



Organization Accounts and Service Fees

Effective July 1, 2020



**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 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!

Drop Box

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.

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 four drop boxes where rural members can make non-cash deposits. We 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 visit kindredcu.com or speak with your local branch staff for details about our many values-based products that can positively impact your organization including: Cemetery Trusts; Church Builder GICs, and Kindred Charitable Fund!

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	\$0.80
Interac® network ATMs	\$1.00
US and International (Plus and THE EXCHANGE ATMs)	\$3.00
Bill Payments	
In branch	\$1.50
MemberDirect® Online and Phone banking	\$0.80
Kindred ATM	\$0.80
Cheques	
Cheque clearing (includes pre-authorized cheques)	\$0.85
Cheque images returned with statement	\$0.50/cheque
Electronic Item Clearing	
Interac Online Payment	\$0.80
Interac Point-of-Sale purchase	\$0.80
Pre-Authorized Debit (PAD) transaction	\$0.80
Transfer Funds	
Interac eTransfer (sending funds)	\$0.80

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.

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 ⁵
Account and Funds Confirmation		
Account research	\$10.00 – \$20.00/hr ²	\$10.00 – \$20.00/hr ²
Auditor's Confirmation		
(requested by member or accountant)	\$30.00 ²	\$30.00 ²
Credit Inquiry (requested by member)	\$15.00 ²	\$15.00 ²
Verification of Account Balances (written)	\$20.00 ²	\$20.00 ²
Verification of Funds Available		
(auction day verification)	\$25.00 – \$75.00 ²	\$25.00 – \$75.00 ²
Automated Funds Transfer (AFT)		
Additional originator IDs	\$75.00 ²	\$50.00 ²
Automatic release	\$45.00/month ²	\$30.00/month ²
Direct deposit or PAD transaction (per transaction over 200)	\$0.10 ²	\$0.10 ²
File traces, recalls, and error corrections	\$20.00 ^{2,10}	\$20.00 ^{2,10}
Manual release/upload of AFT file	\$25.00 ^{2,11}	\$15.00 ^{2,11}
Rejected AFT (per transaction)	\$10.00 ²	\$10.00 ²
Set-up	\$150.00 ²	\$100.00 ²
2-Step Security: Hard Token (New and replacements)	\$10.00 ² plus shipping fees	\$10.00 ² plus shipping fees
2-Step Security: Soft Token	No charge	No charge
Automated Teller Machine (ATM) Deposits, Transfers, and Inquiries		
Kindred, ACCULINK®/THE EXCHANGE® ATMs	No charge	No charge
ATM Withdrawals¹		
Kindred ATMs	No charge	No charge
ACCULINK/THE EXCHANGE ATMs	\$0.40	No charge
Interac® network ATMs	\$0.50	No charge
US and international (Plus and THE EXCHANGE ATMs)	\$1.50	No charge
Bill Payments¹		
In branch	\$0.75	No charge
Kindred ATM	\$0.40	No charge
MemberDirect® Online and Phone banking	\$0.40	No charge
Payment trace	\$20.00	\$20.00

	Organization Accounts	Church and CRA Accounts ⁵
Cards		
Member Card replacement	\$10.00	\$10.00
Member Card PIN change at Kindred ATM	No charge	No charge
Cheques		
Canadian cheque payable in USD ³	\$10.00	\$10.00
Certified cheque		
Member	\$7.50	\$7.50
Non-member	\$25.00	\$25.00
Chargebacks (cheques returned to member)	\$5.00	\$5.00
Cheque clearing (includes pre-authorized cheques)		
Business	\$0.425	No charge
USD account	\$1.50	\$1.50
Cheque images returned with statement	\$0.25/chq	No charge
Cheque order		
Counter cheques ⁴	\$1.00 each ²	\$1.00 each
Personalized	Cost varies	Cost varies
Copy of cheque deposited by member	\$20.00/hr (min. \$10.00) ²	\$20.00/hr (min. \$10.00) ²
Copy of cheque written by member (for first cheque/for each cheque thereafter)	\$2.50/\$1.50 ²	\$2.50/\$1.50 ²
Stop cheque		
In-branch	\$12.50	\$12.50
MemberDirect online	\$8.50	\$8.50
Unencoded cheque		
Member	\$5.00	\$5.00
Non-member	\$10.00	\$10.00
Collection Items		
Foreign currency items	\$50.00 ²	\$50.00 ²
Letter handling fee	\$20.00 ²	\$20.00 ²
Deposits, Withdrawals, and Transfers¹		
In branch	No Charge	No Charge
Foreign Currency USD in branch	No Charge	No Charge
Other Foreign Currency in branch	\$15.00	\$15.00
Drafts^{1,9}		
Canadian	\$7.50	\$7.50
International	\$7.50	\$7.50
US Dollars	\$7.50	\$7.50

	Organization Accounts	Church and CRA Accounts ⁵
Electronic Item Clearing¹		
Interac Online Payment	\$0.40	No Charge
Interac Point-of-Sale purchase	\$0.40	No Charge
Pre-Authorized Debit (PAD)		
PAD transaction	\$0.40	No Charge
Reimbursement claim	\$7.00	\$7.00
Trace	\$20.00	\$20.00
Stop payments	\$12.50	\$12.50
MemberDirect online	\$8.50	\$8.50
Loans and Mortgages		
Business Line of Credit maintenance fee	tiered	tiered ⁶
Construction mortgage		
administration/handling fee (per draw)	\$125.00	\$125.00
Non-processed loan payment	\$5.00	\$5.00
Late loan payment (per transfer)	\$10.00	\$10.00
Letter of Credit	greater of \$200.00 or 1/8 of 1% of authorized amount	greater of \$200.00 or 1/8 of 1% of authorized amount
Missing Reports fee	\$100.00 to \$200.00	\$100.00 to \$200.00
Mortgage payout processing fee	\$200.00	\$200.00
Mortgage renewal	\$50.00	\$50.00
Mortgage renewal late charge	\$75.00	\$75.00
Multiple Loan Advances (first three advances are free) ⁷	\$50.00	\$50.00
PPSA		
Amendments	\$20.00	\$20.00
Partial discharge	\$20.00	\$20.00
Registration ³	\$75.00 to \$150.00	\$75.00 to \$150.00
Search (requested by the member)	\$25.00 ²	\$25.00 ²
Property search prior to re-advancement of collateral mortgage	\$44.00	\$44.00
Registration of mortgage discharge fee (per charge)	\$175.00	\$175.00
Membership		
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 ⁵
Other Services		
Farm record book	\$10.00	\$10.00
Postdated Items	No charge	No charge
Overdraft Protection		
Coverdraft Transfer (per day when utilized)	\$5.00	\$5.00
Item returns		
NSF item	\$5.00	\$5.00
NSF item (item returned)	\$45.00	\$45.00
For other reasons ³	\$7.00	\$7.00
Transfer – manual	\$10.00	\$10.00
Unauthorized penalty	24% interest	24% interest
Safety Deposit Boxes (measured in inches)		
1.5 x 5	\$40.00 ²	\$40.00 ²
2.5 x 5	\$50.00 ²	\$50.00 ²
3.25 x 5	\$60.00 ²	\$60.00 ²
2.5 x 10	\$70.00 ²	\$70.00 ²
5 x 5	\$70.00 ²	\$70.00 ²
10 x 5	\$105.00 ²	\$105.00 ²
Box maintenance		
Drilling fee	\$200.00	\$200.00
Replacement key	\$25.00	\$25.00
Statements		
Current transaction print-out	\$2.00	\$2.00
<i>MemberDirect</i> 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
Transfer Funds¹		
Account transfer to other financial institution Between accounts ⁸	\$30.00	\$30.00
In branch or by telephone	No charge	No charge
<i>MemberDirect</i> online and phone banking	No charge	No charge
<i>Interac</i> eTransfer – receive funds	No charge	No charge
– send or request funds	\$0.40	No charge

	Organization Accounts	Church and CRA Accounts ⁵
Wire Funds		
Amendments and traces	\$30.00	\$30.00
Incoming ³		
Canadian/foreign funds	\$3.50 + Central 1 cost (varies)	\$3.50 + Central 1 cost (varies)
US funds ¹²	\$6.00 + Central 1 cost (varies)	\$6.00 + Central 1 cost (varies)
Outgoing ³		
Canadian/foreign funds	\$20.00 + Central 1 cost (varies)	\$20.00 + Central 1 cost (varies)
US funds ¹²	\$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
- Night 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.
⁴ To supply minimum of four when a member has not reordered a new supply.
⁵ A Canadian Registered Charity, as indicated by the Canada Revenue Agency.
⁶ Churches are not assessed a Line of Credit maintenance fee.
⁷ Excludes construction financing.
⁸ Phone transfers must be a minimum of \$100.00 or the balance of the account.
⁹ Fees charged in the currency of the account.
¹⁰ If more than 10, add \$1.00 per transaction.
¹¹ If multiple files are batched, fees will apply to each file.
¹² Fees for wires sent and received in USD funds are charged in USD.

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™ All trade-marks are the property of their respective owners.



*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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