

PERSONAL TERM DEPOSIT

Disclosures



IslandSavings



divisions of First West Credit Union

ACCOUNT FEATURES

Term Deposits, also known as Guaranteed Investment Certificates or GICs, are low risk investments that are well-suited for short-term savings goals and can also fit in with your long-term investment plans.

In order to purchase a Term Deposit with us, you must also have a personal deposit account with us. Personal deposit accounts are subject to separate terms and conditions, which can be found on our website, or by contacting us directly via our Member Advice Centre or by visiting one of our branches.

TYPES OF ACCOUNTS

We offer 3 variations of Term Deposit products:

- **Redeemable:** Earn a guaranteed rate of return with the flexibility to access your funds any time after 30 days.
- **Non-Redeemable:** Lock your savings in for a set length of time. Your interest rate is fixed for the term, no matter what the market is doing. However, this type of Term Deposit does not allow for Early Redemption.
- **Market-Linked:** Get a guaranteed minimum return, with the potential to earn higher returns based on the stock-market. However, this type of Term Deposit does not allow for Early Redemption.

PERSONAL TERM DEPOSITS, INCLUDING FOREIGN CURRENCY

REDEEMABLE TERM DEPOSIT

12-Month Cashable

Our 12-Month Cashable Term Deposit allows you to invest your money for a short period of time while earning interest.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate and is paid at maturity. Term Deposit rates are subject to change at any time without notice.

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

Features:

- Fully cashable after the first 30 days
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The 12-Month Cashable Term Deposit may be right for you if:

- You prefer a low-risk investment with the principal and interest rate guaranteed
- You want the option to access your money after 30 days

The 12-Month Cashable Term Deposit may not be right for you if:

- You need to access your money within the first 30 days
- You want a better interest rate and don't need access to your money for the duration of the term

Step-Up® 6Plus6

Our Step-Up® 6Plus6 Term Deposit offers guaranteed growth with a two-tiered escalating interest rate.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate per step rate and is paid at maturity. Term Deposit rates are subject to change at any time without notice.

Example, for illustrative purposes only:

Step-Up®6Plus6	First 6 months	1.25%
	Second 6 months	6.25%

Daily Closing Balance = \$100,000

*This Account will calculate interest based on an annualized interest rate of 1.25% on the **entire** \$100,000 closing balance for the first 6 months and 6.25% on the **entire** \$100,000 closing balance for the next 6 months.*

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

Features:

- Two-tiered interest rate with an increase halfway through the term
- Fully cashable at any time
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The Step-Up® 6 Plus6 Term Deposit may be right for you if:

- You plan to keep your money invested for the full term to maximize the interest earned
- You want the option to access your money at any time

The Step-Up® 6Plus6 Term Deposit may not be right for you if:

- You want a better interest rate and don't need access to your money for the duration of the term

Step-Up® 9Plus9/ Step-Up® 18Plus18

Our Step-Up® 9Plus9 and Step-Up® 18 Plus18 Term Deposits offer guaranteed growth with a two-tiered escalating interest rate.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate per step rate and is paid annually and at maturity. Term Deposit rates are subject to change at any time without notice.

for illustrative purposes only:

Step-Up®9Plus9	First 9 months	1.25%
	Second 9 months	7.25%

Daily Closing Balance = \$100,000

*This Account will calculate interest based on an annualized interest rate of 1.25% on the **entire** \$100,000 closing balance for the first 9 months and on an annualized interest rate of 7.25% on the **entire** \$100,000 closing balance for the next 3 months.*

For the remaining 6 months the Term Deposit will calculate interest on the combined principal and interest paid on an annualized interest of 7.25%.

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

Features:

- Two-tiered interest rate with an increase halfway through the term
- Fully cashable at any time
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The Step-Up® 9Plus9/ Step-Up® 18Plus18 may be right for you if:

- You plan to keep your money invested for the full term to maximize the interest earned
- You want the option to access your money at any time

The Step-Up® 9Plus9/ Step-Up® 18Plus18 may not be right for you if:

- You want a better interest rate and don't need access to your money for the duration of the term

PRIMECONNECT®

Get the security of a guaranteed deposit with a 3-year variable rate Term Deposit that is linked to First West Credit Union's Prime Rate. The interest rate of this Term Deposit will automatically adjust if and when our Prime Rate changes.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: This Term Deposit is different from traditional fixed-rate investments because it does not guarantee a return determined in advance. The rate of interest on the PRIMECONNECT® term deposit is calculated based on a fixed spread or fixed discount from the First West Credit Union Prime Rate. Interest is paid annually and at maturity. This term deposit is fully or partially redeemable only at each annual anniversary date and at no other time. Term Deposit rates are subject to change at any time without notice.

Example, for illustrative purposes only:

Rate: First West Prime + 1.00%.

At the time the term deposit was purchased, First West's Prime Rate was 2.00%, resulting in a rate of 3.00%.

30 days after the term deposit was purchased, First West's Prime Rate changes to 2.50%. As of the date of the change, the rate is now 3.50%.

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

Features:

- The Term Deposit is fully or partially redeemable only at each annual anniversary date and at no other time (minimum redemption of \$500).
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The PRIMECONNECT® Term Deposit may be right for you if:

- You want to take advantage of potential increases in the Prime Rate
- You may want to access your funds on the annual term anniversary

The PRIMECONNECT® Term Deposit may not be right for you if:

- You may need access to your money before your term matures or before its annual anniversary

NON-REDEEMABLE TERM DEPOSIT ACCOUNTS

Short Term Non-Redeemable

This Term Deposit is ideal if you don't have immediate plans for your money but want to earn some interest on it. However, this type of Term Deposit does not allow for Early Redemption.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate and is paid at maturity. Term Deposit rates are subject to change at any time without notice.

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

Features:

- Available for periods from 30 to 364 days
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The Short Term Non-Redeemable Term Deposit may be right for you if:

- You want a predictable return on your investment
- You do not need to access your money for the entire duration of the term

The Short Term Non-Redeemable Term Deposit may not be right for you if:

- You may need access to your money before your term matures

US Short Term Non-Redeemable

This is a great option if you want to make short-term investments in US Dollars. Since your money is kept in US Dollars, you save money on foreign currency exchange fees, making it easier to budget and pay for US Dollar expenditures. However, this type of Term Deposit does not allow for Early Redemption

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate and is paid at maturity. Term Deposit rates are subject to change at any time without notice.

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

Features:

- Available for periods from 30 to 364 days
- \$500 minimum investment, with no maximum limit
- Non-registered only
- Renews automatically

The US Short Term Non-Redeemable Term Deposit may be right for you if:

- You want a predictable return on your investment
- You do not need to access your money for the entire duration of the term
- You want to make short term investment in US Dollars

The US Short Term Non-Redeemable Term Deposit may not be right for you if:

- You may need access to your money before your term matures

Long Term Non-Redeemable

This type of Term Deposit is the best way to maximize your guaranteed return. However, this type of Term Deposit does not allow for Early Redemption.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Interest rate is expressed as an annual rate and is paid at maturity. Term Deposit rates are subject to change at any time without notice.

Note: Some Term Deposits can be set up to pay interest during their term. You may arrange to have this interim interest paid to your deposit account. This option may impact your interest rate.

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

Features:

- Period of 1 to 5 years
- \$500 minimum investment, with no maximum limit
- Available as a registered or non-registered product
- Renews automatically

The Long Term Non-Redeemable Term Deposit may be right for you if:

- You want a predictable return on your investment
- You do not need to access your money for the entire duration of the term

The Long Term Non-Redeemable Term Deposit may not be right for you if:

- You may need access to your money before your term matures

MARKET-LINKED TERM DEPOSIT ACCOUNTS

winwin® Term Deposit

Invest in the market with peace of mind. This Term Deposit is ideal for those seeking returns that are potentially higher than a traditional Term Deposit without the risk of a principal investment in the stock market. However, this type of Term Deposit does not allow for Early Redemption.

Monthly Fee: N/A

Transactions included: N/A

Interest on this account: Rates vary by sales period. Please refer to our websites for current rates:

Envision Financial: <https://www.envisionfinancial.ca/tools-calculators/rates>

Island Savings: <https://www.islandsavings.ca/tools-calculators/rates>

Valley First/Enderby & District Financial: <https://www.valleyfirst.com/tools-calculators/rates>

The minimum guaranteed annual rate is paid out annually and does not compound. This product has a ceiling that determines the maximum return that you may receive at maturity. Terms and conditions apply.

The return of a winwin® Term Deposit depends on the performance of the index return that it is linked to over a certain time period, the Minimum Guaranteed Rate and the Maximum Potential Cumulative Return.

- If the index return is between the Minimum Guaranteed Rate and the Maximum Potential Return, you will receive the principal plus the index return.
- If the index return is below the Minimum Guaranteed Rate, you will receive the principal plus the Minimum Guaranteed Rate.
- If the index return is above the Maximum Potential Return, you will receive the principal plus the Maximum Potential Cumulative Return.

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

Features:

- Available in two Market-Linked options: winwin® Financial Services or winwin EarthLink™
- Term lengths of 3 or 5 years
- \$500 minimum investment, with no maximum limit
- Guaranteed minimum rate
- Available as a non-registered or registered product (RRSP/ TFSA). RRIF option not available.
- This product does not automatically renew

The winwin® Term Deposit may be right for you if:

- You prefer an investment with the principal guaranteed
- You do not need to access your money for the entire duration of the term
- You want a guaranteed return with the potential to earn more

The winwin® Term Deposit may not be right for you if:

- You are looking for an investment with a higher guaranteed interest rate
- You may need access to your money before your term matures

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.

“Deposit” means the amount of your deposit into a Term Deposit is subject to any minimum or maximum amount as required by us.

“Depositor”, “you”, or “your” means each Member who is named as and holds the Term Deposit with us, including a legal representative for a Term Deposit and, in the case of a joint Term Deposit, means each of the individuals who have signed the Personal Term Deposit Account Application.

“Early Redemption” means withdrawal of the Term Deposit before the Maturity Date or any Renewal date of the term.

“Financial Institution”, “we”, “us”, or “our” means the financial institution named in the Personal Term Deposit Account Application that holds your Term Deposit.

“Fixed Spread” means the discount applied to the Prime Rate that is used to determine the effective interest rate for variable interest rate Term Deposits as set out in the Term Deposit Details. Fixed spread is set at the start of a Term Deposit’s term and will not change for the duration of such term.

“Issue Date” is the date that the Term Deposit is issued as specified in the Term Deposit Details.

“Maturity Date” is the date that the Term Deposit Contract matures as specified in the Term Deposit Details.

“Prime Lending Rate” is the annual interest rate, regardless of interest compounding frequency, that we designate as our “First West Prime Lending Rate” or “First West Credit Union Prime Rates” from time to time, as set out at our branches and on our Website, or by contacting us via telephone or online banking.

“Principal” or “Principal Amount” is the amount when you purchase or renew a Term Deposit, as set out in the Term Deposit Details.

“Purchase Confirmation” means the confirmation of investment form that we give to you when you purchase a Term Deposit.

“Renew” or “Renewal” means to re-deposit the Principal Amount of the Term Deposit for another term of the same duration unless you tell us otherwise.

“Renewal Confirmation” means the confirmation we provide to you setting out interest, fees and other details relating to your renewed Term Deposit.

“Term Deposit” means your term deposit with us, the details of which are set out in the Term Deposit Details.

“Term Deposit Contract” means the Personal Term Deposit Account Terms and Conditions or the Registered Term Deposit Account Terms and Conditions, your Personal Term Deposit Account Application or your Registered Term Deposit Account Application, the Term Deposit Details, the Purchase Confirmation,

the Renewal Confirmation (if applicable) and any other agreements between us or documents provided by us in respect of your Term Deposit.

“Term Deposit Details” means the disclosures we provide to you with your Personal Term Deposit Account Application, your Registered Term Deposit Account Application or your Renewal Confirmation setting out interest, fees and other details relating to your Term Deposit.

“Website” means any website operated by us.

TERM DEPOSIT INTEREST

INTEREST RATES SCHEDULE

We will pay interest on the Term Deposit from the Issue Date based on the interest rate stated in the Term Deposit Details. We may pay interest on any remaining Term Deposit balance at the original interest rate set out in the Term Deposit Details. Interest is not paid on the Term Deposit after the Maturity Date or redemption.

INTEREST PAYMENT FREQUENCY

Interest will be paid at the frequency noted in the in the Term Deposit Details or, if no frequency has been selected, interest will be paid annually and at the Maturity Date in the case of a Term Deposit for more than one year and will be paid at the Maturity Date only in the case of a Term Deposit for one year or less.

INTEREST PAYMENTS

Interest payments will be paid using the method noted in the Term Deposit Details or, if no payment method has been selected, we will choose a way to pay the interest to you.

INTEREST RATE CHANGES ON VARIABLE INTEREST RATE TERM PRODUCTS

For all term deposits with variable interest rates, as indicated in the Term Deposit Details, the interest rate will change automatically every time there is a change in our Prime Lending Rate. We will notify you of each change in the Prime Lending Rate by posting a notice in our place of business or on our Website.

NON-REDEEMABLE

If you have purchased a Term Deposit that does not allow for Early Redemption (as specified in your Term Deposit Details), you may still request a redemption before the end of the term. If you make such a request, it is up to us in our sole discretion to decide whether or not to grant it, in which case interest for the term of the Term Deposit that has elapsed may be paid by us at the rate (if any) which we determine. Interest will not be paid on funds redeemed within thirty (30) days of the Issue Date.

REDEEMABLE

If you have purchased a Term Deposit that allows for Early Redemption (as specified in your Term Deposit Details), we will require you to give us at least one (1) business days' notice of the intention to redeem.

MATURITY OR EARLY REDEMPTION

On the Maturity Date or at the date of Early Redemption, we will pay the principal amount and any unpaid balance of interest (except where the funds are redeemed within thirty (30) days of the Issue Date) in the manner provided in the Term Deposit Details section on the Personal Term Deposit Account Application or Registered Term Deposit Account Application. Partial withdrawals will be subject to a minimum of \$500; at least \$500 in Principal must remain on deposit after a partial withdrawal.

RENEWAL

If your Term Deposit Details indicate that your Term Deposit automatically renews at maturity, this section will apply to your Term Deposit. You can change your maturity instructions at any time by contacting us at least four (4) days prior to the Maturity Date.

On the Maturity Date, we will renew a variable rate Term Deposit into the same type of variable rate term, for the same term, if available, and a fixed rate term into the same type of fixed rate Term Deposit, for the same term, if available, unless you provide us with different instructions before the Maturity Date. If the term into which your Term Deposit Contract is to renew is not available at maturity, the Term Deposit proceeds will be placed in a suitable account until further direction is received from you. The fixed spread to Prime Lending Rate (each as defined in your Term Deposit Details) on the renewed term deposit will be based on what we offer at the time of renewal and may not be the same as the fixed spread in your Term Deposit Details.

For all renewals the rate of interest applied to the renewal will be the prevailing rate for the type and term of the renewed Term Deposit at the time of the renewal. The new Terms and Conditions will be set out in the Renewal Confirmation which will be sent to the mailing address on record after each renewal.

Renewal Confirmations and other items are deemed to be received five (5) days after they are sent by mail. If there is more than one Depositor, items sent to the address currently on record will bind all registered holders. If the maturity instruction for your Term Deposit is automatic renewal, you agree that the Term Deposit Contract and the Renewal Confirmation we issue you at renewal of such Term Deposit will govern your renewed Term Deposit.

If the payment instructions in the Term Deposit Details include renewal at maturity, a notice will be sent by regular mail or electronically in the manner you have selected in your Personal Term Deposit Account Application or your Registered Term Deposit Account Application to your address or e-mail address (as applicable) as it appears in our records and will be considered received on the fifth (5th) day after mailing. You will be assumed to have accepted the renewal if we have not received written notice accepting or rejecting the renewal within thirty (30) days of the deemed receipt.

MARKET-LINKED TERM DEPOSITS

FINANCIAL INSTITUTION DISCRETION

Before the strike date, the Financial Institution has the right not to proceed, in whole or in part, with the Initial Deposit. Any refused amount of the Initial Deposit (the "Refused Deposit") will be returned to the Depositor without the deduction of any fees, with interest calculated as follows: for the period between the Issue Date and the date the Refused Deposit is returned to the Depositor, the interest on the Refused Deposit shall be calculated at the Minimum Guaranteed Annual Rate as set out in the Term Deposit Details.

CANCELLATION BY DEPOSITER

The Depositor may cancel the Agreement applicable to the Term Deposit (the "Agreement") within three calendar days after the Agreement is entered into (the "Cancellation Deadline") by providing written notice to the Financial Institution ("Depositor Cancellation Notice"). If the Financial Institution receives the Depositor Cancellation Notice before the Depositor Cancellation Deadline, the Financial Institution shall return the Principal Amount and any fees paid by the Depositor. No interest shall be payable on the Principal Amount.

REDEMPTION

This Term Deposit is not redeemable at the option of the Depositor before the Maturity Date. The Principal Amount and any accrued interest exceeding the Annual Interest Amount are not payable in whole or part before the Maturity Date.

FEES

The Term Deposit is not subject to any fees.

TRANSFER

The Term Deposit may not be negotiated or transferred.

SECURITY

The Term Deposit may not be hypothecated or given as security.

CURRENCY

The Term Deposit is in Canadian dollars. The redemption of the Principal and the payment of interest, if any, will be made in Canadian dollars.

INTEREST AMOUNTS

On the Maturity Date, the Financial Institution will pay to the Depositor accrued interest on the Principal (the "Interest Amount") determined as set out below.

- The Total Interest Amount, if any, payable in respect of the Term Deposit for the period between the Issue Date and the Maturity Date will be equal to the principal multiplied by the Cumulative Return.
- The Annual Interest Amount if any, payable in respect of the Term Deposit annually on the anniversary of the Issue Date and ending on the Maturity Date will be equal to the principal multiplied by the Minimum Guaranteed Cumulative Return.
- The Annual Interest Amount does not compound and will be paid out annually in accordance with your instructions as set out in the Agreement.
- The Cumulative Return is the average in the variation between the closing price and opening price of Securities expressed as a percentage.

EXAMPLE OF INTEREST AMOUNT CALCULATION

SCHEDULE A: EXAMPLE OF RETURN CALCULATION AT MATURITY (5-year term)

Security and Corresponding Bloomberg Rating	CP ¹	CP ²		CP ² / CP ¹	
		Bull Market	Bear Market	Bull Market	Bear Market
S ₁ : ABB Ltd. (ABBN SE EQUITY)	24.01	25.21	20.65	1.05	0.86
S ₂ : Alstom SA (ALO FP EQUITY)	20.58	21.61	17.49	1.05	0.85
S ₃ : CGI Inc (GIB/A CT Equity)	45.87	48.16	38.99	1.05	0.85
S ₄ : Citrix Systems Inc. (CTXS UW EQUITY)	127.45	133.82	117.25	1.05	0.92
S ₅ : Deutsche Post AG (DPW GY Equity)	6965.00	7243.60	6198.85	1.04	0.89
S ₆ : Eisai Co Ltd. (4523 JT Equity)	222.95	238.56	218.49	1.07	0.98
S ₇ : First Solar Inc. (FSLR UW EQUITY)	91.2691	96.74	75.75	1.06	0.83
S ₈ : Goodman Group (GGM AT EQUITY)	18.19	19.46	17.83	1.07	0.98
S ₉ : Hewlett Packard Enterprise Co (HPE UN Equity)	214.13	222.70	194.86	1.04	0.91
S ₁₀ : Magna International Inc (MG CT Equity)	180.00	190.80	147.60	1.06	0.82
S ₁₁ : Microsoft Corp (MSFT UW EQUITY)	424.15	453.84	419.91	1.07	0.99
S ₁₂ : Mowi ASA (MOWI NO EQUITY)	1065.00	1118.25	926.55	1.05	0.87
S ₁₃ : Orsted AS (ORSTED DC EQUITY)	16.68	17.85	13.51	1.07	0.81
S ₁₄ : Red Electrica Corp SA (REE SQ EQUITY)	100.68	107.73	81.55	1.07	0.81
S ₁₅ : Schneider Electric SE (SU FP EQUITY)	116.10	120.74	103.33	1.04	0.89
S ₁₆ : Sekisui House Ltd. (1928 JT EQUITY)	1984.00	2103.04	1646.72	1.06	0.83
S ₁₇ : Terna SPA (TRN IM Equity)	30.08	32.19	29.48	1.07	0.98
S ₁₈ : Toyota Motor Corp (7203 JT Equity)	1288.00	1365.28	1056.16	1.06	0.82
S ₁₉ : UPM-Kymmene Oyj (UPM FH EQUITY)	57.32	60.76	54.45	1.06	0.95
S ₂₀ : Vonovia SE (VNA GY EQUITY)	99.77	104.76	84.80	1.05	0.85
		Average CP ² / CP ¹		1.119	0.8845
		Cumulative return considered*		11.90%	0.50%
		Simple annual interest rate of return*		2.38%	0.10%

* The return is presented for information purposes only and is not indicative of future performance.

SECURITIES

The details of the Securities can be found in the Agreement. Each Security has the same weighting in the portfolio. The Financial Institution does not issue any opinion on the future evolution of the price of any of the Securities.

SETTLEMENT INSTRUCTIONS

All amounts that become due and payable by us to you under the Agreement will be paid by us to the account you have disclosed as being the Settlement Account in the Agreement. In order for us to facilitate your purchase of a Term Deposit, you understand that, for operational purposes only, you are required to hold a personal deposit account with us. There will be no fees attached to this personal deposit account unless it is used for other purposes. This personal deposit account is subject to separate terms and conditions, which can be found on our website or by contacting us.

DAY COUNT BASIS

The Minimum Guaranteed Annual Rate of Return payable hereunder shall be calculated on the basis of a 365-day year and the actual number of days elapsed. If any rate of interest payable under the Term Deposit is expressed to be calculated on the basis of a period less than a full calendar year, the yearly rate of interest to which such rate is equivalent is the product obtained by multiplying such rate by a fraction, the numerator of which is the actual number of days in the calendar year and the denominator of which is the number of days comprising such other basis.

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: www.islandsavings.ca/contact-us/find-a-branch-atm

- 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.

[Privacy & Security | First West Credit Union - firstwestcu.ca/privacy-policy/](https://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](tel:1-888-597-6083) | contact@envisionfinancial.ca
- Island Savings: [1-888-597-1083](tel:1-888-597-1083) | contact@islandsavings.ca
- Valley First/Enderby & District Financial: [1-888-597-8083](tel:1-888-597-8083) | contact@valleyfirst.com

To reach Enderby & District Financial, visit, valleyfirst.com/contact or call 1-888-597-8083. As you navigate through our website, you will notice you may be on a Valley First web page. As divisions of First West Credit Union, Enderby & District Financial and Valley First utilize the same platform. While certain products and services may only be featured on the Valley First web page, they are extended to both brands. This means that even if you access these offering through the Valley First web page, they are accessible and applicable to Enderby & District

PERSONAL ACCOUNT & SERVICE FEES SCHEDULE

You understand that we may from time to time increase or decrease the fees or service charges set out below.

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

Transaction	Fee (in CAD unless otherwise indicated)
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Cheque clearing	Tru Essentials: \$1.50
	US Dollar Chequing: \$1.25 USD
	Savings First: \$1.25
	High Interest Savings: \$5
In-branch withdrawal	Tru Essentials: \$1.50
	US Dollar Chequing: \$1.25 USD
	Savings First: \$1.25
	High Interest Savings: \$5
In-branch transfer out	Tru Essentials: \$1.50
	US Dollar Chequing: \$1.25 USD
	Savings First: \$1.25
	High Interest Savings: \$5
In-branch utility bill payment/manual bill payment	Tru Essentials: \$1.50
	US Dollar Chequing: N/A
	Savings First: \$2
	High Interest Savings: \$5
In-branch deposit	Free
Electronic transfer between Envision Financial accounts	Free
Electronic utility bill <i>*Collabria credit card and CUMIS bill payments are free using online banking services and mobile apps</i>	Tru Essentials: \$1.50*
	US Dollar Chequing: N/A
	Savings First: \$1.25
	High Interest Savings: \$5
Cheque deposit via mobile app (Deposit Anywhere)	Free
Interac e-Transfer® incoming (CAD currency only)	Free
Interac e-Transfer® Autodeposit (CAD currency only)	Free
Interac e-Transfer® outgoing (CAD currency only)	Tru Essentials: \$1.50
	US Dollar Chequing: N/A
	Savings First: \$1.00
	High Interest Savings: \$5
Interac® e-Transfer Request Money	Tru Essentials: \$1.50
	US Dollar Chequing: N/A
	Savings First: \$1
	High Interest Savings: \$5

Point of sale purchase	Tru Essentials: \$1.50
	US Dollar Chequing: \$1.25 USD
	Savings First: \$1.25
	High Interest Savings: \$5
Point of sale return	Free
Me-to-me transfer incoming (Available at Envision Financial & Island Savings only)	Free
Me-to-me transfer outgoing (Available at Envision Financial & Island Savings only)	Tru Essentials: \$1.50
	US Dollar Chequing: N/A
	Savings First: \$1.25
	High Interest Savings: \$5
Pre-authorized debit (payment) <i>*Automated pre-authorized debits into Collabria Credit Cards, CUMIS, and Aviso Wealth or Northwest & Ethical Investments L.P. accounts are not included in your monthly debit transaction count</i>	Tru Essentials: \$1.50*
	US Dollar Chequing: \$1.25 USD
	Savings First: \$1.25
	High Interest Savings: \$5
Pre-authorized credit	Free
THE EXCHANGE® and ACCULINK® ATM withdrawal	Tru Essentials: \$1.50
	US Dollar Chequing: N/A
	Savings First: \$1.25
	High Interest Savings: \$5
THE EXCHANGE® and ACCULINK® ATM deposit	Free
Interac® ATM withdrawal	Tru Essentials: \$2.50
	US Dollar Chequing: N/A
	Savings First: \$2.50
	HISA: \$6.00
International (including US) Cirrus® ATM withdrawal**	Tru Essentials: \$5
	US Dollar Chequing: N/A
	Savings First: \$5
	High Interest Savings: \$7

Other Banking Services Fees

Item	Fee (CAD unless otherwise indicated)
Personalized ATM card	\$5 plus tax
Bank confirmation	Standard: \$30 plus tax

	Comprehensive: \$50/hour plus tax (\$50 minimum)
Chargeback	\$8/item
Cheques printed in branch	\$2 plus tax/sheet (excluding new account opening at \$0.50/cheque plus tax)
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 Envision Financial 1-888-597-6083, or Island Savings 1-888-597-1083 or Valley First/Enderby & District Financial 1-888-597-8083 for a quote.
Cheque retrieval/record search	\$3/item Comprehensive search (not available in branch): \$50/hour plus tax (\$25 minimum)
Cheque received for collection	\$30
Cheque held for collection	\$20
Coverdraft	\$5
Dormant/inactive accounts	One-time admin fee charged after 5 years of inactivity: \$42.50 Charged after 5 years of inactivity: \$2.50/month
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 tax (any size) Lost key replacement: \$15 plus tax
Overdraft	Overdraft protection under \$5,000: \$3/month Unauthorized overdraft: \$5/item
Returned items	\$48 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 'Overdraft' above.)

	For post or stale date, body, figure, signature missing: Free
Statements	Mailed statement: \$2.00/statement, free for Tru Essentials Account holders
	Cheque images with e-statement PDF: \$2/statement
	In-branch transaction printout: \$5/month requested
	Statement re-print: \$50 (per statement range)
Stop payments (in branch, via phone or online banking)	\$13 (all or partial details provided)

NOTE: Fees will be charged in \$USD on US Dollar chequing accounts

**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.

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
Unqualified item (unencoded; where manual posting is required)	\$10/item (includes cheques drawn in U.S. funds on CAD account)

Registered Plan Fees

Item	Fee (in CAD unless otherwise indicated)
Set-up	Free
Activity	Partial transfer out: \$100
	Homebuyers' withdrawal: Free
	Lifelong Learning Plan withdrawal: Free
	RRSP/RRIF cash withdrawal: Free
	Archived account info recovery: \$30/hour plus tax
	RESP BCTESG transfer out: \$25
Duplicate receipt - T4	RRSP/RRIF: Free
	RESP/RDSP: \$5
Closeout of account	Full transfer out/close: \$100
<i>*No fee is charged if closed within 14 business days of account opening</i>	Account closed within 6 months of opening: \$50

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 tax (members only)
	GBP & Euro cheques: \$30
Ordering foreign currency via FX notes plus	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.
Estate	Administer and settle Estate account: \$100 plus tax
Letters	Immigration, Reference, Access, etc.: \$30 plus tax
Non-member charges	Coin machine usage: 10%
	Cashing cheque: \$5
Photocopies	\$0.50/item plus tax
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 (Note that GST will be added to these prices) \$10 discount for members 60 years and older	Annual Fees
	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 tax
Safety deposit box drill	\$200 plus tax (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 (missing originator info for incoming wire transfer, trace requests outgoing, recall of outgoing and amendments to outgoing)	\$30

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 call 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**