



# Account Information and Disclosure of Standard Fees and Charges

Effective Date: January 2020

# Account Information and Disclosure of Standard Fees and Charges

## Operating and Savings Accounts

### No-Fee Bank Account

- Available for personal use only
- Non-interest earning
- No monthly fee
- Unlimited debit transactions\*
- No minimum balance required
- No charge bill payments
- No charge *Interac*® e-Transfers
- No charge e-statement (requires email address and online banking access)
- Cheques at cost
- Surcharge free using our national credit union ding free® ATM network
- Applicable annual line of credit/authorized overdraft fees apply

#### At time of transaction fees per transaction:

- *Interac*® ATM transactions..... \$2.50
- CIRRUS® ATM transactions ..... \$4.00

### Low-Fee Interest Account

- Available for personal use only
- Interest earned on daily closing balance and paid monthly using the following tiers:
 

\$0.00	to	\$4,999.99
\$5,000.00	to	\$99,999.99
\$100,000.00	to	\$199,999.99
\$200,000.00	to	\$999,999.99
- Monthly fee - \$4.00
- Includes 15 monthly debit transactions
- If minimum monthly balance of \$5,000.00 is maintained, unlimited debit transactions and \$4.00 monthly fee is waived (excludes at time of transaction fees)
- All over limit debit transactions\* - \$1.00 per debit
- No minimum balance
- No charge e-statement including cheque images (requires email address and online account access)
- Cheques at cost
- Surcharge free using our national credit union ding free® ATM network
- Applicable annual line of credit/authorized overdraft fees apply

#### At time of transaction fees per transaction:

- ATM and assisted bill payments..... \$2.00
- *Interac*® e-Transfers..... \$1.50
- *Interac*® ATM transactions .....\$2.50
- CIRRUS® ATM transactions.....\$4.00

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## US Account

- Available for personal and business use
- Interest earned on daily closing balance and paid monthly, paid in US funds using the following tiers:

\$0.00	to	\$4,999.99
\$5,000.00	to	\$99,999.99
\$100,000.00	to	\$199,999.99
\$200,000.00	to	\$999,999.99

- Rates available at [innovationcu.ca/Rates](http://innovationcu.ca/Rates)  
Rates are subject to change without notice
- No monthly fee
- No minimum balance required
- No debit card access
- No charge e-statement (requires email address and online banking access)
- Cheques at cost

### Per transaction fees - processed at month end:

- Electronic transfers (US to US only) .... \$1.00 US
- Cheque ..... \$1.00 US
- Employee assisted transfer ..... \$1.00 US
- Employee assisted withdrawal..... \$1.00 US
- Pre-authorized payments..... \$1.00 US

## Savings Account

- Available for personal and business use
- Interest earned on daily closing balances and paid monthly using the following tiers:

\$0.00	to	\$4,999.99
\$5,000.00	to	\$99,999.99
\$100,000.00	to	\$199,999.99
\$200,000.00	to	\$999,999.99

- No monthly fee
- Includes 6 monthly debit transactions
- All over limit debit transactions\* - \$5.00 per transaction
- No minimum balance required
- Cheques not available
- No charge e-statement (requires email address and online banking access)

### At time of transaction fees per transaction:

- ATM and employee assisted bill payments ..... \$5.00
- *Interac*® e-Transfers..... \$1.50
- *Interac*® ATM transactions..... \$2.50
- *CIRRUS*® ATM transactions ..... \$4.00

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## Business and Agriculture Operating Accounts

- Interest earned on daily closing balance and paid monthly using the following tiers:

\$0.00	to	\$4,999.99
\$5,000.00	to	\$99,999.99
\$100,000.00	to	\$199,999.99
\$200,000.00	to	\$999,999.99

- Unlimited deposits no charge
- No minimum balance required
- No charge e-statement (requires email address and online account access)
- Cheques at cost
- Interac® e-Transfers ..... \$1.50
- Interac® ATM transactions ..... \$2.50
- CIRRUS® ATM transactions ..... \$4.00
- One confirmation per annum
- One free endorsement stamp

- In-branch withdrawal ..... \$1.25
- If a minimum monthly balance in *exemption tier* is maintained, no monthly fee
- If minimum monthly balance drops below *exemption tier*, the following monthly fees apply:

Pkg	Monthly fee	Exemption tier	Monthly debit transactions included
1	\$10.00		<b>25</b>
2	\$20.00	\$7,000.00	<b>50</b>
3	\$35.00	\$12,000.00	<b>85</b>
4	\$50.00	\$18,000.00	<b>120</b>
5	\$75.00	\$28,000.00	<b>175</b>
6	\$110.00	\$30,000.00	<b>Unlimited</b>

### Over limit transaction fees:

- Electronic debit transaction\*\* ..... \$0.75
- Cheque transaction ..... \$1.00
- Employee assisted transfer ..... \$1.25

## Community and Association Operating Accounts

Interest earned on daily closing balances and paid monthly using the following tiers:

\$0.00	to	\$4,999.99
\$5,000.00	to	\$99,999.99
\$100,000.00	to	\$199,999.99
\$200,000.00	to	\$999,999.99

### Community Service Account

*For groups, clubs, or organizations that operate to benefit the community.*

- Unlimited deposits
- No monthly fee
- Includes 20 monthly transactions
- No minimum balance required
- Cheques at cost
- Interac® e-Transfers ..... \$1.50
- Interac® ATM transactions ..... \$2.50
- CIRRUS® ATM transactions ..... \$4.00
- No charge e-statement (requires email address and online banking access)
- No charge bill payments
- One confirmation per annum
- One free endorsement stamp

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

**Over limit transaction fees:**

- Electronic debit transaction\*\* ..... \$0.75
- Cheque transaction..... \$1.00
- Assisted transfer ..... \$1.25
- In-branch withdrawal..... \$1.25

**Association Account**

*For non-profit groups.*

- One confirmation per annum
- One free endorsement stamp
- Unlimited deposits
- Monthly fee - \$2.00
- Includes 10 monthly transactions
- *Interac*® e-Transfers..... \$1.50
- *Interac*® ATM withdrawal surcharge ..... \$2.50
- CIRRUS® ATM withdrawal surcharge ..... \$4.00
- No minimum balance required
- No charge e-statement (requires email address and online banking access)
- No charge bill payments
- Cheques at cost

**Over limit transaction fees:**

- Electronic debit transaction\*\* ..... \$0.75
- Cheque transaction..... \$1.00
- Employee assisted transfer ..... \$1.25
- In-branch withdrawal..... \$1.25

**Community Service/Association Unlimited Account**

*For community service groups with over 20 transactions and associations with over 10 transactions.*

- One confirmation per annum
- One free endorsement stamp
- Unlimited deposits
- No minimum balance required
- Monthly fee - \$6.00
- Unlimited debit transactions excluding:
  - *Interac*® e-Transfers..... \$1.50
  - *Interac*® ATM transactions..... \$2.50
  - CIRRUS® ATM transactions ..... \$4.00
- No charge e-statement (requires email address and online banking access)
- Cheques at cost
- No charge bill payments

**Member Rewards Account**

- Dividends rewarded on total balance
- Includes \$5.00 membership share, allocations & dividend rewards
- Opt out option available
- Is an individually owned account
- Allocations/dividends rewarded quarterly (subject to Board approval)
- Access to allocations as follows:
  - Members 65 and over have full access, except the \$5.00 member share
  - Consumer members may access funds above a \$5,000 balance
  - Organization members may access funds above a \$10,000 balance
- Dividend rewards are accessible through online banking or in person
- Statement fees do not apply
- Quarterly statement

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## Additional fees

### Safety Deposit Box Annual Rental Fee

- 1.5" x 5.0" ..... \$40.00 + GST
- 2.5" x 5.0" ..... \$55.00 + GST
- 3.25" x 5.0" ..... \$60.00 + GST
- 5.0" x 5.0" ..... \$80.00 + GST
- 2.5" x 10.0" ..... \$80.00 + GST
- 3.0" x 11.0" ..... \$85.00 + GST
- 5.0" x 10.0" ..... \$130.00 + GST
- 5.0" x 11.0" ..... \$130.00 + GST
- 7.0" x 11.0" ..... \$205.00 + GST
- Replace Lost Key ..... \$20.00 + GST
- Drill Box ..... \$150.00 + travel + GST

### Account Information and Services

#### Call Centre

Account Balances .....	\$4.00
Transfers .....	\$4.00
Duplicate Statement .....	\$6.50
Record search .....	\$30.00/hr (min. \$15.00)
Screen History Prints.....	\$2.00/page
Bank Confirmations - Certificates/Letters of Account Balances, Interest Paid or Received, Reference Letter .....	\$25.00
Account closed within 180 days from date of opening .....	\$30.00
Account transfer to another financial institution	\$25.00 + manager trust cheque (MTC) \$7.50
Post-dated items held for deposit/payment including ATM .....	\$6.50
Hold funds (Excluding CU Connect† transactions) .....	\$10.00
Stop Payment.....	\$20.00
Stop All – Series .....	\$20.00 setup and \$6.50 per actioned item
<b>Bill Payment</b>	
ATM and Employee assisted .....	\$2.00
Manual recall or traces .....	\$25.00

### Business Service Fees

#### Concentra

##### Internet Cash Concentration Sweep Services

Set-up..... \$150.00

##### Internet Cash Concentration Sweep Services Per Transaction

Fee on collection .....

Member Direct Auto Sweep Service Set-up..... \$150.00

##### Member Direct Auto Sweep Service Set-up Per

Transaction Fee..... \$2.50

Innovation FX (Foreign Exchange) Set-up .....

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## Customer Automated Funds Transfers (CAFT)

Business Setup and Training through

Credit Union Payment Services (CUPS) ..... \$100.00

### Cards

ATM - Withdrawal *Interac*<sup>®</sup> ..... \$2.50  
 Administration Fees (status changes etc.) ..... \$3.00  
 ATM - Withdrawal CIRRUS (US & International) ... \$4.00  
 Rush Order - Debit Card ..... \$35.00  
 Debit Card Replacements ..... \$10.00  
 White Label ATM Transaction Traces ..... \$30.00/hr (min. \$15.00)

### Cheques

Cheque received/sent on collection ..... \$40.00  
 Manual processing due to rejected or non-micro encoded cheques  
 and AFT/EFT incorrect encoding ..... \$7.50  
 Manager's Trust/Official Cheque ..... \$7.50  
 Certified Cheque: Member on own account or on other  
 member's account ..... \$15.00  
 Cheque drawn in US funds on Canadian account \$10.00  
 Non-sufficient funds (NSF) Cheque ..... \$45.00  
 Cheques printed in branch/advice centre ..... \$5.00/sheet + GST

## Access to Funds

### Refusal to cash a Cheque

*If we refuse to cash your Government Cheque, we will inform you in writing and will provide you with a copy of this brochure.*

It is common practice for the credit union to make the first \$100 of each cheque deposited available to withdraw:

- Immediately, if the cheque is deposited in person with an employee at a branch of, or at a point of service where the member can open an account.
- On the next business day, if the cheque is deposited in any other way, such as at an automated teller machine (ATM).
- A business day does not include Saturday, Sunday or holidays.

## Hold Timelines

**NOTE:** The maximum cheque hold period shown below does **not** include the day the cheque was deposited.

Maximum cheque hold period		
Amount of cheque	Deposited <b>in person</b> (with an employee at a branch or point of service)	Deposited in another way (i.e. ATM)
Less than \$1,500	4 business days	5 business days
\$1,500 or more	7 business days	8 business days
Cheques drawn on US Banks	45 days	46 days

If you wish to make a complaint, please refer to our **Problem Resolution** brochure.

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa<sup>®</sup> debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free<sup>®</sup> ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## Estate Services

Estate Fee .....	\$75.00 + GST
Registered Account Release or pay out per estate file .....	\$100.00
Annual T3 CRA filing per file (through Concentra or credit union).....	\$150.00

## Electronic Services-Retail

Interac® e-Transfer - sending a deposit..... \$1.50\*

\*Free with No-Fee Bank Account

## Non-Member Services

ATM and Employee assisted bill payments.....	\$10.00
Coin Counters .....	10%
Coin Orders .....	10% + GST
Certified Cheque .....	\$25.00
Cashing Cheques.....	\$10.00
Commissioner of Oaths.....	\$20.00 + GST
Notary Public .....	\$20.00 + GST

## Miscellaneous

Deposit Bag Replacement.....	\$10.00 + GST
Annual Night Deposit.....	\$30.00 + GST
Non-Profit & Community Groups .....	\$10.00 +GST
Additional Night Deposit Key.....	\$10.00 +GST
Special Order Foreign Currency – member only	\$6.50 + GST
Photocopies or Fax .....	\$2.00/page + GST
Additional Rubber Stamps .....	\$20.00 + GST/PST

## Overdraft (OD) and Dishonored Loan Payment

Dishonored Customer Automated Funds Transfer (CAFT) loan payment from another Financial Institution .....	\$10.00
Dishonored loan payment from deposit account .....	\$7.50
Overdraft/Over Limit Fee.....	\$5.00/item

## Line of Credit Fee/OD Protection - Consumer

Under \$500.00.....	\$10.00/year
\$500.00 and over.....	\$25.00/year

## Line of Credit Fee - Ag/Commercial

Under \$5,000.00.....	\$50.00/year
\$5,000 and under \$10,000.00 .....	\$100.00/year
\$10,000.00 and under \$100,000.00 .....	\$250.00/year
\$100,000.00 and under \$500,000.00 .....	\$500.00/year
\$500,000 and over.....	Per Individual Contract

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.



## Registered

Registered T2033 Transfer Out to another Financial Institution .....	\$100.00 + MTC \$7.50
Registered Plan – Duplicate Official Receipts /T4 RIF/T4 RSP .....	\$15.00
RRSP/TFSA Excess Contribution Refund.....	\$25.00

## Wire Transfers

To Canadian Financial Institutions.....	\$25.00
To U.S. Financial Institutions .....	\$30.00
To Foreign Financial Institutions.....	\$40.00
From Other Financial Institutions.....	\$20.00
Incoming .....	\$20.00
Wire Traces or Incomplete Wire Instructions..	\$40.00

## Western Union

All Bank Drafts .....	\$7.50
Stop Payment .....	\$30.00
Trace Request.....	\$30.00/hr (Minimum \$15.00)
Collection Item .....	\$40.00
Return Cheque .....	\$20.00
Cash Letter .....	\$40.00
Online Remittance Fixes Transaction Fee.....	\$9.00
Online Remittance Principal Amount Variable Fee .....	1.0%

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa<sup>®</sup> debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free<sup>®</sup> ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.

## Access to Basic Banking

The credit union recognizes the importance of access to banking services and will take reasonable measures to ensure access to a basic banking account. A credit union may restrict account services to reasonably protect itself from credit losses from account users.

## Advertising and Sales Practices

The credit union will ensure our advertising and promotional literature is not deceptive or misleading.

The credit union will not practice tied or coercive selling.

The credit union will not impose undue pressure or coerce you to obtain a product or service from the credit union and any of its affiliates as a condition of obtaining another product or service from the credit union. You will not be unduly pressured to buy a product or service that you do not want in order to obtain another desired product or service. The credit union may show its interest in your business or appreciation of your loyalty by offering preferential pricing or bundling of products and services with more favorable terms. These practices should not be confused with coercive tied selling.

The credit union's requirements will be reasonable and consistent with its level of risk. The law allows the credit union to impose reasonable requirements on consumers as a condition for granting a loan or to provide a specific service, but only to the extent necessary for the credit union to manage its risk or its cost or to comply with the law.

The credit union will not knowingly take advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of facts or any other unfair dealing or unethical activity.

The credit union will act fairly and reasonably towards you in an ethical manner; in doing so, it will consider your conduct, its conduct and the contract between us.

In meeting the credit union's key commitments to you, it will have regard to its prudential obligations.

## Inactive Accounts

An **inactive** account is an account which has had no member generated financial transactions within a **two-year** time period. After the two years the balances are treated as unclaimed based on Credit Union regulations.

®*INTERAC* is a registered Trademark owned by Interac Inc. and is used under licence.

®MemberDirect® and Design are registered trademarks owned by Canadian Credit Union Association (CCUA) and is used under licence.

®DING FREE & Design are registered trademarks of Central 1 Credit Union, used under licence.

®CIRRUS is a registered Trademark owned by Cirrus Systems Inc. and is used under licence.

\* Debit transactions include ATM withdrawals, direct payment/POS, Visa® debits, pre-authorized payments/debits/ transactions, cover-draft transfers, electronic transfers, telephone and online bill payments, cheques, assisted transfers and assisted withdrawals

\*\*Electronic debit transactions include ATM withdrawals (Saskatchewan credit unions and ding free® ATM), un-assisted bill payments, direct payment, Visa debits, pre-authorized payments

†CU Connect is a no charge branch network that allows members to conduct financial transactions at most credit union branches in Saskatchewan without additional cost.