



Business Accounts and Service Fees

Effective December 1, 2022



KINDRED
Credit Union

BANKING WITH PURPOSE
SINCE 1964



WAYS TO BANK

We offer a number of convenient ways to bank, from in person options to remote alternatives.

If you're not yet set up with our remote banking alternatives, now is a great time to do so. This will ensure you're able to continue banking with us, even if you're not able to visit us in person. You can access your accounts in many ways.

Banking in person

While we have lots of remote ways to bank, if you'd like to visit us in person, we're still here for you. Visit one of our 8 full service branches and we'll be happy to answer your questions, help you with transactions or help you make a plan to meet your financial goals.

Online banking

To sign in to Online Banking, visit kindredcu.com and click the login button in the top right corner of your screen. If it is your first time using online banking, see our full instructions for setting up Online Banking.

Mobile app

The Kindred Mobile App is available on iPhone and Android devices. With a host of convenient features, it's a fast and secure way to handle everyday banking wherever and whenever it suits you. Get the iPhone App. Get the Android App. If you're not sure how to start or you need to obtain your login details, please call our Member Contact Centre at 1.888.672.6728.

TIP: If you have a cheque to deposit, with Deposit Anywhere™ you can quickly and securely deposit it with your smartphone or tablet, from anywhere, day or night.

On-site Services

In addition to our branches, we offer a weekly presence at Parkwood Mennonite Home in Waterloo each Wednesday from 9:30 to 10:30 a.m. to help residents bank in the comfort of their own home environment.

Drop Box (night deposit)

Our Drop Box isn't just for night owls! All of our branches have a Drop Box, much like a library book deposit. The Drop Box is available 24/7 and you can use it to deposit cash and cheques, as well as transfer slips, signed documents, and information for our Investment or Lending staff members. Simply place your deposit in an envelope and include a note with your name, member number, and the account you'd like your funds deposited into; ensure the envelope is sealed; and drop it in the depository.

Extended Area Services

Because we're committed to our rural communities, we also have four drop boxes where rural members can make non-cash deposits. These are serviced by our Elmira, Mount Forest, and New Hamburg branches. Please contact your local branch for more details.

The Drop Box will be checked Monday to Friday and deposits will be processed at the start of the following business day.

ATM

Enjoy surcharge-free transactions. All EXCHANGE ATMs are able to complete a cash withdrawal, PIN change, transfer, or balance inquiry and thousands have the ability to complete a deposit instantly into your bank account. Stop using ATMs that charge you a few dollars every time you need some quick cash, and find an EXCHANGE ATM instead!

Interac Etransfer®

Interac e-Transfer offers a convenient, contact-free way for you to send money through online banking and our mobile app, quickly and securely, to anyone with an online banking account in Canada and an email address or mobile phone.

Select account packages offer a limited number of free *Interac* e-Transfer transactions, as well as the Request Money and Autodeposit features, making online banking easier and more affordable.

NOTE: There's a \$1.00/transaction *Interac* e-Transfer fee for all other Personal banking and Business banking chequing and savings accounts. Refer to the Personal and Business Service Fee Schedules for details. Fees are subject to change.

Virtual Meetings

Our Wealth and Investment and Lending team members are available to meet with you by phone or virtually to serve you and would be happy to schedule appointments in the format you are most comfortable with.

If you know the phone extension of the branch staff member you would like to connect with, you can call 1.888.672.6728 and enter their extension. Or, simply send them an email to schedule a meeting.

Use our online scheduling tool to book an individual appointment with a Kindred staff member today!

Personal Access Code for Banking

Mobile and Online require a password (PAC). If you don't know your password, or have forgotten, please call 1.888.672.6728

CHEQUING ACCOUNT

This pay-as-you-go account lets you pay for services as you use them (see the Service Fees section, starting on page 7).

SAVINGS ACCOUNTS

Interest on all savings accounts is calculated daily and paid monthly.

CUBILL® Savings

This tiered savings account earns interest based on your minimum daily balance. On balances between \$10,000 and \$49,999 interest is earned at the tiered rate on the entire amount. Balances of \$50,000 and over earn a premium rate on the amount within the tier.

High Interest Savings Account

This account lets you have access to your money when you need it. Get ONE free debit (withdrawal, transfer, bill payment, or electronic debit) per month; additional debits are \$5.00. No minimum deposit required.

Plan 24 Savings

This interest-bearing savings account pays interest based on your minimum daily balance. You can make periodic withdrawals without losing interest income.

USD Account

This account offers tiered daily interest savings in US Dollars (USD). There is an option to write cheques in USD; a US\$1.50 fee applies for each US cheque cleared, with a minimum monthly fee of US\$5.00.

ADDITIONAL DAILY BANKING PRODUCTS

Mastercard® Credit Cards

From Tap & Go®, AutoPay, and Zero Liability fraud and purchase protection, to rewards and cash-back, Kindred's suite of Business and Personal Mastercard credit cards work as hard as you do.

Did you know?

For every dollar you spend on your Mastercard, we contribute to the Kindred Charitable Fund. It's just another way we're #BankingWithPurpose!

For more information on Kindred's suite of Mastercard credit cards, visit kindredcu.com/business-mastercard

GUIDELINES FOR SETTING SERVICE FEES

Kindred's Board of Directors has established the following four guidelines for setting service fees:

1. Members using the same service are to receive fair and equitable treatment.
2. Members in extraordinary circumstances may receive extraordinary consideration.
3. It is important that members perceive service fees as fair and competitive, and that value is received for the service rendered, including paying their fair share of costs for the services used.
4. Charges and fees may be set to stimulate the usage of certain services or to deter undesirable practices, such as the writing of NSF cheques.

NOTE: *This service fee schedule includes the most common fees; other service fees may apply. Call or visit your local branch if you have any questions.*

All fees are charged in the currency of the account.

CHEQUING ACCOUNTS

We offer members business chequing plans that are competitively priced and make managing your daily banking easier.

Our plans offer a variety of access to the following services on your business chequing accounts^{1,2} with each plan tailored to meet your specific business needs.

Business Chequing Account Services – Included as specified for the Prosper, Plus, and Premier plans

- ATM withdrawals (ACCULINK, Interac, THE EXCHANGE)³
- Bill payments (Online and Phone banking, Kindred ATMs, and In Branch)
- Cheque clearing
- *Interac* eTransfers
- *Interac* Online Payments
- *Interac* Point-of-sale purchases
- Pre-authorized debit transactions

Pay-As-You-Go – No monthly access fee

This pay-as-you-go option lets you pay for services as you use them (see the Service Fees section).

Business Prosper Plan – Monthly access fee \$15

This plan includes any combination of 30 transactions of the business chequing account services each month for a low monthly fee^{1,2}.

Business Plus Plan – Monthly access fee \$30

This plan includes any combination of 70 transactions of the business chequing account services each month^{1,2}.

Business Premier Plan – Monthly access fee \$80

This account is full-service and offers unlimited access to the business chequing account services².

¹ Service fees apply to each additional transaction exceeding the number included in the plan.

² Maintenance fees for a chequing account with a line of credit are not included in the price of the packages, and remain a separate cost.

³ Does not apply to US and International ATM transactions.

Business Chequing Account Comparison Chart

	Pay-As-You-Go	Business Prosper Plan Includes any 30 red transactions for free	Business Plus Plan Includes any 70 red transactions for free	Business Premier Plan
Monthly fee	N/A	\$15	\$30	\$80
Number of transactions per month	N/A	30 ¹	70 ¹	Unlimited
▶▶ In Branch Transactions				
Bill payments	\$1.50	\$1.50 ⁴	\$1.50 ⁴	included
Deposits, withdrawals, and transfers	included	included	included	included
Drafts (CAD)	\$10.00	\$10.00	\$10.00	\$10.00
Drafts (USD, and International)	\$8.50	\$8.50	\$8.50	\$8.50
Certified cheques (CAD)	\$7.50	\$7.50	\$7.50	\$7.50
▶▶ Self-Serve Transactions				
Bill payments (Online and Phone Banking, and Kindred ATMs)	\$0.80	\$0.80 ⁴	\$0.80 ⁴	included
Cheque clearing (includes pre-authorized cheques)	\$1.05	\$1.05 ⁴	\$1.05 ⁴	included
Cheque clearing – with image returned	\$1.55	\$1.55 ⁴	\$1.55 ⁴	included
Interac eTransfers	\$1.00	\$1.00 ⁴	\$1.00 ⁴	included
Interac Online Payments	\$1.00	\$1.00 ⁴	\$1.00 ⁴	included
Pre-authorized debit transactions	\$1.00	\$1.00 ⁴	\$1.00 ⁴	included
▶▶ Card Transactions				
ATM deposits, transfers, and inquiries (Kindred, ACCULINK, and THE EXCHANGE)	included	included	included	included
ATM withdrawals (ACCULINK, THE EXCHANGE)	\$1.00	\$1.00 ⁴	\$1.00 ⁴	included
ATM withdrawals (Interac)	\$1.50	\$1.50 ⁴	\$1.50 ⁴	included
ATM withdrawals (Kindred)	included	included	included	included
ATM withdrawals (US or international ATM)	\$5.00	\$5.00	\$5.00	\$5.00
Interac Point-of-sale purchases	\$1.00	\$1.00 ⁴	\$1.00 ⁴	included
▶▶ Other				
NSF cheque returned	\$50	\$50	\$50	\$50
Overdraft penalty (unauthorized)	\$5/transaction + 24% interest	\$5/transaction + 24% interest	\$5/transaction + 24% interest	\$5/transaction + 24% interest
Paper statements and e-statements (monthly or quarterly)	included	included	included	included
Personalized cheque orders	supplier's cost	supplier's cost	supplier's cost	supplier's cost

¹ Service fees apply to each additional transaction exceeding the number included in the plan.

⁴ Service fee after maximum free transactions.

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Account and Funds Confirmation

Account research	\$10.00 –\$20.00/hr²
Auditor's Confirmation (requested by member or accountant)	\$30.00²
Credit Inquiry (requested by member)	\$15.00²
Verification of Account Balances (written)	\$20.00²
Verification of Funds Available (auction day verification)	\$25.00 - \$75.00²

Automated Funds Transfer (AFT)

Additional originator IDs	\$75.00²
Automatic release	\$45.00/month²
Direct deposit or PAD transaction (per transaction over 200)	\$0.10²
File traces, recalls, and error corrections	\$20.00^{2,8}
Manual release/upload of AFT file	\$25.00^{2,9}
Rejected AFT	\$10.00²
Set-up	\$150.00²
2-Step Security: Hard Token (New and replacements)	\$10.00 plus shipping fees
2-Step Security: Soft Token	No charge

Automated Teller Machine (ATM) Deposits, Transfers, and Inquiries

Kindred, ACCULINK®/THE EXCHANGE® ATMs	No charge
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ATM Withdrawals¹

Kindred ATMs	No charge
ACCULINK/THE EXCHANGE ATMs	\$1.00
Interac® network ATMs	\$1.50
US and International (Plus and THE EXCHANGE ATMs)	\$5.00

Bill Payments¹

In branch	\$1.50
Kindred ATM	\$0.80
Online and Phone banking	\$0.80
Payment trace	\$25.00

Cards

Member Card replacement	\$10.00
Member Card PIN change at Kindred ATM	No charge

Cheques

Canadian cheque payable in USD ³	\$10.00
Certified cheque	
Member	\$7.50
Non-member	\$30.00
Chargebacks (cheques returned to member)	\$6.00
Cheque clearing (includes pre-authorized cheques)	
Business	\$1.05
USD account	\$1.50
Cheque images returned with statement	\$0.50/chq
Cheque order	
Counter cheques (page of 4)	\$5.00 ²
Personalized	Cost varies
Copy of cheque deposited by member	\$20.00/hr (min. \$10.00) ²
Copy of cheque written by member	\$2.50/chq for first 15 chqs; \$1.50/chq thereafter ²
Stop cheque	
In-branch or by phone	\$13.00
Self serve online	\$8.50
Unencoded cheque	
Member	\$5.00
Non-member	\$10.00

Collection Items

Foreign currency items	\$50.00 ²
Letter handling fee	\$20.00 ²

Deposits, Withdrawals, and Transfers¹ – in branch	No Charge
Foreign Currency USD	No Charge
Other Foreign Currency	\$15.00

Drafts^{1,7}

Canadian	\$10.00
International	\$8.50
US Dollars	\$8.50

Electronic Item Clearing¹

Interac Online Payment	\$1.00
Interac Point-of-Sale purchase	\$1.00
Pre-Authorized Debit (PAD)	
PAD transaction	\$1.00
Reimbursement claim	\$7.00
Trace	\$25.00

Electronic Item Clearing¹ continued...

Stop payments in-branch or by phone	\$13.00
Self serve online	\$8.50

Loans and Mortgages

Business Line of Credit maintenance fee	Tiered
Construction mortgage administration/handling fee (per draw)	\$250.00
Non-processed loan payment	\$5.00
Late loan payment (per transfer)	\$10.00
Letter of Credit	greater of \$300.00 or 1/4 of 1% of authorized amount
Loan payment deferral	\$150.00
Commercial/Agricultural loan re-write	\$300.00
Missing Reports fee	\$150.00 – \$500.00
Mortgage payout processing fee	\$200.00
Mortgage renewal	\$50.00
Mortgage renewal late charge	\$100.00
Mortgage transfer to another FI	\$250.00
Multiple loan advances (first three advances are free) ⁵	\$75.00
PPSA	
Registration ³	\$100.00 - \$175.00
Amendments	\$25.00
Partial discharge	\$25.00
Search (requested by the member)	\$25.00 ²
Property search prior to re-advancement of collateral mortgage	\$50.00
Registration of mortgage discharge fee (per charge)	\$175.00

Membership

Inactive notice / Dormant membership	Cost varies
Membership closure	\$25.00
Relocate to another Kindred branch	No charge

Other Services

Farm record book	\$20.00
Postdated Items	No charge

Overdraft Protection

Coverdraft Transfer (per day when utilized)	\$5.00
Item returns	
NSF item	\$5.00
NSF item (item returned)	\$50.00
For other reasons ³	\$7.00
Transfer – manual	\$10.00
Unauthorized penalty	24% interest

Safety Deposit Boxes (measured in inches)

1.5 x 5	\$40.00 ²
2.5 x 5	\$50.00 ²
3.25 x 5	\$60.00 ²
2.5 x 10	\$70.00 ²
5 x 5	\$70.00 ²
10 x 5	\$105.00 ²
Box maintenance	
Drilling fee	\$200.00
Replacement key	\$25.00

Statements

Current transaction print-out	\$2.00
E-Statement	No charge
Mini-statement at Kindred ATM	No charge
Monthly or quarterly	No charge
Replacement copy (printed in branch)	\$5.00
Replacement copy (special order)	\$20.00

Transfer Funds¹

Account transfer to other financial institution	\$30.00
Between accounts ⁶	
In branch or by telephone	No charge
Online and phone banking	No charge
Interac eTransfer – receive funds	No charge
– send or request funds	\$1.00

Wire Funds

Amendments and traces	\$30.00
Incoming ³	
Canadian/foreign funds	\$3.50 + Central 1 cost (varies)
US funds ¹⁰	\$6.00 + Central 1 cost (varies)
Outgoing ³	
Canadian/foreign funds	\$20.00 + Central 1 cost (varies)
US funds ¹⁰	\$20.00 + Central 1 cost (varies)

We also offer the following for your convenience:

Account Inquiries

Assistance with moving your accounts to Kindred

Bill Payment Remittance Processing

Canada Savings Bonds and Ontario Savings Bonds redemptions

Direct deposit payroll

Extended Area Services

- Business Reply Mail envelopes

- Drop boxes

- Toll-free telephone numbers

Federal Government payments

- Citizenship and immigration payments

- CRA payments (tax remittances)

- Customs remittances

- Direct deposit

Business Payment Solutions

Mastercard cash advances and payments

Mastercard credit cards

Drop box deposits

Travel insurance

¹ For High Interest Savings Account, charges may apply.

² Subject to HST.

³ Fees include direct charges from external service providers such as Central 1, CGI, and Collabria. These charges are beyond Kindred's control and may change without notice.

⁵ Excludes construction financing advances.

⁶ Phone transfers must be a minimum of \$100.00 or the balance of the account.

⁷ Fees charged in the currency of the account.

⁸ If more than 10, add \$1.00 per transaction.

⁹ If multiple files are batched, fees will apply to each file.

¹⁰ Fees for wires sent and received in USD funds are charged in USD.

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