollar
	Savings: \$5
	Business Optimum, Agrilnvest
	Commercial High Interest Savings: \$7

^{*}fees will be charged in \$USD on US Dollar chequing accounts

Banking Services Fees

Item	Fee (CAD unless otherwise indicated)	
Personalized ATM card	\$5 plus GST	
Bank confirmation	Standard: \$30 plus GST	
	Comprehensive: \$50/hour plus GST (\$50 minimum)	
Chargeback	\$8 per item	
Cheques printed in branch	\$2 plus GST per sheet (excluding new account opening at \$0.50/ cheque plus GST)	

^{**}In addition to the applicable service charges, you may be charged additional fees (including commissions) by third parties. We may charge commission and earn revenue, based on the difference between the applicable buy and sell rates for the currency and the amount for which the rate is offset in the market

Ordering cheques	Cost varies
	The price of personalized cheques is set by an authorized third party and ranges in price, depending on several factors, such as the colour, style, customizations and other add-ons selected by you. Contact us at 1-888-597-6083 for a quote.
Cheque retrieval/record search	\$3 per item
	Comprehensive search (not available in branch): \$50/hour plus GST (\$25 minimum)
Cheque received for collection	\$30
Cheque held for collection	\$20
Coverdraft	\$5
Dormant/inactive Accounts	Charged after 5 years of inactivity: \$2.50/month
	One-time admin fee charged after 5 years of inactivity: \$42.50
Foreign currency/cheque ATM Deposit	Foreign currency/cheque deposited to CAD account via ATM: \$5
Hold post-dated item (per item left on deposit)	\$3
Night deposit services	100 disposable bags: \$30 plus GST (any size)
	lost key replacement: \$15 plus GST
Overdraft	Unauthorized overdraft: \$5/item
Returned Items	\$48.00 due to non-sufficient funds (NSF) every time the payment is presented or re-presented for payment. Merchants and other payees may present a rejected/returned item multiple times and a fee will be charged each time.
	The NSF fee is in addition to the automatic unauthorized overdraft fee charged for returned items. See 'unauthorized overdraft' above.)
	For post or stale date, body, figure, signature missing: Free
Statements	Mailed statement: \$2.00/statement
	Cheque images with e-statement PDF: \$2/statement
	In-branch transaction printout: \$5 per month requested
	Statement re-print: \$50 (per statement range)
Stop payments (in branch, via phone or online banking)	\$13 (all or partial details provided)

Item	Fee (CAD unless otherwise indicated)
Telephone transfers (internal transfer between accounts)	\$5
Third party demands	Per official cheque issued: \$20
	Administration fee when satisfied: plus \$50
Account transfer to another financial institution or credit union	\$25 (in addition to early account closure fee if applicable)
Unqualified item (unencoded; where manual posting is required)	\$10/item (includes cheques drawn in U.S. funds on CAD account)

Remote Cheque Deposit Service Fees

Item	Fee (in CAD unless otherwise indicated)
Monthly fee per scanner	\$35
Set-up fee	\$90**
Per additional unlisted transit	\$90
Add additional account	\$20
Remove account	\$5
Remove unlisted transit	\$30
Substitution of security	\$100

^{**}includes 1 unlisted transit and up to 10 accounts

Automatic Funds Transfer (AFT) (AFT Service provided by PaymentStream)

Item	Fee (in CAD unless otherwise indicated)
New AFT service set up fee	\$200
(includes: originator setup, initial file testing and credit application risk review)	
Creation of additional originator IDs	\$75
Manual or file upload transmission (cost per release)	\$10
Additional charge within each file (cost per item)	\$0.10
Automatic transmission (cost per month)	\$50
AFT trace request	\$15
AFT error correction/recall	\$1 per transaction
Hard token - new, lost or replacement	\$15

Miscellaneous Fees

Item	Fee (in CAD unless otherwise indicated)
Bank drafts (members only)	U.S.: \$10 USD
	Foreign: \$10
	Stop payment: \$25
Office cheques (members only)	\$10
Cash, coin & foreign funds cheques	USD currency exchange: Free (members only)
	Exchange coin: Free
	Special cash order: \$10 plus GST (members only)
	GBP & Euro cheques: \$30
Ordering foreign currency	Cost varies
	The price of foreign notes is set by an authorized third party and ranges in price, depending on several factors, such as the amount ordered and delivery times you select. Visit us in branch for a quote.
Change of signer	Per change, after the first one in any given year: \$25
Online banking access for Commercial Banking accounts	Monthly fee: \$25/month
	Hard token (new, lost of replacement): \$15
Online banking access for Small Business Banking accounts	Free
Estate	Administer and settle estate account: \$100 plus GST
Letters	Immigration, Reference, Access, etc.: \$30 plus GST
Credit reference	\$30/per request plus GST
Non-member charges	Coin machine usage: 10%
	Cashing cheque: \$5
Photocopies	\$0.50/item plus GST
Utility bill trace service	\$10
	\$25 for items more than one year after the payment date
Interac e-Transfer® trace service	\$10

Item	Fee (in CAD unless otherwise indicated)
Safety deposit box rental	Annual fees (plus GST)
(Note that GST will be added to these prices)	1.5" x 4.5": \$66
	1.5" x 5": \$66
	2" x 5": \$90
	2.5" x 5": \$100
	3" x 5": \$110
	3.25" x 5": \$105
	3.75" x 5": \$105
	4" x 5": \$105
	5" x 5": \$140.25
	2.5" x 10": \$127.50
	3" x 10": \$142.50
	5" x 10": \$225
	10" x 10": \$375
Safety deposit box key replacement	\$20 plus GST
Safety deposit box drill	\$200 plus GST (additional expenses may apply for remote locations)
Wires in CAD	Incoming wire transfer: \$15
	Outgoing wire transfer: \$30
Wires in USD	Incoming wire transfer: \$15 USD
	Outgoing wire transfer: \$30 USD
Wire transfer trace service	\$30
(missing originator info for incoming wire transfer, trace requests outgoing, recall of outgoing and amendments to outgoing)	

CONTACT US

If you have questions about any of the account or service fees, or would like to talk to one of our advisors, please contact us at:

Envision Financial: 1-888-597-6083 or visit envisionfinancial.ca.

Island Savings: 1-888-597-1083 or visit islandsavings.ca

Valley First/ Enderby & District Financial: 1-888-597-8083 or valleyfirst.com