



Business Accounts and Service Fees

Effective July 1, 2018



**BANKING
WITH
PURPOSE**

BANKING TAILORED TO YOU

At Kindred, we provide cooperative banking that connects values and faith with finances, inspiring peaceful, just, and prosperous communities. We understand that your business banking preferences are as unique as you are. Our friendly staff pride themselves on knowing you and understanding your needs so that you receive the best service possible!

WAYS TO BANK

In-branch

If you prefer face-to-face interactions when you bank, we encourage you to use our in-branch services. Don't like reading your account transactions on a smartphone? Or maybe you choose not to own a computer? We will mail your account statements to your home at no charge!

ATM

Kindred has conveniently located ATMs at each of our branches. Your *MEMBER CARD*[®] debit card gives you access to your accounts at ATMs across Canada and around the world!

Mobile

Mobile App – The Kindred Mobile App is available on iPhone and Android[™] devices. With a host of convenient features, including Deposit Anywhere[™] which allows you to deposit your cheques with a snap, Mobile App is a fast and secure way to handle everyday banking wherever and whenever it suits you.

Mobile Web – An optimized version of Kindredcu.com for any type of smartphone, allowing you to bank on the go! *MemberDirect*[®] Mobile Web delivers the same high level of security and functionality and you can easily access account activity and perform transactions without the need to pinch, scroll, or zoom.

Online

Designed to meet the financial needs of small businesses, organizations, and agriculture operations, *MemberDirect* Small Business Online Banking is a smart, simple, and seamless platform that allows you to access your account when you are on the move or at your desk.

Phone

Bank at your convenience using a touch-tone phone with *MemberDirect* Phone Banking available 24 hours a day, 7 days a week. Simply phone 1.844.320.5380.

Extended Area Services

Because we're committed to our rural communities, we have five drop boxes where rural members can make non-cash deposits. We also offer toll-free phone numbers and provide postage-paid envelopes to our distance members.

Personal Access Code for Banking

Mobile, Online, and Phone Banking require a Personal Access Code (PAC). If you don't know your PAC, or have forgotten, please call or visit your local branch.

How is Kindred different?

Our values of compassion, integrity, and stewardship are at the core of what we do at Kindred. Please refer to Share magazine, visit kindredcu.com, or speak with your local branch staff for details about our many values-based products!

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.

Optimum Savings

This high interest savings 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.

GUIDELINES FOR SETTING SERVICE FEES

Kindred's member-appointed Board of Directors has established the following six 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.
4. With fair and favourable pricing relative to the marketplace, members are to pay their fair share of costs for the services that they use.
5. 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.
6. In general, charges and fees are to be competitive in comparison with similar services or deterrent intentions available elsewhere.

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. Individual services and fees are subject to change at any time without notice.

Account and Funds Confirmation

Account research	\$10.00 –\$20.00/hr ²
Auditor's Confirmation (requested by member or accountant)	\$30.00 ²
Credit Inquiry (requested by member)	\$15.00 ²
Verification of Account Balances (written)	\$20.00 ²
Verification of Funds Available (auction day verification)	\$25.00 - \$75.00 ²

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	\$0.80
Interac [®] network ATMs	\$1.00
US and International (Plus and THE EXCHANGE ATMs)	\$3.00

Bill Payments¹

In branch	\$1.50
Kindred ATM	\$0.80
MemberDirect [®] Online and Phone banking	\$0.80
Payment trace	\$20.00

Cards

GLOBAL PAYMENT Mastercard card PIN change at Kindred ATM	No charge
Interac Flash [®] opt out	\$20.00
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	\$25.00
Chargebacks (cheques returned to member)	\$5.00
Cheque clearing (includes pre-authorized cheques)	
Business	\$0.85
USD account	\$1.50
Cheque images returned with statement	\$0.50/chq
Cheque order	
Counter cheques ⁴	\$1.00 each ²
Personalized	Cost varies

Cheques (continued)

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 thereafter²
Stop cheque	
In-branch	\$12.50
<i>MemberDirect</i> online	\$8.50
Unencoded cheque	
Member	\$5.00
Non-member	\$10.00

Collection Items

Foreign currency items	\$50.00²
Letter handling fee	\$20.00²

CU Pay Automated Funds Transfer (AFT)

Additional settlement (multiple dates)	\$10.00²
File traces, recalls, and error corrections	\$10.00²
Per file	\$40.00²
Per transaction over 200	\$0.10²
Rejected AFT	\$10.00²
Set-up	\$135.00²

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

Drafts¹

Canadian	\$7.50
International	\$7.50
US Dollars	\$7.50

Electronic Item Clearing¹

GLOBAL PAYMENT™ Mastercard® card transactions	\$0.80
<i>Interac</i> Online Payment	\$0.80
<i>Interac</i> Point-of-Sale purchase	\$0.80
Pre-Authorized Debit (PAD)	
PAD transaction	\$0.80
Reimbursement claim	\$7.00
Trace	\$20.00
Stop payments	\$12.50
<i>MemberDirect</i> online	\$8.50

Loans and Mortgages

Agricultural/Commercial loan extension	\$125.00
Business Line of Credit maintenance fee	Tiered
Commercial/Agricultural loan re-write	\$250.00
Construction mortgage administration/handling fee (per draw)	\$125.00
Failed loan payment	\$5.00
Late loan payment (per transfer)	\$10.00
Letter of Credit	greater of \$200.00 or 1/8 of 1% of authorized amount
Missing Reports fee	\$100.00 – \$200.00
Mortgage payout processing fee	\$200.00
Mortgage renewal	\$50.00
Mortgage renewal late charge	\$75.00
Multiple loan advances (first three advances are free) ⁵	\$50.00
PPSA	
Registration ³	\$75.00 - \$150.00
Amendments	\$20.00
Partial discharge	\$20.00
Search (requested by the member)	\$25.00 ²
Property search prior to re-advancement of collateral mortgage	\$44.00
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	\$10.00
Night Deposit Wallet	\$60.00
Postdated Items	No charge

Overdraft Protection

Coverdraft/Get Money (per day when utilized)	\$5.00
Item returns	
NSF item	\$5.00
NSF item (item returned)	\$45.00
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
<i>MemberDirect</i> 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
<i>MemberDirect</i> online and phone banking	No charge
<i>Interac</i> eTransfer – receive funds	No charge
– send or request funds	\$0.80

Wire Funds

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

We also offer the following for your convenience:

Account Inquiries

Canada Savings Bonds and Ontario Savings Bonds redemptions

CU Switch – moving your primary chequing account to Kindred is easy!

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

Night deposits

Travel insurance

¹ For Optimum Savings account, charges may apply.

² Subject to HST.

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

⁴ To supply minimum of four when a member has not reordered a new supply.

⁵ Excludes construction financing advances.

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

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*Cooperative banking that connects values and faith with finances,
inspiring peaceful, just, and prosperous communities.*

24hr ATMs are available at each of our branch locations.

Aylmer 519.773.9559 | 877.773.6728

Elmira 519.669.1529 | 800.265.1994

Kitchener 519.576.7220 | 800.565.6801

Leamington 519.326.8601 | 888.285.5501

Milverton 519.595.8796 | 800.952.2217

Mount Forest 519.509.6728 | 888.509.6728

New Hamburg 519.662.3550 | 800.567.4047

Waterloo 519.746.1770 | 800.265.4513

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