

Summary of changes: our transition to Vancity systems.

In connection with the recent merger of First Credit Union by Vancouver City Savings Credit Union (Vancity), your products and services will be transitioned to Vancity's systems and integrated with Vancity as outlined below. Details regarding the expected effective time and date of the transition for products and services (the "**transition date**") will be communicated to you once the date is confirmed. You can also visit **vancity.com/WelcomeFCU** for the latest updates and to find out more information on this transition, frequently asked questions, and support resources.

If you have questions about how these changes affect your accounts or would like personalized support, please contact your local FCU Community Financial branch. For further information on your product and service changes, please refer to the specific sections within this document and to the notifications we send you. There may be exceptions to some of the changes described in this document for some members. If so, we will let you know in the personalized summary letter we send to you.

Please stay alert against fraud or scam communications. Please remember that FCU Community Financial and Vancity will never ask you to share your password, PIN, one-time passcode, or full banking details by email, text, or phone. If you receive any requests for this information through these channels during the transition or at any other time, do not respond. If you have questions or concerns about any requests you've received, please contact us at 1-800-393-6733.

General transition information.

Member number and account number changes

Your member number and account number(s) for each of your products and services will change on the transition date. We will send you your new member number and account number(s) in a separate letter after the transition date.

Your MEMBER CARD® debit card

Your MEMBER CARD® debit card and your existing PIN will remain active after the transition date.

After the transition date, members will require only one debit card to access all daily banking needs including online, mobile, telephone banking as well as ATM and point-of-sale transactions. If you have more than one debit card, we will provide you notice of which debit card will remain active and which debit cards will be cancelled.

Personal chequing and savings accounts

Your personal chequing and savings accounts will be transitioning to Vancity personal chequing and savings accounts on the transition date. We will send you notice of your new account details including your new account number(s). More detailed information regarding changes to personal chequing and savings accounts is set out below.

Term deposits

The product name of your term deposit(s) will be changed on the transition date. We will provide you with notice of the name change. There will be no changes made to the Term Deposit Contract applicable to your term deposit(s) until the time of renewal. At the time of renewal, you may be offered new terms and conditions, which will be the applicable Vancity terms and conditions.

Line of credit

The product name of your line of credit will be changed on the transition date. We will provide you with notice of the name change. There will be no changes made to your Line of Credit Loan Agreement. If you make changes to your line of credit after the transition date (for example, a credit limit change) you may be required to sign a new agreement on Vancity terms and conditions.

Mortgages and loans

The product name of mortgages and loans will be changed on the transition date. We will provide you with notice of the name change(s). There will be no changes made to the terms and conditions applicable to mortgages and loans until the date of renewal, if applicable. At the end of the term of your mortgage or loans, any new agreements you enter into with Vancity will be on Vancity terms and conditions.

Cheques

You will be able to continue to use your existing cheques as usual after the transition date. They will be processed to your new Vancity account.

Direct deposits

Any direct deposits (such as salary payments, tax refunds, etc.) being made to your current chequing or savings account(s) will continue to be credited to your transitioned Vancity account(s) unless you provide alternative instructions. However, we do recommend updating your new account information with employers, government agencies or other payors after the transition.

Digital Banking

Setting up Vancity Digital Banking online or through the Vancity mobile app will give you access to your account(s) after they have been transitioned to Vancity's systems. The FCU Community Financial online banking and mobile app will stop supporting day-to-day banking after the transition date.

The Vancity mobile app is available from the Apple App Store and the Google Play Store. To log in to Vancity Digital Banking online or through the app, you will need your MEMBER CARD number (last 10 digits on your MEMBER CARD debit card) and your online banking password. For more information, visit vancity.com/Bank/Ways-To-Bank.

Please note:

Online Bill Payments: The payee list from your FCU Community Financial online banking or mobile app will migrate to Vancity Digital Banking. However, pre-scheduled bill payments from your FCU Community Financial online banking or mobile app will not be included in the automatic migration. It will be necessary to set up any pre-scheduled bill payments through your Vancity Digital Banking.

Interac® e-Transfers: Your *Interac* e-Transfer contacts and transition history from your FCU Community Financial online banking or mobile app will not be included in the automatic migration. Transactions that remain pending on the transition date will not be included in the automatic migration. If you currently use *Interac* e-Transfer Autodeposit, it will be necessary to set it up again in Vancity Digital Banking.

Power of attorney

Information in respect of any FCU Community Financial powers of attorney that has been executed will be transferred to Vancity's systems. If necessary, you or your acting attorney may be contacted to update any information.

Registered plans – No change of issuer or trustee on transition date

If you have depositary registered plan(s) (such as an RSP or RRIF) with FCU Community Financial, there will be no change to the issuer or trustee of your registered plan(s) on the transition date. We will notify you if there will be any change to the issuer or trustee, or other changes to your registered plan(s) in the future.

Personal accounts and services.

Your personal chequing and savings accounts will be transitioning to Vancity personal chequing and savings accounts on the transition date. The Vancity account(s) to which you will be transitioned have been determined based on the features of your current account(s) and are set out in the notice of changes to your account(s) that we sent to you. We have included in this guide a summary of information with respect to each of the Vancity

accounts. If you are interested in other Vancity accounts available to you, the summary includes details on how to find more information.

We understand it may take time to adjust to these changes and assess whether your account(s) are still the right fit for you. As part of the transition, despite the monthly fees disclosed below, monthly fees on your chequing and/or saving account(s) will be waived for a period of 3 months from the transition date.

If the changes to your personal chequing and/or saving account(s) or to the applicable account agreements no longer meet your needs, you have the option to close your account(s) by notifying us no later than 3 months of the transition date and paying any amount you owe on your account at that time. If you do not close your account(s) within 3 months of the transition date, it means you agree to the changes. Please note you may close any chequing or savings account at any time.

Account fees and service charges

The Vancity Personal Service Charge Bulletin outlines the fees and charges associated with personal banking services. You can find a copy of the Vancity Personal Service Charge Bulletin on the Vancity website vancity.com/Legal/Personal-Service-Charge-Bulletin. The chart below shows a summary of the personal chequing and savings accounts and corresponding fees. To compare the Vancity fees to your current fees with FCU Community Financial, please visit firstcu.ca/everyday-banking/chequing-accounts or firstcu.ca/Everyday-Banking/Savings-Accounts. The FCU Community Financial Miscellaneous Service Charges Bulletin can be found at firstcu.ca/Terms-And-Conditions

Personal banking — Chequing accounts.

Product name	Pay As You Go Chequing	Chequing Plus	Access Chequing	Essential Chequing	Essential Plus Chequing	Total Chequing	USD Chequing	USD Chequing Plus
Everyday Transactions								
Monthly package fee:	N/A	N/A	N/A	\$9.75	\$14.75	\$25.75	N/A	N/A
Monthly package fee waived if monthly minimum balance is	N/A	N/A	N/A	\$1,500.00	\$3,000.00	\$6,000.00	N/A	N/A
Free monthly transactions capped at:	N/A	N/A	40	25	N/A Except In-Person Transactions, see below	N/A	1	N/A

Everyday Transaction fees waived if monthly minimum balance is:	N/A	N/A	N/A	N/A	\$3,000.00	\$6,000.00	N/A	N/A
Deposits	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Everyday Cheque and Preauthorized Payment Transactions								
Cheque transactions from Vancity Accounts	\$0.50	\$0.00	\$0.50	\$0.50	\$0.00	\$0.00	\$0.50 US	\$0.00
Pre-authorized payments/debits from Vancity Accounts				\$0.00			N/A	N/A
Everyday Online and Mobile Transactions								
Transfers to or from Vancity Accounts	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bill payment from Vancity Accounts							N/A	N/A
Everyday In-Person Transactions								
Withdrawals and transfers (In-branch/Member Service Centre)	\$0.70	\$0.00	\$0.70	\$0.70	1Free/ month then \$0.70 per transaction	\$0.00	\$0.70 US	\$0.00
Bill payments (In-branch/Member Service Centre)							N/A	N/A
Everyday Debit Card Transactions								
Direct debit card in Canada/US/ International	\$0.50	\$0.00	\$0.50	\$0.50	\$0.00	\$0.00	N/A	N/A
ATM debit fee (additional network fees may apply)								
Cheque Purchase								
50 cheques (Vancity unique design #2681)	Contact us		\$0.00	Contact us	Contact us		Contact us	\$0.00
Other designs		Contact us	Contact us			Contact us		
Interac e-Transfer ¹⁸								
Sending an Interac e-Transfer	\$0.90	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	N/A
Receiving an Interac e-Transfer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	N/A

Request an Interac e-Transfer	\$0.90	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	N/A
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Personal banking — Savings accounts.

Product name	Jumpstart™ High Interest
Everyday Transactions	
Monthly package fee:	N/A
Free monthly transactions capped at:	N/A
Everyday Transaction fees waived if monthly minimum balance is:	N/A
Deposits	\$0.00
Everyday Cheque and Preauthorized Payment Transactions	
Cheque transactions from Vancity Accounts	N/A
Pre-authorized payments/debits from Vancity Accounts	\$5.00
Everyday Online and Mobile Transactions	
Transfers to or from Vancity Accounts	\$0.00
Bill payments from Vancity Accounts	\$0.00
Everyday In-Person Transactions	
Withdrawals and transfers (In-branch/Member Service Centre)	\$5.00
Bill payments (In-branch/Member Service Centre)	\$5.00
Everyday Debit Card Transactions	
Debit card in Canada/US/International	\$5.00
ATM Debit Fee (additional network fees may apply)	\$5.00
Cheque Purchase	
50 cheques (Vancity unique design #2681)	N/A
Other designs	N/A
Interac e-Transfer	
Sending an Interac e-Transfer	\$0.90
Receiving an Interac e-Transfer	\$0.00
Request an Interac e-Transfer	\$0.90

Interest rates on accounts

On and after the transition date, the interest rate(s) you receive on your personal account(s) will be the applicable Vancity interest rates. The Vancity interest rate(s) may be different

than the rate(s) you receive on your current FCU Community Financial accounts. For the current interest rates and interest-related information applicable to Vancity accounts, you can find the interest rate disclosures on the Vancity website

vancity.com/Rates/Accounts. Interest rates are subject to change. If you wish to compare these rates the current rates at FCU Community Financial, you may find those rates here **firstcu.ca/Rates**.

The interest on your Vancity account will be calculated on the closing daily balance in the account and paid monthly.

Hold funds periods

Any hold funds periods you currently have will be changed to reflect current hold periods at Vancity. The length of the hold funds period can vary. In general, the hold funds policy is as follows:

In branch deposits

When depositing cheques in branch, Vancity will provide you with access to the first \$100 of the cheque deposit amount. In some cases, the remaining balance of the cheque deposit funds will be held until the clearing process is complete. The standard hold-funds period for cheques drawn on a financial institution are outlined below.

Cheque is drawn on a financial institution	Hold Funds Period Starting from the day the cheque is deposited.
Within BC in Canadian currency encoded with magnetic ink character recognition and are not damaged or mutilated	7 calendar days
Within Canada in a province other than BC	14 calendar days
International	21 calendar days

The hold funds period may be extended in specific circumstances. An example of a specific circumstance can include but is not limited to situations where an investigation as to the validity of a cheque is required. In these instances, Vancity will hold the funds from the cheque deposit for a minimum of 21 calendar days.

The factors that can influence the decision to hold funds from a cheque deposit such as:

- The length of time you have been a member at Vancity
- The amount of funds in your account relative to the deposit
- The amount and characteristics of the cheque being presented
- Transactional activity in your account

Vancity will inform you when processing the cheque deposit if funds are being held, the amount of the hold, and time period of the hold. In some circumstances cheques may be sent on “collection”, which means that the funds will be credited to your account only once the cheque clears the other financial institution and Vancity has received the funds.

ATM and mobile deposits

The first time you receive your ATM card in branch, your ‘deposit hold limits’ are determined by Vancity based on a risk assessment performed during account opening. These limits are shared with you, and tell you how much funds are available to you when you make a deposit through the ATM or online by Mobile Deposit.

When depositing through an electronic channel, the hold amount is based on the accumulative deposit amount for the different channels (ATM, mobile deposit) made in a 24-hour period.

When we remove the hold after the hold period, the funds are available to you. A cheque can be returned after the hold period. If the cheque is returned for any reason, we will debit your account for the full amount on the day it is returned to Vancity.

Changes to your FCU Community Financial account agreements

As part of the transition to Vancity, the terms and conditions governing your use of your personal chequing and savings account(s) and related services will be modified on the transition date.

The following FCU Community Financial account and service terms and conditions will be amended to reflect the respective terms of the Vancity Personal Account and Services Guide:

- Personal Contract (Member and Account) Terms and Conditions
- Direct Services Agreement (Personal Accounts)
- Terms and Conditions – Member Card

Set out below is a side-by-side comparison of key provisions we wish to bring to your attention to help you understand some specific changes. The left column contains the relevant language from the applicable FCU Community Financial account and services terms and conditions, and the right column shows the corresponding provision under the Vancity Personal Account and Services Guide.

The following comparison highlights selected provisions only and is not exhaustive. To review the full text of the Vancity Personal Account and Services Guide, please visit vancity.com/Legal/Personal-Account-And-Services-Guide.

Existing Provisions of FCU Community Financial Personal Account Agreements	Corresponding Provision of Vancity Personal Account and Services Guide
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Provisions relating to Joint Accounts Section 2.4 of Personal Contract (Member and Account) Terms and Conditions Right of Survivorship i) If Option A has been selected in the "Right of Survivorship" section in the attached Personal Contract Application, or if no Option has been selected, upon the death of a Depositor, the entire beneficial interest in the Account vests in the Survivor and as such, the Account assets will pass to the Survivor and will not be treated as an estate asset of the deceased Depositor but rather will be treated as a gift to the Survivor separate and apart from the deceased Depositor's estate. Such transfer of Account assets does not release the deceased Depositor nor their estate from section 2.5, Joint and Several Liability. ii) If Option B has been selected in the "Right of Survivorship" section in the attached Personal Contract Application, upon the death of a Depositor, the entire beneficial interest in the Account will not pass to the Survivor. In this situation, unless notified otherwise in writing, the Financial Institution is entitled to assume that each of the Survivor and the deceased Depositor had equal interests in the Account assets. The Financial Institution will pay the deceased Depositor's interest in the Account assets to the deceased Depositor's estate. Such payment does not release the deceased Depositor nor their estate from section 2.5, Joint and Several Liability. iii) If Option C has been selected in the "Right of Survivorship" section in the attached Personal Contract Application, upon the death of a Depositor, no beneficial interest in the Account will pass	Provisions relating to Joint Accounts Section 2, Part B of Personal Account and Services Guide 2. Joint Accounts ... On the death of any one or more joint Account holders, the deceased Account owner's interest in the Account will pass automatically to the surviving joint Account holders and any surviving joint Account holders may continue to operate the Account and conduct Transactions in accordance with this Account Guide. The joint Account holders hereby each provide Vancity with the irrevocable direction to so operate the Account. Vancity shall be entitled to so operate the Account and conduct Transactions as requested without inquiring into or recognizing any claim as between the surviving joint Account holders' and the deceased joint Account holders' heirs, executors, administrators, assigns or any other Third Party claiming any right or interest in the Account. The joint Account holders acknowledge and agree that by acting on this right of survivorship, Vancity will not be liable for any Loss incurred in any dispute between the estate of a deceased joint Account holder, the surviving Account holders or a Third Party.
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to the Survivor. The Financial Institution will pay all Account assets to the deceased Depositor's estate. Such payment does not release the deceased Depositor nor their estate from section 2.5, Joint and Several Liability.	
Provisions relating to Indemnification Obligations Section 5.8 of Personal Contract (Member and Account) Terms and Conditions Indemnity a) The Depositor agrees to indemnify and hold the Financial Institution and its service providers and Central 1 and all of their connected parties, including, without limitation, their respective agents, directors, officers, employees, affiliates, and licensees (collectively, the "Indemnified Parties") harmless from and against any and all liabilities and costs, including, without limitation, reasonable legal fees and expenses incurred by the Indemnified Parties in connection with any claim or demand arising out of or connected to the Depositor's use of the Account. Depositors must assist and cooperate as fully as reasonably required by the Indemnified Parties in the defence of any such claim or demand. ...	Provisions relating to Indemnification Obligations Section 8, Part B of Personal Account and Services Guide Powers of Attorney, Representation Agreements, Property Guardians, Committees and Similar Appointments ... You will indemnify and hold Vancity, its successors, assigns and affiliates and their respective directors, officers, agents and employees, harmless against, and will pay Vancity promptly on demand for, any Loss arising out of the Account ... Section 12, Part C of Personal Account and Services Guide Mobile Deposit Service – Additional Terms and Conditions of Use: ... In addition to all obligations and responsibilities either set forth in this Account Guide or elsewhere, you agree to indemnify and hold harmless Vancity and its agents, directors, officers, employees, affiliates, and licensees and Service Providers (including Central 1) engaged to process the Mobile Deposit Service (collectively, the "Indemnified Parties") from and against any and all liabilities and costs, including reasonable legal fees and expenses incurred by the Indemnified Parties in connection with any claim or demand arising out of or connected to your use of the Mobile Deposit Service or duplicate negotiation of items that were at any time presented as Official Images of Eligible Items. You must assist and cooperate as fully as reasonably required

	by the Indemnified Parties in the defense of any such claim or demand. The disclaimers, liability exclusions, liability limitations, and indemnity provisions in this Account Guide survive indefinitely after the termination of this Account Guide and apply to the extent permitted by law. Without limiting the foregoing, you will indemnify and save the Indemnified Parties harmless from and against all liability, costs, loss, expenses, and damages, including direct, indirect, and consequential incurred by the Indemnified Parties as a result of any breach of this Account Guide, or any claims arising from or relating to misuse of Official Images or items purporting to be Official Images, or negotiation of Eligible Items where an Official Image has also been transmitted for collection. ... Section 9, Part E of Personal Account and Services Guide Stop Payments ...You agree to reimburse us for any expenses incurred in complying with or attempting to comply with your Stop Payment Request and to indemnify Vancity, Central 1 and our Service Providers and all of their connected parties, including their respective agents, directors, officers, employees, affiliates, assigns and licensees against any Loss arising from implementing a Stop Payment Request. ... Section 13, Part E of Personal Account and Services Guide Freeze on Accounts ...You agree to indemnify Vancity for any expense or cost incurred by Vancity arising from the need to freeze the Account or Transactions, including but not limited to expenses incurred relating to an application to a court. ...
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	Section 14, Part E of Personal Account and Services Guide Release and Indemnity Except regarding claims, costs and liabilities arising out of Vancity's negligence (unless Vancity is otherwise excluded from liability for such losses in the Account Guide or other agreement), you will release and indemnify Vancity and its Service Providers from any Loss Vancity may incur as a result of your access to and use of the Account and all related Services and breach of Member obligations under this Account Guide and other applicable agreements.
Provisions Limiting Liability Section 5.6 of Personal Contract (Member and Account) Terms and Conditions Exclusion of Financial Institution Responsibility The Financial Institution is not responsible for any loss or damage suffered or incurred by the Depositor except to the extent caused by the gross negligence or intentional or wilful misconduct of the Financial Institution, and in any such case the Financial Institution will not be liable for any indirect, special, consequential, or exemplary damages (including, but not limited to, loss of profits) regardless of the cause of action and even if the Financial Institution has been advised of the possibility of such damages. ...	Provisions Limiting Liability Section 10, Part E of Personal Account and Services Guide Exclusion of Vancity Responsibility Vancity is not responsible for any Loss suffered or incurred by you except to the extent caused by the negligence of Vancity (unless such liability is expressly excluded elsewhere in the Account Guide or any other agreements that govern), and in all cases Vancity will not be liable for any avoidable Loss caused or contributed to by you through you failing to comply with all obligations under the Account Guide, or any indirect, special, consequential, or exemplary damages (including loss of profits) regardless of the cause of action and even if Vancity has been advised of the possibility of such damages. ...
Provisions relating to Dispute Resolution Section 39 of Direct Services Agreement Procedures for Addressing Unauthorized Transactions and Other Transaction Problems	Provisions relating to Dispute Resolution Section 8, Part E of Personal Account and Services Guide Addressing Unauthorized Transaction Problems

In the event of a problem with a Debit Card Transaction, or unauthorized Debit Card Transaction, other than a matter related to goods or services provided by Merchants, You will report the issue promptly to Us and We will investigate and respond to the issue on a timely basis. We will not unreasonably restrict You from the use of any funds subject to dispute, provided that it is reasonably evident that You did not contribute to the problem or unauthorized Transaction. We will respond to Your report of a problem or unauthorized Transaction within ten business days and will indicate what reimbursement, if any, will be made for any loss incurred by me. Reimbursement will be made for losses from a problem or unauthorized use in this time frame provided that on the balance of probabilities it is shown that You did not knowingly contribute to the problem or unauthorized Transaction and that You took reasonable steps to protect the confidentiality of Your PIN or Passcode. An extension of the ten day limit may be necessary if We require You to provide a written statement or affidavit to aid its investigation. Section 40 of Direct Services Agreement Dispute Resolution If You are not satisfied with Our response, We will provide You, upon request, a written account of Our investigation and the reasons for Our findings. If You are still not satisfied, the issue will be referred to either a dispute resolution service or external mediator, as agreed between You and Us. Neither We nor You will have the right to start court action until 30 days have passed since the issue was first raised with Us. Any dispute related to goods or services supplied in a POS Transaction is strictly between You and the Merchant, and	In the event of a problem with or an unauthorized Transaction you must report the matter promptly to Vancity. Vancity will investigate and respond to the report in as timely a basis as possible considering the circumstances. Vancity may not unreasonably restrict you from the use of any funds that are the subject of the report, as long as it is reasonably evident to Vancity, in its discretion, that you did not cause or contribute to the problem or unauthorized Transaction, you have fully cooperated with any investigation, and have complied with the terms of the Account Guide and any other applicable agreement. Vancity will respond to reports of a problem or unauthorized Transaction within a reasonable period of time. Section 7, Part F of Personal Account and Services Guide Resolving Disputes If you have a concern or complaint of any sort, Vancity encourages you to contact Vancity following the process outlined on Vancity's Website. Vancity endeavours to resolve as quickly as possible any dispute regarding Accounts or Services provided under the Account Guide. If a dispute cannot be quickly resolved, at your request Vancity will provide you with information concerning Vancity's dispute resolution process and how long each step normally will take.
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You will raise no defense or claim against Us. Section 5.4(d) of Personal Contract (Member and Account) Terms and Conditions Procedures for Addressing Unauthorized Transactions and Fraudulent Account Activity If the Depositor is not satisfied with the Financial Institution's response, the Financial Institution will provide the Depositor, upon request, with a written account of its investigation and the reason for its findings. If the Depositor is not satisfied, the issue will be referred for mediation to either a Financial Institution system dispute resolution service, or if no such service is available, to an external mediator if agreed between the Depositor and the Financial Institution. Neither the Financial Institution nor the Depositor will have the right to start court action until 30 days have passed since the problem was first raised with the Financial Institution.	
Provisions relating to Overdraft and Set-Offs Section 1 of Personal Contract (Member and Account) Terms and Conditions "Overdraft Rate" means the per annum rate of interest, regardless of compounding frequency, designated by the Financial Institution as its "Overdraft Rate" from time to time. Section 4.6 of Personal Contract (Member and Account) Terms and Conditions Overdrafts If the Account becomes overdrawn because:	Provisions relating to Overdraft and Set-Offs Section 12, Part D of Personal Account and Services Guide Overdrafts Overdrafts are not permitted on any of the Accounts. We may, in our discretion, process a Transaction and charge Service Charges to the Accounts, even if it creates or increases an unauthorized overdraft. Even if we do so, it will not be permission for you to maintain or have any future unauthorized overdrafts on the Accounts. You will pay Vancity interest on the amount of any overdraft at the higher rate of 21% per annum compounded monthly (an effective annual rate of 23.144%), or

a) the Financial Institution honours an Instrument drawn by the Depositor on an Account and insufficient funds stand to the credit of that Account to pay the Instrument in full; or b) an Instrument delivered by the Depositor to the Financial Institution for deposit is returned to the Financial Institution dishonoured, and insufficient funds stand to the credit of the Account to permit the Financial Institution to debit the full amount of the dishonoured Instrument; or c) the Financial Institution charges a fee, service charge, or other debit that the Financial Institution is authorized to charge to the Account, and if the funds standing to the credit of the Account are less than the amount charged to the Account; then the Depositor must immediately repay the amount overdrawn plus interest at the Financial Institution's Overdraft Rate in effect from time to time by depositing sufficient funds into the overdrawn Account. If the Depositor does not immediately repay such amounts the Financial Institution may, in order to recover the overdrawn amount plus interest, and without notice to the Depositor: i) redeem or transfer Financial Institution shares owned by the Depositor in order to credit the overdrawn Account, or ii) withdraw monies on deposit from another Account in the Depositor's name and transfer them to the overdrawn Account. If the Depositor has applied and been approved for Overdraft Protection on the Account, this section is subject to the separate Overdraft Protection Terms and Conditions that are provided to the Depositor. The foregoing provisions do not give the Depositor any right to overdraw the Account or to authorize or permit anything,	Vancity prime, plus 5%, per year, compounded monthly, up to the maximum effective annual interest rate permissible by law. You agree to pay to Vancity the amount of any overdraft and the interest payable on any overdraft amount immediately whether we make demand or not. If you are granted overdraft privileges on any of the Accounts, you will not conduct or try to conduct any Transaction that would result in any additional overdraft. In the event of an overdraft on any of the Accounts, Vancity may, in its discretion: 1. setoff the amounts on deposit or as later deposited to the credit of any of the Accounts against the amount of the overdraft and applicable interest without prior notice to you; and 2. if the amount of the overdraft and applicable interest is not paid immediately on demand, treat your failure to re-establish or maintain a credit balance in the Accounts, as a default on any of your other obligations owing to Vancity and may issue demand on any other Account, line of credit or loan owing by you to Vancity and if not repaid on demand, Vancity may then: setoff any amounts on deposit to the credit of any Accounts, the liquidated amount in your membership share Account, and any declared but unpaid dividends on your membership shares, against the amount of the overdraft, applicable interest, and other amounts you owe to Vancity; and treat the amount of the overdraft, or the amount of it that remains after we exercise our setoff rights, as a demand loan, bearing interest at the rates payable on an overdraft stipulated above.
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including a PAD or a Transaction authorized through a Debit Card, that would result in a negative balance in the Account.	
Provisions relating to Dormant Accounts and Account Closures <i>Nil.</i>	Provisions relating to Dormant Accounts and Account Closures Section 21, Part B of Personal Account and Services Guide Dormant Accounts We consider an Account to be a Dormant Account if there has been no Account activity generated by you for a period of 24 or more months. We also consider an Account to be a Dormant Account if: 1. there has been no Account activity generated by you for a period of 12 or more months; 2. on three consecutive occasions, mail sent by Vancity to your last known address has been returned; and 3. you have not informed us of a new address. You agree to pay any fees Vancity may charge in respect of a Dormant Account. If there are insufficient funds in the Account to cover the fees payable, you authorize Vancity to close the Dormant Account. After 10 years, monies remaining on a Dormant Account may be dealt with or remitted in accordance with the laws applicable to unclaimed property. Section 4, Part F of Personal Account and Services Guide Closing Accounts ... Upon your closure of all of the Accounts, you agree that unless you give us written instructions to the contrary at the time of closing that: 1. you are deemed to have provided your resignation as a Member, effective immediately;

	2. that this Account Guide will be your written request to withdraw from the membership of Vancity; and 3. Vancity may also close your membership share Account. ...
Provisions relating to Administration Costs and Legal Fees <i>Nil.</i>	Provisions relating to Administration Costs and Legal Fees Section 12, Part B of Personal Account and Services Guide Account Operation – Costs and Legal Fees You agree to pay Vancity for any cost Vancity may incur relating to the administration or operation of the Account or provision of Services, including costs incurred: 1. in responding to any legal notice, seizure, demand or court process affecting the Account, or in responding to or complying with court orders, warrants, summons to witnesses, subpoenas, statutory demands, or investigations or responding to any investigation, proceeding, or requirement to provide information, including those in which copies of financial information or records of you are sought or required from Vancity; or 2. in dealing with any dispute between Account holders or others claiming an interest in or relating to the operation of the Account. The above costs include legal fees (on a solicitor and own client basis), fees for administrative time, communication costs, transmission or delivery costs, and costs for retrieval and copying of documents. Vancity may charge these costs to any Account you hold with Vancity. Section 13, Part B of Personal Account and Services Guide Account Claims, Disputes and Account Freezes

	If Vancity receives notice of a possible claim against, or interest in, any Account by court order, statutory demand or otherwise, or under applicable family, domestic relations, matrimonial property, or similar legislation, a marriage agreement, separation agreement or otherwise, Vancity may refuse to permit any Account holder to have any dealings with the Accounts. Vancity will not be liable for any Loss or damage resulting from any refusal by Vancity under this section. You agree to pay Vancity all costs described in Section B-12 (Account Operation – Costs and Legal Fees) to such claims and disputes, and Vancity may charge these costs to the Account.
Provisions relating to Account Freeze Triggers Section 4.3 of Personal Contract (Member and Account) Terms and Conditions Hold on Accounts or Transactions The Financial Institution may place a hold on: ... b) the Account generally if i) the Financial Institution becomes aware of suspicious or possible fraudulent or unauthorized Account activity that may cause a loss to the Depositor, the Financial Institution, Central 1, or an identifiable Third Party; ii) an issue arises as to who the proper signing authorities are on the Account; or iii) a claim is made by a Third Party to the funds in the Account which, in the Financial Institution's sole discretion, is potentially legitimate. The Depositor authorizes the Financial Institution to make such inquiries and do such things, at the Depositor's expense, as the Financial Institution deems necessary to resolve any of the issues noted above, including applying, at the Depositor's	Provisions relating to Account Freeze Triggers Section 13, Part E of Personal Account and Services Guide Freeze on Accounts Vancity may restrict access to all or part of the funds in the Account (commonly called “freezing” the Account) if: 1. Vancity becomes aware of suspicious or possible fraudulent or unauthorized Account activity that may cause a loss to you, Vancity, or a Third Party; 2. an issue arises as to who the proper signing authorities are on the Account; 3. the Account is a joint Account and Vancity receives notice in a form acceptable to Vancity that there is a dispute between Account holders regarding the Account; 4. a claim is made by a Third Party to the funds in the Account which, in Vancity's discretion, is potentially legitimate; 5. Vancity discovers a Member has declared bankruptcy or is the subject of bankruptcy proceedings;

expense, to a court of competent jurisdiction (a "Court") to pay funds into Court and/or seek directions from a Court.	6. Vancity is given notice that a Member has been declared mentally incompetent or incapable of managing their own affairs; or 7. Vancity has not received accurate, complete, and/or up-to-date information about you or another Account holder or as is otherwise required to be collected by Vancity in respect of the Account, including for example information required to be collected pursuant to tax, anti-money laundering, or other applicable laws. Vancity may make such inquiries and do such things as Vancity deems necessary to resolve any of the above noted issues, including applying, at your expense, to a court to pay funds into court and seek directions from a court. You agree to indemnify Vancity for any expense or cost incurred by Vancity arising from the need to freeze the Account or Transactions, including but not limited to expenses incurred relating to an application to a court. Such expenses or costs may be charged to the Account or paid to Vancity from those funds in the Account that are paid into court. If you are asked to close the Account and fail to do so, Vancity may, in its discretion, close or freeze the Account, free of any responsibility or liability for unprocessed Transactions during such time.
Provisions relating to CRS and FATCA reporting <i>Nil.</i>	Provisions relating to CRS and FATCA reporting Paragraph 2, Section 5, Part F of Personal Account and Services Guide Proceeds of Crime and Other Legislation Common Reporting Standard (CRS) and Foreign Account Tax Compliance Act (FATCA): You acknowledge that CRS and FATCA Regulations apply to the operation of the Account and that Vancity will from time to time adopt policies and procedures to address the tax jurisdiction

	record-keeping and reporting requirements to the Canada Revenue Agency (CRA) of the applicable legislation. You agree to abide by and comply with any such Vancity procedures.
Provisions relating to Warranties for Account Services <i>Nil.</i>	Provisions relating to Warranties for Account Services Section 7, Part E of Personal Account and Services Guide Account Access Device, Online Banking Security and Member Responsibility ... You agree that Account Services available by Account Access Devices and Online Banking are available only on an “as is” and “as available” basis, without any representations, warranties or conditions of any kind, whether express, implied or statutory and including representations, warranties or conditions of title, non-infringement, merchantability, fitness for a particular purpose, performance durability, availability, timeliness, accuracy or completeness all of which are expressly disclaimed by Vancity to the fullest extent of the law. ...
Provisions relating to Use of Accounts <i>Nil.</i>	Provisions relating to Use of Accounts Section 1, Part B of Personal Account and Services Guide Personal Account Use You agree to use your Account and Services for your personal, family and household banking purposes only, and not on behalf of any Third Party that is not named as an Account holder to that Account. If you use the Account or Services for business purposes, Vancity is entitled to charge you fees for business banking Services, rely on the terms and conditions as set out in Vancity’s Business Member Agreement and Vancity may close the Account or refuse to continue to provide you Services.

Provisions relating to Intercepted e-Transfers Paragraph i), Section 28 of Direct Services Agreement Interac E-Transfer Services (i) We will not be liable for any cost, expense, loss, damage, or inconvenience of any nature or kind whatsoever incurred as a result of a Third Party, other than the intended recipient to the Transaction, guessing or obtaining the <i>Interac</i> e-Transfer Answer through any means other than in the event of a Wrongful Activity, however notwithstanding the foregoing, in the event of an intercepted transaction from Your account where the funds did not reach the intended recipient, We may provide reimbursement to You provided that You did not participate in the Wrongful Activity, You fully cooperate in the investigation of such event, and that You have satisfied and remain in compliance with all of the applicable terms and conditions of this Agreement;	Provisions relating to Intercepted e-Transfers Paragraph 6, Section 8, Part C of Personal Account and Services Guide Transferring Money by Email and SMS ... Provided that where an Interac e-Transfer is intercepted and the Interac e-Transfer Transaction amount does not reach the intended recipient, Vancity may provide reimbursement to you provided that you did not participate in the Wrongful Activity, you fully cooperate in the investigation of such event, and you have satisfied and remain in compliance with all of the terms and conditions of this Account Guide.
Provisions relating to Remote Deposit Currency Section 1 of Direct Services Agreement “Eligible Bill” means a bill that is of a class specified by a by-law, a Rule, or a standard made under the <i>Canadian Payments Act</i>, and defined therein as an ‘eligible bill’. For greater certainty, under this Agreement, an Eligible Bill supporting an Official Image must be a paper-based Instrument, complete and regular on its face, immediately payable to You as payee, and be either a cheque, bank draft, or credit union official cheque, denominated in Canadian Dollars or US Dollars and drawn on a financial institution domiciled in Canada, as and if applicable. For the	Provisions relating to Remote Deposit Currency Section 11, Part C of Personal Account and Services Guide Vancity Mobile Deposit™ ... Eligible Items: You agree to only image and seek to deposit items that qualify as Eligible Items. Specifically, you may image and seek to deposit only original paper cheques drawn on a financial institution located in Canada and payable in Canadian Dollars. ...

purposes of this Agreement, third party Instruments that were either delivered to You with the payee in blank or endorsed over to You and post-dated Instruments shall not qualify as Eligible Bills. Further, any Instrument that has been in any way transferred to You from anyone other than the drawer, endorsed over to You, or altered after being drawn shall not qualify as an Eligible Bill.	
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Other important amendments to your personal account agreements include:

Notices: For written notices to Vancity under the agreements referenced above, the notices are considered delivered when actually received by Vancity at a branch location address (which includes FCU Community Financial branches) or the Vancity fax number as published on the Vancity website.

Any notice required or permitted to be given to Vancity by telephone can be made by calling Vancity's Member Services at **604-877-7000** within Metro Vancouver, **250-519-7000** in Victoria, or toll free (within Canada and the U.S.) at **1-888-826-2489**.

Concerns or Complaints: Your amended agreement includes a new provision regarding concerns or complaints which is as follows:

If you have a concern or complaint of any sort, Vancity encourages you to contact Vancity following the process outlined on Vancity's Website. Vancity endeavours to resolve as quickly as possible any dispute regarding Accounts or Services provided under the Account Guide. If a dispute cannot be quickly resolved, at your request Vancity will provide you with information concerning Vancity's dispute resolution process and how long each step normally will take.

Changes to personal account brochures

Your FCU Community Financial Personal Contract (Member and Account) Terms and Conditions include the specific terms and conditions applicable to your current FCU Community Financial chequing or savings account(s) (such as monthly fees, included transactions, minimum monthly account balances for fee waivers, etc.). These are set out in the Personal Account Brochure applicable to your account. These terms and conditions will be amended to reflect the respective terms and conditions of the Vancity product service bulletin applicable to the transitioned Vancity account, a summary of which is set out below.

Vancity personal accounts and deposits – Summary

The following is a summary of the Vancity personal accounts and applicable terms and conditions:

1. Essential Chequing

Member summary	Low-fee everyday chequing with 25 free everyday transactions per month.
Key terms / eligibility	\$9.75/month; waived when \$1,500 is maintained for the full calendar month. Online/mobile banking and pre-authorized payments are free; in-person, debit, ATM and cheque transactions share the 25-transaction allowance.
Key disclosure points	Additional Vancity and third-party fees may apply. Digital-wallet use has the same transaction costs and limits as the physical debit card. Deposits are 100% protected by CUDIC. Refer to the Personal Service Charge Bulletin.
All details on source page	https://www.vancity.com/bank/accounts/essential

2. Essential Plus Chequing

Member summary	Unlimited everyday online/mobile and debit-card transactions, plus free cheques and pre-authorized payments.
Key terms / eligibility	\$14.75/month; waived when \$3,000 is maintained for the full calendar month. One free in-person transaction monthly, then \$0.70 each unless the balance-waiver condition is met. Includes a first-year annual fee rebate up to \$150 on select Vancity Visa cards.
Key disclosure points	Visa approval is subject to credit approval, age/residency and applicable income or asset requirements. Rebate requires the primary chequing holder to be the primary cardholder; detailed exclusions and timing apply. Third-party ATM fees may not be rebated. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/essential-plus

3. Pay as you go Chequing

Member summary	No-monthly-fee account for members with low transaction volumes.
Key terms / eligibility	In-person transactions \$0.70; debit/ATM and cheque or pre-authorized transactions \$0.50; Interac e-Transfers \$0.90 to send/request and free to receive; online/mobile transactions free. Everyday-transaction definitions and third-party fees apply. Digital-wallet transactions carry the same costs and limits as the matching debit transaction. Deposits are CUDIC-protected. Refer to the Personal Service Charge Bulletin.
Key disclosure points	

All details on source page	https://www.vancity.com/bank/accounts/pay-as-you-go
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4. Total Chequing

Member summary	Feature-rich account with unlimited everyday transactions, cheques, drafts, safe-deposit discount and eligible Visa annual-fee rebate.
Key terms / eligibility	\$25.75/month; waived when \$6,000 is maintained for the full calendar month. Annual Visa fee rebate up to \$150 on select cards. Visa rebate eligibility, primary-holder requirements, timing, exclusions and card-credit approval conditions apply. Third-party ATM fees may still apply. Rewards earn rules are governed by the Vancity Rewards terms. Deposits are CUDIC-protected.
Key disclosure points	
All details on source page	https://www.vancity.com/bank/accounts/total-chequing

5. Chequing Plus for Seniors

Member summary	No-fee everyday chequing for members age 65+, with unlimited everyday transactions.
Key terms / eligibility	No monthly fee; free in-person, debit, online/mobile, cheque, pre-authorized and Interac e-Transfer transactions; includes cheque/draft benefits and a safe-deposit discount.
Key disclosure points	Age eligibility applies. Third-party and non-everyday service fees may apply. Digital-wallet costs and limits mirror the physical card. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/chequing-plus-seniors

6. Youth under 25

Member summary	No-fee chequing for youth under 25 with unlimited everyday transactions.
Key terms / eligibility	No monthly fee; free everyday transaction categories and Interac e-Transfers; includes 50 personalized cheques.
Key disclosure points	Age eligibility applies. Third-party ATM and other service fees may apply. Digital-wallet costs and limits mirror the debit card. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/chequing-plus-youth

7. Newcomers

Member summary	Newcomer Banking Plan combining a choice of chequing package and access to eligible personal Visa options.
Key terms / eligibility	Available by appointment to eligible people who came to Canada within the past five years, are at least 19 and reside in BC. Promotional

	pricing applies for 24 months to Essential, Essential Plus or Total Chequing.
Key disclosure points	Detailed plan, Visa and account conditions apply, including credit approval, primary-holder rules, balance-waiver conditions, product exclusions and proof of income. Canadian credit history is not required, but Vancity may obtain a Canadian credit bureau report. Refer to the Newcomer Banking Plan and Visa terms.
All details on source page	https://www.vancity.com/learn/newcomers

8. Access Chequing

Member summary	No-fee account for people with disabilities, with 40 free everyday transactions per month.
Key terms / eligibility	No monthly fee; online/mobile and Interac e-Transfer transactions are free. After 40 combined in-person, debit, cheque and pre-authorized transactions, published per-transaction fees apply.
Key disclosure points	Eligibility requirements apply. Third-party and non-everyday service fees may apply. Digital-wallet costs and limits mirror the debit card. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/access-chequing

9. Jumpstart Savings

Member summary	High-interest savings with no monthly fee or minimum balance; can be held in several registered plans.
Key terms / eligibility	Online/mobile transactions free; in-person and pre-authorized payments \$5; cheque payments unavailable; Interac e-Transfers \$0.90 to send/request and free to receive.
Key disclosure points	Interest is calculated on the closing daily balance and paid monthly. Transaction fees for this account are incurred immediately. Promotional rates have separate conditions. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/jumpstart-high-interest

10. USD Chequing Plus for Seniors

Member summary	No-fee USD chequing for members age 65+, with free eligible everyday transactions.
Key terms / eligibility	Free in-person, online/mobile transfer and cheque transactions. Bill payments, debit transactions, pre-authorized payments and Interac e-Transfers are unavailable.
Key disclosure points	Age eligibility and account-service limitations apply. Additional Vancity and third-party fees may apply. Deposits are CUDIC-protected.

All details on source page	https://www.vancity.com/bank/accounts/usd-chequing-plus-seniors
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11. USD Chequing

Member summary	No-monthly-fee USD chequing with one free everyday transaction per month and free online transfers.
Key terms / eligibility	After the allowance: in-person transactions US\$0.70 and cheque transactions US\$0.50. Bill payments, debit transactions, pre-authorized payments and Interac e-Transfers are unavailable.
Key disclosure points	Additional Vancity and third-party fees may apply. Everyday transaction definitions apply. Deposits are CUDIC-protected.
All details on source page	https://www.vancity.com/bank/accounts/usd-chequing