



# Organization Accounts and Service Fees

Effective January 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](http://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

## ORGANIZATION ACCOUNTS

These accounts are available for organizations, not-for-profit corporations, associations, or co-operative entities that reflect community-minded values consistent with those of the credit union.

Recognizing the positive impact our organization members have in our communities, we are pleased to provide Organization Account services at **50% of our business service fees** for these commonly used daily transactions:

ATM Withdrawal	Business Account Service Fee
ACCULINK/THE EXCHANGE ATMs	\$1.00
Interac® network ATMs	\$1.50
US and International (Plus and THE EXCHANGE ATMs)	\$5.00
Bill Payments	
In branch	\$1.50
Online and Phone banking	\$0.80
Kindred ATM	\$0.80
Cheques	
Cheque clearing (includes pre-authorized cheques)	\$1.05
Cheque images returned with statement	\$0.50/cheque
Electronic Item Clearing	
Interac Online Payment	\$1.00
Interac Point-of-Sale purchase	\$1.00
Pre-Authorized Debit (PAD) transaction	\$1.00
Transfer Funds	
Interac eTransfer (sending funds)	\$1.00

## CHURCH AND CHARITABLE ORGANIZATION ACCOUNTS

Primary Church memberships and Canada Revenue Agency (CRA) registered charities will continue to receive daily transactions at no charge.

## CHEQUING ACCOUNT

### Organization Chequing Account

This pay-as-you-go account lets your organization pay for services as you use them. Interest is earned based on the minimum daily balance.

## SAVINGS ACCOUNTS

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

### CUBILL® Savings

This tiered savings account earns interest based on the 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 allows access to 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 the 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/Mastercard](http://kindredcu.com/Mastercard).

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## 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.***

	Organization Accounts	Church and CRA Accounts <sup>5</sup>
<b>Account and Funds Confirmation</b>		
Account research . . . . .	\$10.00 – \$20.00/hr <sup>2</sup>	\$10.00 – \$20.00/hr <sup>2</sup>
Auditor's Confirmation		
(requested by member or accountant) . . . . .	\$30.00 <sup>2</sup>	\$30.00 <sup>2</sup>
Credit Inquiry (requested by member) . . . . .	\$15.00 <sup>2</sup>	\$15.00 <sup>2</sup>
Verification of Account Balances (written) . . . . .	\$20.00 <sup>2</sup>	\$20.00 <sup>2</sup>
Verification of Funds Available		
(auction day verification) . . . . .	\$25.00 – \$75.00 <sup>2</sup>	\$25.00 – \$75.00 <sup>2</sup>
<b>Automated Funds Transfer (AFT)</b>		
Additional originator IDs . . . . .	\$75.00 <sup>2</sup>	\$50.00 <sup>2</sup>
Automatic release . . . . .	\$45.00/month <sup>2</sup>	\$30.00/month <sup>2</sup>
Direct deposit or PAD transaction (per transaction over 200) . . . . .	\$0.10 <sup>2</sup>	\$0.10 <sup>2</sup>
File traces, recalls, and error corrections . . . . .	\$20.00 <sup>2,10</sup>	\$20.00 <sup>2,10</sup>
Manual release/upload of AFT file . . . . .	\$25.00 <sup>2,11</sup>	\$15.00 <sup>2,11</sup>
Rejected AFT (per transaction) . . . . .	\$10.00 <sup>2</sup>	\$10.00 <sup>2</sup>
Set-up . . . . .	\$150.00 <sup>2</sup>	\$100.00 <sup>2</sup>
2-Step Security: Hard Token (New and replacements) . . . . .	\$10.00 <sup>2</sup>	\$10.00 <sup>2</sup>
	plus shipping fees	plus shipping fees
2-Step Security: Soft Token . . . . .	No charge	No charge
<b>Automated Teller Machine (ATM) Deposits, Transfers, and Inquiries</b>		
Kindred, ACCULINK®/THE EXCHANGE® ATMs . . . . .	No charge	No charge
<b>ATM Withdrawals<sup>1</sup></b>		
Kindred ATMs . . . . .	No charge	No charge
ACCULINK/THE EXCHANGE ATMs . . . . .	\$0.50	No charge
Interac® network ATMs . . . . .	\$0.75	No charge
US and international (Plus and THE EXCHANGE ATMs) . . . . .	\$2.50	No charge
<b>Bill Payments<sup>1</sup></b>		
In branch . . . . .	\$0.75	No charge
Kindred ATM . . . . .	\$0.40	No charge
Online and Phone banking . . . . .	\$0.40	No charge
Payment trace . . . . .	\$25.00	\$25.00

	Organization Accounts	Church and CRA Accounts <sup>5</sup>
<b>Cards</b>		
Member Card replacement	\$10.00	\$10.00
Member Card PIN change at Kindred ATM	No charge	No charge
<b>Cheques</b>		
Canadian cheque payable in USD <sup>3</sup>	\$10.00	\$10.00
Certified cheque		
Member	\$7.50	\$7.50
Non-member	\$30.00	\$30.00
Chargebacks (cheques returned to member)	\$6.00	\$6.00
Cheque clearing (includes pre-authorized cheques)		
Business	\$0.525	No charge
USD account	\$1.50	\$1.50
Cheque images returned with statement	\$0.25/chq	No charge
Cheque order		
Counter cheques (page of 4)	\$5.00 <sup>2</sup>	\$5.00 <sup>2</sup>
Personalized	Cost varies	Cost varies
Copy of cheque deposited by member	\$20.00/hr (min. \$10.00) <sup>2</sup>	\$20.00/hr (min. \$10.00) <sup>2</sup>
Copy of cheque written by member (for first cheque/for each cheque thereafter)	\$2.50/\$1.50 <sup>2</sup>	\$2.50/\$1.50 <sup>2</sup>
Stop cheque		
In-branch or by phone	\$13.00	\$13.00
Self serve online	\$8.50	\$8.50
Unencoded cheque		
Member	\$5.00	\$5.00
Non-member	\$10.00	\$10.00
<b>Collection Items</b>		
Foreign currency items	\$50.00 <sup>2</sup>	\$50.00 <sup>2</sup>
Letter handling fee	\$20.00 <sup>2</sup>	\$20.00 <sup>2</sup>
<b>Deposits, Withdrawals, and Transfers<sup>1</sup></b>		
In branch	No Charge	No Charge
Foreign Currency USD in branch	No Charge	No Charge
Other Foreign Currency in branch	\$15.00	\$15.00
<b>Drafts<sup>1,9</sup></b>		
Canadian	\$10.00	\$10.00
International	\$8.50	\$8.50
US Dollars	\$8.50	\$8.50



	Organization Accounts	Church and CRA Accounts <sup>5</sup>
<b>Electronic Item Clearing<sup>1</sup></b>		
Interac Online Payment . . . . .	\$0.50	No Charge
Interac Point-of-Sale purchase . . . . .	\$0.50	No Charge
Pre-Authorized Debit (PAD)		
PAD transaction . . . . .	\$0.50	No Charge
Reimbursement claim . . . . .	\$7.00	\$7.00
Trace . . . . .	\$25.00	\$25.00
Stop payments		
In branch or by phone . . . . .	\$13.00	\$13.00
Self serve online . . . . .	\$8.50	\$8.50
<b>Loans and Mortgages</b>		
Business Line of Credit maintenance fee . . . . .	tiered	tiered <sup>6</sup>
Construction mortgage		
administration/handling fee (per draw) . . . . .	\$250.00	\$250.00
Non-processed loan payment . . . . .	\$5.00	\$5.00
Late loan payment (per transfer) . . . . .	\$10.00	\$10.00
Letter of Credit . . . . .	greater of \$300.00 or 1/4 of 1% of authorized amount	greater of \$300.00 or 1/4 of 1% of authorized amount
Missing Reports fee . . . . .	\$150.00 to \$500.00	\$150.00 to \$500.00
Mortgage payout processing fee . . . . .	\$200.00	\$200.00
Mortgage renewal . . . . .	\$50.00	\$50.00
Mortgage renewal late charge . . . . .	\$100.00	\$100.00
Mortgage transfer to another FI . . . . .	\$250.00	\$250.00
Multiple Loan Advances (first three advances are free) <sup>7</sup> . . . . .	\$75.00	\$75.00
PPSA		
Amendments . . . . .	\$25.00	\$25.00
Partial discharge . . . . .	\$25.00	\$25.00
Registration <sup>3</sup> . . . . .	\$100.00 to \$175.00	\$100.00 to \$175.00
Search (requested by the member) . . . . .	\$25.00 <sup>2</sup>	\$25.00 <sup>2</sup>
Property search prior to re-advancement of collateral mortgage . . . . .	\$50.00	\$50.00
Registration of mortgage discharge fee (per charge) . . . . .	\$175.00	\$175.00
<b>Membership</b>		
Inactive notice / Dormant membership . . . . .	Cost varies	Cost varies
Membership closure . . . . .	\$25.00	\$25.00
Relocate to another Kindred branch . . . . .	No charge	No charge

	Organization Accounts	Church and CRA Accounts <sup>5</sup>
<b>Other Services</b>		
Farm record book	\$20.00	\$20.00
Postdated Items	No charge	No charge
<b>Overdraft Protection</b>		
Coverdraft Transfer (per day when utilized)	\$5.00	\$5.00
Item returns		
NSF item	\$5.00	\$5.00
NSF item (item returned)	\$50.00	\$50.00
For other reasons <sup>3</sup>	\$7.00	\$7.00
Transfer – manual	\$10.00	\$10.00
Unauthorized penalty	24% interest	24% interest
<b>Safety Deposit Boxes (measured in inches)</b>		
1.5 x 5	\$40.00 <sup>2</sup>	\$40.00 <sup>2</sup>
2.5 x 5	\$50.00 <sup>2</sup>	\$50.00 <sup>2</sup>
3.25 x 5	\$60.00 <sup>2</sup>	\$60.00 <sup>2</sup>
2.5 x 10	\$70.00 <sup>2</sup>	\$70.00 <sup>2</sup>
5 x 5	\$70.00 <sup>2</sup>	\$70.00 <sup>2</sup>
10 x 5	\$105.00 <sup>2</sup>	\$105.00 <sup>2</sup>
Box maintenance		
Drilling fee	\$200.00	\$200.00
Replacement key	\$25.00	\$25.00
<b>Statements</b>		
Current transaction print-out	\$2.00	\$2.00
E-Statement	No charge	No charge
Mini-Statement at Kindred ATM	No charge	No charge
Monthly or quarterly	No charge	No charge
Replacement copy (printed in branch)	\$5.00	\$5.00
Replacement copy (special order)	\$20.00	\$20.00
<b>Transfer Funds<sup>1</sup></b>		
Account transfer to other financial institution	\$30.00	\$30.00
Between accounts <sup>8</sup>		
In branch or by telephone	No charge	No charge
Online and phone banking	No charge	No charge
Interac eTransfer – receive funds	No charge	No charge
– send or request funds	\$0.50	No charge

	Organization Accounts	Church and CRA Accounts <sup>5</sup>
<b>Wire Funds</b>		
Amendments and traces	\$30.00	\$30.00
Incoming <sup>3</sup>		
Canadian/foreign funds	\$3.50 + Central 1 cost (varies)	\$3.50 + Central 1 cost (varies)
US funds <sup>12</sup>	\$6.00 + Central 1 cost (varies)	\$6.00 + Central 1 cost (varies)
Outgoing <sup>3</sup>		
Canadian/foreign funds	\$20.00 + Central 1 cost (varies)	\$20.00 + Central 1 cost (varies)
US funds <sup>12</sup>	\$20.00 + Central 1 cost (varies)	\$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
- 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
- Drop box deposits
- Travel insurance

<sup>1</sup> For High Interest Savings Account, charges may apply.

<sup>2</sup> Subject to HST.

<sup>3</sup> 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.

<sup>5</sup> A Canadian Registered Charity, as indicated by the Canada Revenue Agency.

<sup>6</sup> Churches are not assessed a Line of Credit maintenance fee.

<sup>7</sup> Excludes construction financing.

<sup>8</sup> Phone transfers must be a minimum of \$100.00 or the balance of the account.

<sup>9</sup> Fees charged in the currency of the account.

<sup>10</sup> If more than 10, add \$1.00 per transaction.

<sup>11</sup> If multiple files are batched, fees will apply to each file.

<sup>12</sup> Fees for wires sent and received in USD funds are charged in USD.

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