Agreements, Bank Plans and Fees for Everyday Banking

Effective date February 1, 2016
Changes to Plans and fees, effective **December 1, 2016**

The information contained in this brochure will help you better understand these changes and how they may apply to you.

**BMO Bank of Montreal**

*We’re here to help.*
To confirm which Bank Plan is associated with your bank account, please refer to your statement or BMO® Online Banking for details. Your Plan can be found near the upper right corner of the statement or by selecting your bank account after signing in to BMO Online Banking.

### Minimum Monthly Balance to Waive the Monthly Plan Fee
The minimum monthly balance required to qualify for the Plan fee waiver is increasing:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practical</td>
<td>$1,500</td>
<td>$2,000</td>
</tr>
<tr>
<td>Plus</td>
<td>$2,500</td>
<td>$3,000</td>
</tr>
<tr>
<td>Performance</td>
<td>$3,500</td>
<td>$4,000</td>
</tr>
<tr>
<td>Premium</td>
<td>$5,000</td>
<td>$6,000</td>
</tr>
<tr>
<td>Standard²</td>
<td>$3,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>i.connect²</td>
<td>$3,000</td>
<td>$4,000</td>
</tr>
</tbody>
</table>

### AIR MILES®† Bonus Miles
The minimum monthly balance required to get 50 Bonus Miles per month is increasing:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIR MILES</td>
<td>$3,000</td>
<td>$4,000</td>
</tr>
</tbody>
</table>

### Interac e-Transfer®‡
We’re increasing the number of Interac e-Transfers included in select Plans and making changes to the fees:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Interac e-Transfers included per month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance</td>
<td>None</td>
<td>2</td>
</tr>
<tr>
<td>AIR MILES</td>
<td>None</td>
<td>2</td>
</tr>
<tr>
<td>Premium</td>
<td>5</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fee per transaction³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending an Interac e-Transfer</td>
</tr>
<tr>
<td>Cancelling an Interac e-Transfer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fee when you cancel an Interac e-Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancelled same day</td>
</tr>
<tr>
<td>Cancelled on a different day⁴</td>
</tr>
</tbody>
</table>
Changes to other service fees:

<table>
<thead>
<tr>
<th>Service</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal at a Non-BMO ATM in Canada</td>
<td>$1.50</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

**Certified Cheques**

<table>
<thead>
<tr>
<th>Type</th>
<th>Current</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuer requested</td>
<td>$15</td>
<td>$20</td>
</tr>
<tr>
<td>Non-issuer requested</td>
<td>$20</td>
<td>$30</td>
</tr>
</tbody>
</table>

**BMO Telephone Banking Transaction History**

Requesting your account history through the automated BMO Telephone Banking system will no longer count as a transaction against your Bank Plan monthly transaction limit.\(^6\)

**Credit Card Fee Rebate for Premium Plan Customers**

The BMO credit card annual fee rebate included with the Premium Bank Plan will no longer apply to BMO CashBack World or BMO AIR MILES World MasterCard\(^*\) cardholders. You will be charged the annual fee on your next anniversary date after December 1, 2016.

If you have any questions or if you would like us to review your banking services to help you get the most value for your everyday banking, please speak to a representative at your local branch or call us at 1-877 CALL BMO (225-5266). For TTY service, contact us at 1-866-889-0889. To learn more, visit bmo.com/agreements.

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1. A Primary Chequing Account must be the lead account for your Bank Plan.
2. These Plans are no longer offered. This information is for existing customers who have these Plans.
3. Does not apply if you are within the number of Interac e-Transfers included in your Bank Plan.
4. The time used for determining if an Interac e-Transfer is cancelled the same day is 12 a.m. ET. All Interac e-Transfers sent on or after 12 a.m. ET and cancelled before 12 a.m. ET the same day, will not be charged the cancellation fee. This fee is in addition to the non-refundable Interac e-Transfer fee ($1.00 for Personal Banking customers and $1.50 for Commercial Banking customers), if applicable.
5. Does not include fees that may be charged by non-BMO ATMs.
6. Not applicable to Bank Plans that include unlimited transactions.

\(^{\circledast}\) Interac e-Transfer is a registered trademark of Interac Inc. Used under license

\(^{\circledR}\) Trademarks of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Co. and Bank of Montreal

\(^{\circledast}\) Registered trademark of MasterCard International Incorporated. Used under license.
Agreements, Bank Plans and Fees for Everyday Banking
The following pages contain all of the relevant banking agreements that apply to Personal Accounts at BMO Bank of Montreal. These Agreements are effective February 1, 2016, and replace all previous agreements you have with us.

You need to read and understand the Agreements covering the services you have chosen. In these Agreements, “you” and “your” mean each person who signed the Application, and “we”, “us”, “our” and “the Bank” mean Bank of Montreal.

Les conventions relatives aux services bancaires courants de la Banque de Montréal sont disponibles en français et en anglais. Si vous ne les avez pas reçues dans la langue de votre choix, nous serons heureux de vous faire parvenir la bonne version sur demande.
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I. Personal Account Agreement
By applying for an account you agree to the following terms:

1) Privacy Disclosure and Consent - Your Personal Information

What is Personal Information?
Personal Information is information about an identifiable individual. It includes information that you have provided to us or was collected by us from other sources. It may include details such as your name, address, date of birth, gender, personal financial records, identification numbers including your Social Insurance Number, personal references, and employment records.

Why does the bank ask you for your Personal Information?
When we collect your Personal Information, we may use or disclose it to:
• verify your identity;
• provide and manage products and services you have requested;
• understand your financial services requirements;
• protect against fraud and manage risk;
• determine suitability of products and services for you;
• better manage your relationship with us;
• determine your eligibility for certain of our products and services, or products or services of others;
• comply with legal or regulatory requirements, or as otherwise permitted by law;
• communicate with you regarding products and services that may be of interest;
• understand our customers and to develop and tailor our products and services, and
• respond to any questions you may have.

If a new purpose for using your Personal Information develops, we will identify that purpose.

Sharing your Personal Information
We may share your Personal Information within BMO Financial Group, including locations outside of Canada where we do business, for legal and regulatory purposes, to manage credit risk and other business risks, to perform analytics, to ensure we have correct or up to date information about you (such as your current address or date of birth) and to better manage your relationship with us.

Your Choices
When you apply for a new product or service, we obtain your consent to collect, use or disclose your Personal Information for the purposes set out above.

If you prefer not to receive our Direct Marketing communications and/or not have your Personal Information shared among the members of BMO Financial Group for the purpose of marketing, you can have your name deleted from our Direct Marketing and/or shared information lists. If you want to change your privacy preferences, please let us know.

Please note that you cannot withdraw your consent to the collection, use and disclosure of your Personal Information if:
• we are legally required to collect, use or disclose your Personal Information, or
• it relates to a credit product we have granted to you where we are required to collect and exchange your Personal Information on an ongoing basis with credit bureaus, credit insurers and other lenders.

Withdrawing your consent in certain situations may also mean that we may not be able to provide you with the products or services you request.

For complete details on our commitment to respect and protect the privacy and confidentiality of your Personal Information, please refer to our Privacy Code, available at any BMO Bank of Montreal branch or on our website at bmo.com/privacy. From time to time, we may make changes to our Privacy Code. The Privacy Code found on our website is always the most recent version.
2) Identification Requirements for Personal Accounts
You are required to provide TWO (2) pieces of personal identification (ID) to set up a bank account. At least one piece of ID must be from Section A; Canadian Issued ID. Identification presented must be valid (not expired), original and not substantially defaced. This list of ID is provided as per the Access to Basic Banking Services Regulations under the Bank Act.

If you only have one piece from Section A, and none from Section B, your identity may be confirmed by a customer in good standing with the Bank or by an individual of good standing in the community where the Bank branch is located. You will also be asked to provide the following information if it is not included in the identification you present: address, occupation and date of birth. If we have reasonable grounds to suspect that there is a misrepresentation of identity, you will be requested to show one piece of identification from Section A that bears your photograph and signature.

Section A
• A driver’s license issued in Canada, as permitted to be used for identification purposes under provincial law
• A Canadian passport
• A Certificate of Canadian Citizenship or a Certification of Naturalization in the form of a paper document or card but not a commemorative issue
• A Permanent Resident card or Citizenship and Immigration Canada form IMM 1000, IMM 1442 or IMM 5292 or IMM 5688
• A birth certificate issued in Canada
• A Social Insurance Number (SIN) card issued by the Government of Canada
• An Old Age Security card issued by the Government of Canada with your name and Social Insurance Number embossed on the card
• A Certification of Indian Status issued by the Government of Canada
• A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial or territorial law
• Firearm Licence
• Nexus Card
• A document or card, bearing your photograph and signature, issued by any of the following authorities or their successors:
  • Insurance Corporation of British Columbia
  • Alberta Registries
  • British Columbia Identification (BCID)
  • British Columbia Driver’s License and Services Card (Combined Photo Card)
  • Photo British Columbia Services Card
  • Non-Photo British Columbia Services Card
  • Saskatchewan Government Insurance
  • Department of Service Nova Scotia and Municipal Relations
  • Department of Transportation and Public Works of the Province of Prince Edward Island
  • Department of Service New Brunswick
  • Department of Government Services and Lands of the Province of Newfoundland and Labrador
  • Department of Transportation of the Northwest Territories
  • Department of Community Government and Transportation of the Territory of Nunavut
  • Enhanced Identification Card (issued by Manitoba)
  • Manitoba Identification Card
  • Ontario Photo Card

1 Temporary Alberta Driver’s Licence cannot be accepted. 2 A Social Insurance Number letter cannot be accepted. 3 Manitoba, Ontario and P.E.I. health cards are prohibited from being used as identification anywhere in Canada.
Section B
Identification from this section must bear your name:

• An employee identification card, issued by an employer that is well known in the community, bearing your photograph
• A bank card, or automated teller machine or client card, issued by a member of the Canadian Payments Association in the name of, or bearing your name and signature
• A credit card issued by a member of the Canadian Payments Association bearing your name and signature
• A Canadian National Institute for the Blind (CNIB) client card bearing your photograph and signature
• Canadian University or College Student Identification Card, bearing your photograph, student reference number and has a bar code
• A foreign passport
• A foreign drivers license bearing your name and ID reference number

If you have any questions about the identification listed or these requirements, refer to section “Dispute Resolution” of this Agreement.

3) General Terms and Conditions

• Your account is to be used as a personal account only. If your account is used for business purposes, we reserve the right to charge you business banking service charges and/or close the account.
• We may rely on a properly appointed legal representative who is acting for you.
• This Agreement binds your heirs, executors, legal representatives, liquidators, administrators, assigns and, in Quebec, liquidators.
• After your death, we will transfer the balance of the funds in your account to your legal representative. Your representative must first provide us with the proper legal documents.
• You agree to notify the Bank in writing of any unauthorized or forged instruments immediately upon becoming aware of them.
• You are responsible to advise us of any changes to your personal information including your civic or postal address, email address, telephone number.
• If you have authorized us to obtain a credit bureau report, we may at our discretion update this information at any future date during the time you are a Bank customer. You also agree that we may share your personal information within BMO Financial Group or with credit reporting agencies or with persons with whom you have or may have financial dealings.
• You will supply further information as we may require from time to time to keep your personal information current.
• You agree that we may report any improper or unauthorized activity that is in any way connected with your account to any credit reporting agency.
• You acknowledge that digital or electronic representations of cheques and other payment items may be made and used by financial institutions, including the Bank, and we may elect to provide such digital or electronic representations of

1 Pre-paid cards cannot be accepted. 2 Student identification cannot be used for cashing Government of Canada cheques.
cheques or other payment items to you, in which case the original paper item may be destroyed and not returned to you. We are entitled to act upon such a representation for all purposes as if it were the paper item.

- We may change or end this Account Agreement at any time. You agree to changes made when notice is given in our Canadian branches.

### a. Deposits
- You are able to make deposits to your account at any of our Canadian branches that provide Assisted-service.
- We may require deposits to comply in all respects with all applicable by-laws, rules, regulations and standards of the Bank and/or the Canadian Payments Association.
- When you deposit a cheque, you agree to allow us enough time to make sure the cheque has cleared before you can withdraw the amount of the cheque.
- We can apply direct deposits to your account. However, we cannot be responsible for the type or amount of the deposit, or any delay in applying or failing to apply the deposit.
- U.S. coin will only be accepted at par with Canadian even when deposited to a U.S. Dollar Account.
- We may debit your account for the amount of any deposits for which we are not fully reimbursed.
- We may accept cheques from you on a collection basis. The funds will be deposited to your account only if and when payment for the cheque has been received by us from the other financial institution. We may charge a fee for cheques sent on collection, and the other financial institution may also charge associated fees. Refer to the “Additional Services and Fees” listed in this Agreement for applicable fees.
- You are responsible for delivering any change in direct deposit instructions to anyone who makes direct deposits to your account.
- You agree we do not have to give you or anyone else immediate notice of dishonour if an item deposited to your account has been returned to us unpaid. Notice of dishonour is adequately given by including the deposit reversal entry on the monthly statements which we send to you. You will be liable to us for the amount we charge back to your account from the date we do so. You acknowledge that foreign currency items deposited and subsequently returned may incur a foreign currency loss due to rate fluctuations. You are responsible for any differences and amounts owing as a result of a dishonoured foreign currency item.
- You certify that you have complied and will continue to comply with all applicable laws (including any laws relating to money laundering, currency and remittance controls) in connection with the money sent to the Bank by you or on your behalf.

### b. Interest
- We may change interest rates or terms or both from time to time. Up-to-date information on rates and terms are available at all our Canadian branches where deposit accounts are kept, online at bmo.com/rates and by calling 1-877-225-5266. Interest rates are per annum.
- Interest is calculated on the daily account closing balance, and paid monthly on the last business day of the month.
- When switching from an interest bearing account to another account type (where permissible and where the account number does not change), any accrued interest will be calculated up to, but not including, the date of the switch and will be credited directly to the new account type at the time of the switch.
- When closing an interest bearing account, any accrued interest will be calculated up to, but not including, the date of account closure and will be credited directly to the account, at the time of account closure.

### c. Withdrawals
- We may reject cheques or other payment items that do not comply with all applicable by-laws, rules, regulations, and standards of the Bank and/or the Canadian Payments Association.
- You are able to make withdrawals at Canadian branches that provide Assisted-service by giving your request along with your BMO Debit Card or any other BMO Bank of Montreal card, issued for this purpose, or any additional identification which we may ask you to present.
• There is a limit to the amount of money that you are able to withdraw at a branch other than your branch of account.
• We may require you to give us at least seven (7) days notice before you make a withdrawal, except from Primary Chequing accounts.

d. Cheque Hold Policy
We may hold1 funds you deposit by cheque, or other non-cash deposits (money orders or drafts), for the time periods outlined below before they are available to you for withdrawal.

<table>
<thead>
<tr>
<th>Cheque deposit hold details</th>
<th>Hold duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Encoded Canadian dollar cheques, money orders and drafts drawn on a Financial Institution located in Canada</strong></td>
<td></td>
</tr>
<tr>
<td>Cheque amount for $1,500 or less deposited in the branch with an employee</td>
<td>Cheques may be held up to 4 business days2 after the day of the deposit</td>
</tr>
<tr>
<td>Cheque amount for $1,500 or less deposited through any other manner, including an automated teller machine (ATM)</td>
<td>Cheques may be held up to 5 business days after the day of the deposit</td>
</tr>
<tr>
<td>Cheque amount for greater than $1,500 deposited in the branch with an employee</td>
<td>Cheque may be held up to 7 business days after the day of the deposit</td>
</tr>
<tr>
<td>Cheque amount for greater than $1,500 deposited through any other manner, including an ATM</td>
<td>Cheque may be held up to 8 business days after the day of the deposit</td>
</tr>
<tr>
<td>New accounts (opened for 90 days or less)</td>
<td>All cheques may be held up to 7 business days after the day of the deposit</td>
</tr>
</tbody>
</table>

**Other types of Cheques**

| Cheques that are endorsed more than once or are deposited 6 months after the date of the cheque | Cheques may be accepted for deposit at our discretion and if accepted for deposit may be held up to 9 business days after the day of the deposit |
| encoded U.S. dollar cheque drawn on financial institution located in Canada                  | Cheque may be held up to 7 business days                                      |
| un-encoded or partially encoded cheque (Canadian or U.S. dollar) drawn on a financial institution located in Canada | Cheque may be held up to 15 business days                                     |
| damaged or mutilated encoded cheque (Canadian or U.S. dollar) drawn on financial institution located in Canada | Cheques may be accepted for deposit at our discretion and if accepted for deposit may be held up to 30 business days after the day of the deposit |
| encoded U.S. dollar cheque drawn on financial institution located in the U.S.                | Cheque may be held up to 30 business days                                     |
| Cheques sent on collection3                                                                 | Cheque will be credited to customer account only if and when the cheque has been paid by the financial institution on which it has been drawn |

We may refuse to accept any cheques if we have reason to believe that the deposit is being made for illegal or fraudulent purposes.

1 A hold provides no guarantee that a cheque or other non-cash deposit will not be returned unpaid after the hold period has expired. If a cheque or other non-cash deposit is returned to us unpaid for any reason at any time, either during or after the expiry of the applicable hold period, we have the right to charge the amount of the cheque or non-cash deposit to your account. Foreign currency items deposited and subsequently returned may incur a foreign currency loss due to rate fluctuations. You are responsible for any differences and amounts owing as a result of a dishonoured foreign currency item. 2 Business Day: Please note that Saturday, Sunday and holidays are not business days. 3 Some cheques may be sent on “collection”, meaning that the funds will be credited to your account only if and when BMO receives payment when the cheque drawn from another financial institution clears and the funds have been received by BMO.
e. Cashing Government of Canada Cheques
We will not charge a fee when you cash or deposit a Government of Canada cheque. We will cash your Government of Canada cheque with a value up to $1,500 with:
• two pieces of ID from Section A or B, or
• one piece of ID from Section A or B if your identity is confirmed by a customer in good standing with the Bank or by an individual of good standing in the community where the Bank branch is located, or
• one piece of ID from Section A or B that has your photo and signature
Note: For ID types applicable to Section A or B refer to the “Identification Requirements for Personal Accounts” section in this Agreement.

The Government of Canada is switching from cheques to direct deposit. You may need to set-up a direct deposit to receive your payments for Tax Refunds, GST Rebates, Canadian Pension Plan, Old Age Security, Canada Child Tax Benefit, and Employment Insurance. Visit directdeposit.gc.ca for more details.

f. Checking your Statements and Account Information
Any statement of your account(s) will be deemed to have been delivered or given to you if sent by the Bank by ordinary mail to your last known address contained in the records of the Bank, or if sent to you electronically, through electronic channels such as BMO Mobile or BMO Online Banking including BMO Online Banking message centre or any other electronic channel we may allow you to access such documents (“Electronic Channel”). You will advise the Bank promptly if you have not received the statement within 10 days of the date on which you normally receive it.

You are responsible for:
• reviewing, at least monthly, debit and credit entries to your account, cheques or cheque images, vouchers and transaction information (“Account Information”);
• determining the authenticity of the Account Information; and
• notifying the Bank in writing of any errors, irregularities, omissions in, or objections to, your statement, Account Information or passbook (including, without limitation, if a cheque has forged signatures, has been altered, is a duplicate, is counterfeit or is otherwise unauthorized or fraudulent) (“Notice”).

This Notice must be provided to the Bank within 30 days from:
• the statement date, if you receive monthly statements; or
• the last day of the month in which the transaction was posted to your account, if you do not receive monthly statements.

In addition, you acknowledge and agree that, except as set out in any Notice provided to the Bank within the 30 day period, after the 30 day period:
• you will be conclusively deemed to have accepted your statement, Account Information or passbook as correct and to have accepted all cheques or cheque images and vouchers, if any, as properly charged to your account. During and after the 30 day period, the Bank may charge back amounts remitted to you for which payment has not been received;
• all amounts charged to your account are properly charged or credited, including all interest, fees and service charges, whether or not the statement discloses how interest, fees and charges are calculated;
• you have no claim that any cheques or any other payment instructions charged to the account had forged signatures, were altered, duplicated, or counterfeit or were for any reason unauthorized or fraudulent even if you or we did or did not verify the signature, instruction or authorization; and
• you release us from any claim whatsoever relating to your statement, passbook or Account Information, whether for negligence, breach of contract, breach of trust, breach of fiduciary duty, conspiracy, unlawful interference or otherwise.
g. Consent to Electronic Delivery Of Documents

These terms and conditions apply to the electronic delivery of documents to you relating to one or more of your BMO Bank of Montreal accounts.

1. Definitions

Account means the BMO account for which you have selected to receive electronic delivery of documents as set out in these terms and conditions, and any replacement account that may be opened, such as when your credit card or debit card is lost or stolen or your credit card is converted to a different BMO credit card.

Agreement means the agreement between you and BMO that governs your Account, as may be amended from time to time, and which you can view at bmo.com.

BMO and we means Bank of Montreal, Bank of Montreal Mortgage Corporation and BMO Trust Company.

Documents means the documents listed in Section 2.

Message Centre means the BMO Online Banking message centre.

Online Banking means the online access to your statements including BMO Online Banking service that can be accessed at bmo.com and includes BMO Mobile Banking, which is accessible by the BMO Mobile Banking app and m.bmo.com.

You and your means each person who consents to BMO providing electronic delivery of documents.

2. Consent and When It Takes Effect – You consent to BMO providing the following documents to you by making them available through Online Banking:

(i) Account statements;
(ii) changes to your Agreements;
(iii) changes to any interest rates, fees, and any other items mentioned in the disclosure statements we send you from time to time with respect to your Accounts;
(iv) communications about these terms and conditions including changes and confirmations; and
(v) any other confirmation, notice or information that we are required by law to provide to you in writing relating to your Accounts.

We will not send you paper documents, except as set out in Section 6.

If we receive your consent less than ten (10) business days before the end of an Account statement period, it may not take effect until the next Account statement period. Account statement periods will end on the same day each month. For credit card and line of credit Accounts, your due-date will also be the same time each month as your paper statement.

3. Oral Consent – If you orally consented to BMO providing you documents electronically, this confirms your consent. If you do not agree to these terms and conditions, you may revoke your consent as described in Section 7.

4. Electronic Delivery of Documents and Length of Time Available – When we provide a document electronically, we will do so by making it available to you through Online Banking. We may post a notification message to the Message Centre to tell you that the document is available. In other cases, documents may become available to you immediately as part of an Online Banking transaction or selection.

We will make Account statements available through links in Online Banking. Other documents may be limited to links or information contained in Message Centre notifications. You will be instructed to print or save a copy for your records. Message Centre notifications are accessible for six (6) calendar months after they are posted, unless you delete them. Account statements are accessible for seven (7) years after they are posted in Online Banking.

In addition to Message Centre notifications, you may select through Online Banking to receive non-secure alerts sent electronically by us to you through various channels (for example, email, text message or other notification to a mobile device) to notify you when documents are available. You are responsible for informing us of any changes made to your contact information. Alerts may be delayed or prevented because of a variety of factors. We do our best to provide
alerts in a timely manner and with accurate information. We do not guarantee the delivery or the accuracy of the contents of any alert. By using alerts, you also agree that we will not be liable for any of the following:
(i) any delays, failure to deliver, or misdirected delivery of any alert;
(ii) for any errors in the content of an alert; or
(iii) for any actions taken or not taken by you or any third party in reliance on an alert.

5. Your Obligations to Access Online Banking and View Documents – You agree to access Online Banking at least monthly to review documents. You are responsible for printing or downloading a copy of any document for your records. If you are unable to access Online Banking for any reason, you should revoke your consent as described in Section 7.

6. Providing Documents by Paper – We may provide you documents by paper delivery if we are unable to provide electronic delivery or if we otherwise consider it appropriate. Any paper delivery will be provided to you at the most current mailing address that we have on file for your Accounts.

7. Revoking Consent – You may revoke your consent to have documents delivered to you electronically at any time by updating your document delivery preferences in BMO Online Banking, by calling 1-877-225-5266, or by coming into any BMO branch.
We will confirm to you in writing that we have received your revocation and specify when it takes effect. If we receive your revocation less than ten (10) business days before the end of an Account statement period, it may not take effect until the next Account statement period.

8. Changing These Terms and Conditions – We may change these terms and conditions from time to time by providing you with notice of the change through electronic or paper delivery.

9. Other Agreements – These terms and conditions apply in addition to your other Agreement(s).

h. Fees
• We may charge for our services, and debit your account for these charges.
• We may change service charges from time to time. If there are to be any increases, a list of personal account fee changes will be sent to you if you receive a monthly account statement, at least 30 days in advance of the increase. If you do not receive a monthly account statement, we will consider that you have been provided with notice when a list of changes are posted in Canadian branches, online at bmo.com/agreements and at BMO ATMs at least 60 days in advance of the increase.
• Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.
• Service charges are non-refundable.
• Service charges are debited to the lead account, identified with a descriptive message, and calculated from the first to the last business day of the month however; the debit is processed on the second business day of the following calendar month and posted to the last business day of the previous month. As a result month end balances obtained through your branch, an ATM, Telephone, BMO Mobile or BMO Online Banking may not reflect service charge fees to be collected.
• Unless you have a separate overdraft agreement with us, you understand that you do not have the right to overdraw your account. If we allow you to have an overdrawn account, we will charge a fee for each debit transaction, plus interest calculated daily on the overdrawn balance at the prevailing overdraft interest rate, as disclosed in our Canadian branches. You must repay any overdraft balance, fee(s) and interest on demand. We may change interest rates and terms from time to time.
• We may charge you for and debit your account for any costs we incur to recover amounts that you owe us. These costs may include include legal fees on a solicitor and client basis.
• We may charge you for and debit your account for any costs we incur in order to comply with any request issued under a statutory or court authority for information or documents respecting your account.
• We may debit your account for any taxes collectible by us on all of our products and services.
Pay-per-use fees
The following fees apply to each transaction processed on personal accounts when you do not have an Everyday Bank Plan. Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.

<table>
<thead>
<tr>
<th>Services</th>
<th>Premium Rate Savings¹</th>
<th>Smart Saver²</th>
<th>Savings Builder²</th>
<th>Primary Chequing¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self-serve (fees per item)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Electronic</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Authorized Payments</td>
<td>$1.00</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Debit card purchase</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td><em>Interac℠ Online</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ATM</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Withdrawal</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
<td>Not available</td>
<td>$5.00²</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.00</td>
<td>$0.85</td>
<td>$0.85</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>BMO Telephone Banking⁵</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
<td>$5.00⁴</td>
<td>$5.00⁴</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.00</td>
<td>$0.85⁶</td>
<td>$0.85⁶</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>BMO Mobile and BMO Online Banking</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
<td>$5.00⁴</td>
<td>$5.00⁴</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>Cheque drawn on account</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheque drawn on account</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Assisted-service (fees per item)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Branch and customer contact agent</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Withdrawal</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.25</td>
<td>$5.00⁴</td>
<td>$5.00⁴</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.25</td>
<td>$5.00</td>
<td>$5.00</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

¹ This account is no longer available with pay-per-use pricing and must now be included in an Everyday Bank Plan. This information is for existing customers without an Everyday Bank Plan. ² This account cannot be included as part of an Everyday Bank Plan. ³ Additional fees may be charged by the merchant for use of point-of-sale devices. ⁴ One free funds transfer from the account via BMO ATM, BMO Telephone, BMO Mobile or BMO Online Banking, at a branch, with a customer contact agent or by automatic transfer between BMO accounts is allowed per month. A $5.00 fee applies for each additional transaction. ⁵ These fees apply when you complete transactions through the interactive voice response (IVR) system. Assisted-service fees will apply when transactions are completed with a customer contact agent. ⁶ This fee is charged when you complete an account history through the interactive voice response (IVR) system. A $5.00 fee will apply for each account history inquiry with a customer contact agent. ⁷ A bill payment handling fee of $1.50 applies where applicable.
**Additional Services and Fees**

The following fees may be in addition to any other account transaction fees and monthly Everyday Bank Plan fees. Some of these fees may be covered by one of our Everyday Bank Plans. Refer to “Bank Plan Features” for services that may be covered in the various Bank Plans. Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.

<table>
<thead>
<tr>
<th>Statements</th>
<th>Per Item</th>
<th>Per Item</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>eStatement</strong></td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td><strong>Paper statement</strong>† (per statement, per month)</td>
<td>$2.00</td>
<td></td>
</tr>
<tr>
<td><strong>Accounts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill payment handling charge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Assisted-service)</td>
<td>$1.50</td>
<td></td>
</tr>
<tr>
<td><strong>Certificate of account balance</strong></td>
<td>$10.00</td>
<td></td>
</tr>
<tr>
<td>Interim statement of account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Picked up at branch, mailed or faxed</td>
<td>$5.00</td>
<td></td>
</tr>
<tr>
<td><strong>Search and/or copy of personal account item</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(e.g., statement, voucher, transaction receipt, cheque tracing)</td>
<td>$5.00</td>
<td></td>
</tr>
<tr>
<td>Account closed within 90 days of opening</td>
<td>$20.00</td>
<td></td>
</tr>
<tr>
<td><strong>Dormant account notice</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If notice is acknowledged within 60 days:</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>After 60 days:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-year notice of dormant account</td>
<td>$20.00</td>
<td></td>
</tr>
<tr>
<td>5-year notice of dormant account</td>
<td>$30.00</td>
<td></td>
</tr>
<tr>
<td>Unclaimed Balances</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-year transfer of funds to Bank of Canada</td>
<td>$40.00</td>
<td></td>
</tr>
<tr>
<td><strong>Post-dated item held for deposit</strong></td>
<td>$3.00</td>
<td></td>
</tr>
<tr>
<td><strong>Transfer/payment arrangements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set-up or amend instructions for standing orders, (regular payments/transfers from or between accounts in the same currency)</td>
<td>$4.50</td>
<td></td>
</tr>
<tr>
<td>except for Continuous Savings Plan²³</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone instructions accepted by branch⁴</td>
<td>$4.00</td>
<td></td>
</tr>
<tr>
<td>Your account balance to another financial institution</td>
<td>$20.00</td>
<td></td>
</tr>
</tbody>
</table>

| Cheques                                         |          |          |
| **Cheque orders**                               | Varies by style |          |
| **Cheque image return**                         | (per month) | $2.50    |
| **Certified cheque**                            |          |          |
| Requested by issuer                             | $15.00   |          |
| Requested by non-issuer                         | $20.00   |          |
| **Stop payment** (Cheques and Pre-Authorized Payments)⁶ |          |          |
| Single                                           | $12.50   |          |
| Series (in sequence, per request)              | $20.00   |          |
| **Foreign currency cheque**                     |          |          |
| Item deposited to a Canadian dollar account (excluding American Express Travellers Cheques) | $5.00 |          |
| Item drawn on a Canadian dollar account         | $20.00   |          |
| **Items returned non-sufficient funds (NSF)**⁸  | $48.00   |          |
| **Items sent on collection**                    |          |          |
| Cheques up to $250.00 CDN                       | $15.00   |          |
| Cheques over $250.00 CDN (25.00 min. charge and $200.00 max. charge) | 0.125% |          |

| Overdraft Protection services                   |          |          |
| **Overdraft Transfer Service**                  |          |          |
| Per transfer²                                  | $5.00    |          |
| **Overdraft Protection**¹⁰                      |          |          |
| Standard (Monthly fee and no per-item fees)    | $4.00    |          |
| Occasional (No monthly fee)¹¹                   | $5.00    |          |
| **Overdraft per item charge (OPIC)**            |          |          |
| For each item that creates or increases overdraft | $5.00 |          |
| Does not apply to amounts within Overdraft Protection - Standard limit |          |          |

---

1 One paper statement is included with the Practical Plan, Kids discounted banking program and Senior Plan (discontinued Bank Plan) at no charge. This fee will apply for each additional account statement.  
2 Fee is in addition to any debit transaction fees.  
3 The set-up fee is not applicable where the transfer is for automatic savings or regular contributions to a mutual fund, RSP or savings account.  
4 You must have a signed verbal/facsimile agreement with your branch before instructions can be accepted by telephone.  
5 Cost of personalized cheque orders for personal deposit accounts will depend on quantity and type selected.  
6 You are not able to put a stop payment on Pre-Authorized Payments for BMO credit products such as loans, mortgages, credit cards, lines of credit.  
7 Foreign currency items deposited and subsequently returned may incur a foreign currency loss due to rate fluctuations. Foreign currency cheque fee does not apply to American Express Travellers Cheques. Travellers cheques in U.S. dollars other than those issued by American Express cannot be negotiated at a BMO branch.  
8 Cheque or Pre-Authorized Payment.  
9 Other financial institutions may charge associated fees. We may charge third-party or out-of-pocket expenses, such as courier fees. In the event that an item is received on collection, we may charge fees.  
10 Interest will be calculated on the daily overdraft balance at prevailing overdraft interest rates and charged to the account at the end of the month.  
11 Fee applies to each item that creates or increases overdraft. We process debit transactions against accounts in the order in which we receive them via the clearing system.  
12 Fee applies when you exceed your Overdraft Protection limit or when you create an overdraft for which you do not have prior arrangements on your account and the item is paid. We process debit transactions against accounts in the order in which we receive them via the clearing system. Overdraft per item charges will be incurred in the same order as items are received from the clearing system.
## Additional Services and Fees (continued)

<table>
<thead>
<tr>
<th><strong>Sending money to others</strong></th>
<th><strong>Per Item</strong></th>
<th><strong>Safety deposit boxes</strong>&lt;sup&gt;7&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending money to others</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Interac e-Transfer</strong>&lt;sup&gt;®  §&lt;/sup&gt;</td>
<td>$1.50</td>
<td></td>
</tr>
<tr>
<td><strong>Money Orders or Drafts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(all available currencies)&lt;sup&gt;1,2,3,4&lt;/sup&gt;</td>
<td>$7.50</td>
<td></td>
</tr>
<tr>
<td><strong>Official cheque</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Canadian dollars only)</td>
<td>$5.00</td>
<td></td>
</tr>
<tr>
<td><strong>American Express Gift Cheques</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commission on total purchase</td>
<td>3.00%</td>
<td></td>
</tr>
<tr>
<td><strong>Wire payments</strong>&lt;sup&gt;5&lt;/sup&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incoming</td>
<td>$14.00</td>
<td></td>
</tr>
<tr>
<td>(3rd party bank charges are the responsibility of the sender)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outgoing (of wire value)</td>
<td>0.20%</td>
<td></td>
</tr>
<tr>
<td>Minimum charge</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td>Maximum charge</td>
<td>$125.00</td>
<td></td>
</tr>
<tr>
<td>Plus: Communication charge</td>
<td>$10.00</td>
<td></td>
</tr>
</tbody>
</table>

### Financial services for travellers

#### Buying/selling currency

<table>
<thead>
<tr>
<th>Purchasing/selling currency</th>
<th><strong>Per Item</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing sundry foreign currency</td>
<td></td>
</tr>
<tr>
<td>• delivered to a branch&lt;sup&gt;6&lt;/sup&gt;</td>
<td>$5.00</td>
</tr>
<tr>
<td>• delivered to a Canadian address&lt;sup&gt;6&lt;/sup&gt;</td>
<td>$8.50</td>
</tr>
<tr>
<td>Selling sundry foreign currency</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

#### Purchasing traveller cheques

<table>
<thead>
<tr>
<th>Commission (on entire amount and in the same currency of the travellers cheques purchased)</th>
<th>1.25%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission on U.S. dollar</td>
<td></td>
</tr>
<tr>
<td><em>Cheques for Two™††</em> (on total purchase)</td>
<td>1.75%</td>
</tr>
<tr>
<td>Minimum charge (per purchase)</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

#### Courier fees when purchasing traveller cheques and foreign currency using BMO Online or Telephone Banking

| Delivered to a Canadian address | $8.50 |

---

**Note:** Where applicable, GST/HST/QST is extra.

### Coin Counter<sup>8</sup>

<table>
<thead>
<tr>
<th>Up to $250</th>
<th>Free</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250 and above (on the entire amount)</td>
<td>3%</td>
</tr>
</tbody>
</table>

### Access to accounts through non-BMO channels<sup>9</sup>

#### Withdrawal at non-BMO ATMs

<table>
<thead>
<tr>
<th>Inside Canada <em>(Interac network)</em></th>
<th>$1.50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inside U.S.&lt;sup&gt;10&lt;/sup&gt;</td>
<td>$3.00</td>
</tr>
<tr>
<td>Outside Canada and U.S.</td>
<td>$5.00</td>
</tr>
<tr>
<td><em>(Cirrus®&lt;sup&gt;®&lt;/sup&gt; and Maestro®&lt;sup&gt;®&lt;/sup&gt; networks)</em></td>
<td></td>
</tr>
</tbody>
</table>

#### Debit card purchase

| Outside Canada<sup>11</sup> | No additional fee |

### Taxes

For services that are subject to Harmonized Sales Tax (HST), federal Goods and Services Tax (GST) and/or Provincial Sales Tax (PST)/Quebec Sales Tax (QST), the taxes paid will be indicated separately on statements, receipts, etc.

**Bank of Montreal GST/HST Number:** R100390095

**QST Number:** 1000042494

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1 We and/or other financial institutions may charge additional fees for refunds or replacements of lost or stolen money orders or drafts. 2 The receiving financial institution may charge associated fees. 3 U.S. dollar money orders and drafts are available at no cost when purchased through a U.S. Dollar personal account. 4 U.S. dollar drafts are drawn on BMO Harris Bank N.A. and are subject to United States Anti-Money Laundering regulations, including screening the payee against the Specially Designated Nationals and Sanctioned Countries lists maintained by the Office of Foreign Assets Control, an agency of the Government of the United States. Depending on the result of that screening, a payee might not be able to cash a U.S. dollar draft. 5 Other financial institutions may have associated fees for incoming and outgoing wire transfers. Inquiries/traces etc. may be subject to fees other than those collected by BMO. Inquire in branch for details. When an investigation is requested, an investigation fee may be collected. 6 Fees are per (up to and equal to) $5,000 (Canadian dollar equivalent) sundry foreign currency order. 7 All sizes may not be available at all BMO branches. Fees for related services will apply. Sizes are measured in inches. 8 Available at select BMO branches. 9 These fees are in addition to any other fees that may be charged by non-BMO ATMs. 10 Fee does not apply for use of BMO Harris ATMs on the Cirrus network. 11 Applies to purchases made outside of Canada on the Maestro network. Other transaction or network fees may apply.
i. Inactive Accounts
Accounts with a balance of $0 and no Customer Activity for a period of at least one (1) year, will be closed.

4) Joint Accounts
The terms in this section apply only if there is more than one person applying for the account. In that case, you also agree to the terms in this section. When the terms above are not consistent with those in this section, the terms above are to be read with appropriate changes.

• You authorize us to debit your account for withdrawals, cheques, and other debit instructions, when signed by one or more of you, according to the Signing Authority in your Application. You have three (3) options when arranging Signing Authority:
  (i) Any one to sign;
  (ii) All to sign; or
  (iii) Any number to sign when there are three (3) or more persons on the account
• Deposits made or endorsed by all of you that are endorsed by any one or more of you will be credited to your account.
• Deposits payable to either one or more of you that are endorsed by any one or more of you will be credited to your account.
• Deposits payable to all of you and endorsed by any one or more of you will only be credited to your account if the Signing Authority matches the signatures on the item you are depositing.
• Your authorization above applies even if an overdraft is created or increased in the account.
• You authorize us to deal with any one of you for any other transactions or matters relating to the account. A stop payment order by any one of you is sufficient to end our authority to pay an item. However, we may still require all of you to sign instructions or documents in some cases.
• We may credit your account with the proceeds of any instruments, including securities, that are signed or drawn by any of you, payable or belong to any of you, or are received by us for credit to any of you. We may endorse any of those instruments for any of you. You allow us to do this, and will not hold us responsible.
• You can only receive one (1) statement for the account. Each statement, notice, and other document sent to the address in our records for the account, is to be considered as if we sent it to each of you.
• You can only receive one (1) format or a statement, either paper or electronic (“eStatement”).
  If you choose to receive an eStatement, you will each have access to view, print and save the eStatement.
• If you choose to receive an eStatement, a statement, notice and other document is considered delivered when we make it available through electronic channels such as BMO Mobile or BMO Online Banking, including BMO Online Banking message centre or any other electronic channel we may allow you to access such documents.
• You are responsible individually and together (and in Quebec, solidarily) for all your obligations under this Account Agreement.
• You authorize us to provide to the estate representative named in a will or grant of probate or similar authority to administer the deceased accountholder’s estate, any account or transactional information of the deceased joint account holder

These provisions apply only if Form of Co-ownership shown is Joint with Right of Survivorship (not applicable in Quebec).

• If any one or more of you dies, any credit balance in your account may be withdrawn or made payable for the survivor(s), according to the Signing Authority for your account.
• If it is impossible, because of the death of any of you, to obtain signatures according to the Signing Authority for your account, you allow us to act on the signatures of all of the survivors.
• After the death of the last survivor, we will transfer the funds in the account to the legal representative of the last survivor.

5) AIR MILES Reward Program
If you are applying for an eligible Bank Plan with a Canadian or U.S. Dollar Primary Chequing Account that is designated as your lead account (the one you designate to pay any fees required by your banking) or you have a grandfathered Interest Chequing Account, you also agree to the terms in this section regarding the AIR MILES Reward Program:

• You have one of the following Options:
  (a) to earn AIR MILES reward miles on your account and have them credited to an AIR MILES Collector Number;
  (b) not to earn reward miles on your account.
• If you do not indicate your choice when you apply, you agree that you have chosen Option (b).
• You may change your Option by giving us notice of the change in writing at the branch where your account is held.
• If you have chosen Option (a) reward miles will not be earned on your account until you fulfill any other eligibility criteria for earning reward miles that we may require from time to time.
• You confirm that the AIR MILES Collector Number provided to us is correct.
• We will direct any reward miles earned on your account only to the Collector Number you provide.
• If you have chosen Option (b), you agree that you will not make any claims against us for not having your account earn reward miles.
• We decide and tell you how the reward miles that we issue can be earned on your account. We may change how they are earned. We may cancel or reverse any reward miles that were not properly issued or earned. Reward miles have no cash value.
• Reward miles are based on the cumulative amount spent through the month, less reversals or returns and will be rounded down to the nearest whole number. Fractions of reward miles will not be awarded.
• Your account(s) must be in good standing.
• Regarding all aspects of our involvement in the AIR MILES Reward Program, you agree that the rights that the Collector for your account may have against us are no greater than the Collector’s rights against LoyaltyOne Inc. (“Loyalty”) in the Collector’s agreement with them.
• The AIR MILES Reward Program is covered by a separate agreement between Loyalty and the AIR MILES Collector for your account.
• Loyalty is responsible for the AIR MILES Reward Program. You will not hold us responsible for the Program or any obligation in connection with it or its operation. If the Reward Program is changed or ended, you will also not hold us responsible. You will not make any claims against us for any matter connected in any way with the AIR MILES Reward Program.
• We decide when to report to Loyalty or its agents the AIR MILES reward miles earned on your account from us and we may give Loyalty or its agents any other information reasonably required by Loyalty for the AIR MILES Reward Program. There is a processing period between the time we report the reward miles earned from your account and when those reward miles become available to the Collector.
• You understand that where you have chosen Option (a), and you provide an AIR MILES Collector Number that belongs to someone else, that that Collector may be able to calculate the value of financial value associated with your account(s) due to the manner in which the reward miles are credited.
• We have the right to terminate the Program at any time.
• You agree that we may collect and use information about the type and number of other products and services that you have obtained from other members of BMO Financial Group to determine your eligibility for additional reward miles in accordance with the AIR MILES Reward Program.
• If at any time you commit fraud, violate any of these terms, or abuse your Program privileges, we may without affecting our other rights, refuse to allow you to earn reward miles on your Personal Accounts.
6) **Savings Builder Account**

With a Savings Builder Account you are awarded an additional rate of interest in a given month simply by increasing your account balance by $200.00 or more.

In this section, the following definitions apply:

- **Account** means Savings Builder Account
- **Base Interest** means the rate of interest you will earn on your entire Account balance regardless of whether you increase your Account balance
- **Bonus Interest** means an additional rate of interest you will earn each month in which you increase your Account balance by $200.00 or more
  - Bonus Interest is available on balances up to a maximum $250,000. To determine if you are eligible for Bonus Interest in a month, we will calculate the difference between the closing balance on the last business day of the previous month and the closing balance on the last business day of the current month. The closing balance at the end of the current month excludes Base Interest credited from the current month, Bonus Interest credited from the previous month and any withdrawal or transfer fees.
  - Bonus Interest is calculated on the daily account closing balance and paid monthly on the second business day of the following month. Bonus Interest is calculated from the first business day of the month, regardless of which day you may have qualified for Bonus Interest.
  - You will not qualify for Bonus Interest and will only earn Base Interest on your Account balance:
    (i) for each month that you do not increase your Account balance by $200.00 or more; and
    (ii) on the portion of your Account balance that exceeds $250,000
  - Base Interest is calculated on the daily closing balance and paid monthly on the last business day of the month.
  - If you switch from a Savings Builder Account to another account type (where permissible) or close a Savings Builder Account, you are not eligible to earn Bonus Interest for that month if the Account is switched or closed before the Bonus Interest is credited, even if your Account balance increased by $200.00 or more. You will earn Base Interest on the entire Account balance up to the previous business day of the switch or closure.
  - We may change the monthly Account balance increase amount required to earn Bonus Interest at any time.
  - We may change interest rates or balance tiers or both from time to time. Up-to-date information on rates and terms are available at all our Canadian branches where deposit accounts are kept, online at bmo.com/rates and by calling 1-877-225-5266. Interest rates are per annum.
  - You are only allowed one Savings Builder Account in your name, regardless of whether the Account is single, ‘in trust’ or held jointly.
II. Everyday Bank Plans and Plan Agreement

By applying for any Everyday Bank Plan you agree to the following terms:

1) General Terms and Conditions

• You understand and agree to the Plan terms, features and fees, which are outlined below.
• The Monthly Transaction Limit overrides any Debit Transactions otherwise included with certain accounts and any waivers of transaction fees earned by keeping the requisite balance in the account.
• If you have included a spouse or partner in your Plan, your spouse or partner will benefit from the services under your Plan, at no additional cost. The Plan services will be available to your spouse or partner only on the joint accounts or personal deposit accounts in either name covered by the Plan.
• If you wish to take advantage of any credit services offered under the Plan, you may need to apply for them separately.
• You acknowledge that the services provided within your Plan are for personal use only and that excessive use of these services, as determined in our sole discretion, may result in additional charges or termination of your Plan.
• We may change or end this Agreement, and/or the Plan terms, at any time. You agree to changes made when notice is given in our Canadian branches.
• If there are to be any increases in Plan fees or changes to features that will result in fees being charged for services that may no longer be included in a Plan, a list of changes will be sent to you if you receive a monthly account statement, at least 30 days before of the increase or change. If you do not receive a monthly account statement, we will consider that you have been provided with notice when a list of increases or changes are posted in Canadian branches, online at bmo.com/agreements and at BMO ATMs at least 60 days in advance of the increase.

2) Features and Fees

• If you select the Practical Plan, you can have one Canadian or U.S. Dollar Primary Chequing Account, Interest Chequing Account (existing customers), BMO InvestorLine®‡ AccountLink® account or your BMO Nesbitt Burns® ** Preferred Plus account and one Canadian or U.S. Dollar Premium Rate Savings Account under the Plan. One account must be designated as the Lead Account (defined below).
• If you select a Bank Plan other than the Practical Plan, you can have up to twenty Canadian or U.S. dollar accounts including BMO InvestorLine AccountLink account and/or your BMO Nesbitt Burns Preferred Plus account under one Plan. One account must be designated as the Lead Account (defined below).
• Smart Saver Accounts and Savings Builder Accounts cannot be included as part of a Bank Plan.
• All accounts covered by the Plan are subject to the monthly transaction limit(s) for the selected Plan.
• You authorize us to debit the account that has been designated as the “Lead Account” with the monthly Plan fee as well as for each additional Debit Transaction(s) or Account History Inquiry(ies) (excluding Account History Inquiry(ies) though BMO Mobile and BMO Online Banking, which are free of charge and not subject to Plan limits) made on any of your accounts in excess of the various monthly limits within the Plan.
• If you designate a U.S. Dollar Account as the Lead Account, excess item, service and product fees are charged in U.S. dollars.
• The Plan fees are not reduced even if some of the features you have chosen are not available at your branch of account or at some of our other Canadian branches.
• Plan fees are non-refundable.
• Plan fees are debited to the Lead Account and identified with a descriptive message and calculated from the first to the last business day of the month however, the debit is processed on the second business day of the following calendar month and posted to the last business day of the previous month. As a result month end balances obtained through your branch, an ATM, Telephone, BMO Mobile or BMO Online Banking may not reflect Plan fees to be collected.
3) **BMO Credit Card Annual Fee Rebate**

You are eligible to receive a full BMO Credit Card (defined below) annual fee rebate (the “Rebate”) up to $150.00 per year, when you are:

- the primary cardholder of a BMO Credit Card; and
- the accountholder of a Primary Chequing Account, Interest Chequing Account (for existing customers) or Premium Rate Savings Account (each a “BMO Account”) with the Premium Plan (the “Plan”).

BMO Credit Card products eligible for the Rebate are (each a “BMO Credit Card”)

- BMO AIR MILES World MasterCard® card;
- BMO AIR MILES World Elite® MasterCard (available as of May 13, 2015);
- BMO CashBack World MasterCard;
- BMO CashBack World Elite MasterCard (available as of May 13, 2015);
- BMO World Elite MasterCard.

You are limited to one (1) Rebate per Plan. If more than one account holder has an eligible BMO Credit Card, only one Rebate will apply. The following criteria will be used to determine which BMO Credit Card cardholder is eligible for the Rebate:

1. The BMO Credit Card with the highest annual fee will be eligible. If there is more than one BMO Credit Card with the same annual fee then;
   a. The BMO Credit Card with the anniversary date (by month) that is the closest to the date the Plan was added to the BMO Account will qualify for the rebate.
      i. If more than one BMO Credit Card has the same anniversary date (by month) then;
         • The BMO Credit Card that was opened first will qualify for the rebate.

The Rebate will appear on your BMO Credit Card statement within the first two (2) statements after the annual fee is billed to the BMO Credit Card. If you have an existing BMO Credit Card and open a BMO Account with the Plan or; if you have an existing BMO Account and switch to the Plan, the Rebate will be prorated and applied from the month the Plan fee is charged to the BMO Account. The Rebate will appear within the first two (2) BMO Credit Card statements after the Plan is added to the BMO Account.

If you change your Plan or close your BMO Account and no longer qualify for the Rebate, we will apply the prorated annual fee from the month you no longer qualify for the Rebate. The prorated annual fee will appear on your BMO Credit Card statement within the first two (2) statements after you no longer qualify for the Rebate.

We may change the types of eligible BMO Credit Cards and/or qualifying Plan from time-to-time. If you no longer qualify for the Rebate, we will provide you with notice of the change and apply the prorated annual fee from the month you no longer qualify.

Your BMO Credit Card account must be in good standing at the time the Rebate is applied. Customers with a BMO Credit Card issued through BMO Private Banking or BMO Nesbitt Burns are not eligible.

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1 The BMO account must be the lead account for the Bank Plan. The lead account is the one you designate to pay any fees required by your Bank Plan, for example, your monthly Plan fees and transaction fees.
Bank Plan features

**Everyday Banking**
- Monthly transaction limit including account history inquiries\(^1,2\)
- Number of accounts eligible under one Plan\(^3\)
- Monthly number of withdrawals using a non-BMO ATM on the Interac network\(^4,5\)
- Monthly number of Interac e-Transfer\(^5\)
- Fee for debit transaction and/or account history inquires in excess of monthly transaction limit\(^2\)
- Cheque image return option\(^6,7\)
- View cheques online\(^7\)
- Assisted-service bill payments
- eStatement
- Monthly paper statement or passbook\(^5,8\)

**Added protection**
- Overdraft Transfer Service between personal accounts in the Bank Plan to cover overdraft\(^9\)
- Overdraft Protection: Standard\(^10\)
- Overdraft Protection: Occasional\(^10,11\)

**Travel needs**
- International: Monthly number of withdrawals using a non-BMO Harris ATM on the Cirrus Network\(^4,5\)
- International: Debit card transactions at merchants using the Maestro network\(^12,13\)
- Preferred exchange rate when buying or selling U.S. cash (up to $5,000 U.S. per transaction)
- Travellers Cheques: tradtional style single signature
- U.S. dollar bill payments or transfers to U.S. financial institutions through BMO Telephone Banking\(^14\)

**Additional features**
- Receive a rebate up to $150 on the annual fee of an eligible BMO World Elite\(^8\) or BMO World MasterCard\(^8\) card\(^15\)
- Personalized cheques (cheque styles limited)
- Money orders and drafts (in available currencies)\(^16\)
- Certified cheques
- Stop payments (Individual/Series)
- Safety deposit box annual $12.00 discount (subject to availability — one box per Bank Plan)

**AIR MILES reward miles**
- Earn on purchases made with your BMO Debit Card\(^17\)
- Earn 50 Bonus AIR MILES rewards each month with a minimum balance of $3,000\(^18\)
- Earn 25 Bonus AIR MILES rewards each month when you also have a BMO AIR MILES World or BMO AIR MILES World Elite MasterCard card
- Earn 100 Bonus AIR MILES rewards with a direct deposit set-up within the first 90 days\(^19\)
- Earn 20 Bonus AIR MILES rewards with each Pre-Authorized Payment set-up within the first 90 days\(^20\)

**Monthly Bank Plan fee**
- Minimum monthly balance needed in a Primary Chequing account to eliminate monthly fee\(^21\)
- Discounted banking programs:
  - Kids, Teens, Students and Recent Graduates
  - Seniors
  - Beneficiaries of a Registered Disability Savings Plan (RDSP)
### Monthly Bank Plan fee

- Earn 20 Bonus AIR MILES reward miles with each Pre-Authorized Payment set-up within the first 90 days.
- Earn on purchases made with your BMO Debit Card.
- Safety deposit box annual $12.00 discount (subject to availability — one box per Bank Plan).
- Stop payments (Individual/Series).
- Certified cheques.
- Money orders and drafts (in available currencies).
- Personalized cheques (cheque styles limited).
- Receive a rebate up to $150 on the annual fee of an eligible BMO World Elite® or BMO World MasterCard® card.
- International: Debit card transactions at merchants using the Maestro network.
- Monthly paper statement or passbook.
- eStatement.
- Assisted-service bill payments.
- Cheque image return option.
- Fee for debit transaction and/or account history inquiries in excess of monthly transaction limit.
- Interac e-Transfer.

### Bank Plan features

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<tr>
<th>Premium Plan</th>
<th>Performance Plan</th>
<th>AIR MILES Plan</th>
<th>Plus Plan</th>
<th>Practical Plan</th>
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| ✓            | $5.00/transfer  | $5.00/transfer | $5.00/transfer |
| ✓            | $4.00/month     | $4.00/month    | $4.00/month    |
| ✓            | $5.00/item      | $5.00/item     | $5.00/item     |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| $5.00/month  | $5.00/month     | $5.00/month    | $5.00/month    |

| ✓            | $3.00/each      | $3.00/each     | $3.00/each     |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| ✓            | –               | –              | –             |
| $3.00/each   | $3.00/each      | $3.00/each     | $3.00/each     |

| ✓            | Varies by style | Varies by style | Varies by style |
| ✓            | $7.50/each      | $7.50/each      | $7.50/each      |
| ✓            | $15.00/each     | $15.00/each     | $15.00/each     |
| ✓            | $12.50/$20.00   | $12.50/$20.00   | $12.50/$20.00   |
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| $7.50/each   | $7.50/each      | $7.50/each      | $7.50/each      |
| $15.00/each  | $15.00/each     | $15.00/each     | $15.00/each     |
| $12.50/$20.00| $12.50/$20.00   | $12.50/$20.00   | $12.50/$20.00   |

| 1/$40        | –               | 1/$30          | –            |
| –            | –               | –              | –             |
| –            | –               | –              | –             |
| –            | –               | –              | –             |
| 1/$30        | –               | 1/$30          | –            |

| $30.00       | $14.95          | $14.95         | $10.95       |
| $5,000       | $3,500          | $3,500         | $2,500       |
| $26.00       | $10.95          | $10.95         | $6.95        |
| $26.00       | $10.95          | $10.95         | $6.95        |

**Note:** Items indicated with a “–” are not applicable to the selected Bank Plan. 
1 You are responsible for all transaction, service and product fees not included in your Bank Plan.
2 Account histories completed through BMO Mobile or BMO Online Banking do not count towards the monthly transaction limit.
3 The Practical Plan allows you to have one (1) Canadian or U.S. Dollar Primary Chequing Account or Interest Chequing Account (existing customers) and one (1) Premium Rate Savings Account under the Plan. All other Bank Plans allow you to have up to a total of twenty (20) accounts in Canadian or U.S. Dollars, any combination of Primary Chequing Accounts, Premium Rate Savings Accounts, and Interest Chequing Accounts (existing customers only) under the Plan. 
4 Does not include fees that may be charged by non-BMO ATMs.
5 Per-item fees will apply when you exceed the number of transactions included in your Plan.
6 Cheque images are not available with eStatements.
7 You will be able to view, save and print cheque images from the previous three months through BMO Mobile and BMO Online Banking. If in the future you require any copies of cheques that are no longer available through BMO Mobile and BMO Online Banking you may request a copy at a BMO branch or by calling 1-877-225-5266. A per-item fee may apply. Cheques made payable to you or to cash, and cashed at any BMO branch, may not be returned but are described on your statement.
8 Passbooks are no longer offered and only available to existing customers who have this service. 
9 You are required to provide initial set-up instructions for this service. The Overdraft Transfer Service fee is in addition to any debit transaction fee.
10 Available to qualified customers; interest will be calculated on the daily overdraft balance at prevailing overdraft interest rates and charged to the account at the end of the month. Overdraft Protection fees apply individually to each account with an authorized limit within the Plan. 
11 The Overdraft per-item fee applies to each item that creates or increases overdraft. For cheques and pre-authored debits, we process debit transactions against accounts in the order in which we receive them via the clearing system. Overdraft per item charges will be incurred in the same order as items are received from purveyors made outside of Canada on the Maestro network. Other transaction or network fees may apply. 
12 Subject to Monthly Transaction Limit. 
13 To transfer funds you must register each account and financial institution to which you wish to transfer funds. The registration period may take up to ten (10) business days. 
14 You will receive an annual credit card fee rebate up to $150 (the “Rebate”) if you are the primary cardholder of a BMO World Elite, BMO AIR MILES World Elite, BMO AIR MILES World, BMO CashBack World Elite, BMO CashBack World MasterCard card (each a “BMO Credit Card”) and an accountholder of the lead account. If the lead account is joint, and both accountholders have a BMO Credit Card, the Rebate will be applied to the BMO Credit Card with the higher annual fee. BMO Nesbitt Burns and BMO Private Banking clients are not eligible for the Rebate. 
15 We and/or other financial institutions may charge additional fees for refunds or replacements of lost or stolen money orders or drafts. The receiving financial institution may charge associated fees. U.S. Dollar money orders and drafts are available at no cost when purchased through a U.S. Dollar personal account. U.S. dollar drafts are drawn on BMO Harris Bank N.A. and are subject to United States Anti-Money Laundering regulations, including screening the payee against the Specially Designated Nationals and Sanctioned Countries lists maintained by the Office of Foreign Assets Control, an agency of the Government of the United States. 
16 Depending on the result of that screening, a payee might not be able to cash a U.S. Dollar draft. 
17 Your Primary Chequing Account or Interest Chequing Account (for existing customers) must be your lead account. The lead account is the one you designate to pay any fees required by your Bank Plan, for example, your monthly Plan fees and transaction fees. Award of AIR MILES reward miles is made for debit or credit card purchases minus refunds from your Primary Chequing Account. The number of AIR MILES reward miles will be rounded down to the nearest whole number. Fractions of AIR MILES reward miles will not be awarded. 
18 AIR MILES reward miles on the Premium Plan or fifty (50) AIR MILES reward miles on the AIR MILES Plan can be earned per month for debit card purchases. 
19 Bonus AIR MILES reward miles can be earned by setting up a qualified direct deposit to a Primary Chequing Account or Interest Chequing Account (for existing customers) that has been designated as the lead account for the AIR MILES Plan. 
20 Bonus AIR MILES reward miles can be earned by setting up a qualified Pre-Authorized Payment from a Primary Chequing Account or Interest Chequing Account (for existing customers) that has been designated as the lead account for the AIR MILES Plan. 
21 The monthly Bank Plan fee can be eliminated by maintaining the minimum monthly balance at all times in a Primary Chequing Account that has been designated as the lead account for your Bank Plan. The lead account is the one you designate to pay any fees required by your Bank Plan for example, your monthly Plan fees and transaction fees.
4) **Low-Cost / No-Cost Account**

BMO Bank of Montreal features the Practical Plan as our Low-Cost account option offering:

- 12 debit transactions per month (using any channel including in-branch)
- maximum monthly fee of $4 per month
- cheque writing privileges
- no extra charge for deposits, a debit card, Pre-Authorized Payments, and a monthly printed or electronic statement
- imaged cheque return or viewing online

**No-Cost account option offerings**

The monthly fee is waived as follows:

The Practical Plan for:
- Seniors
- Beneficiaries of a Registered Disability Savings Plan (RDSP)

The Plus Plan for:
- Kids, Teens, Students and Recent Graduates

Visit the Financial Consumer Agency of Canada’s website at fcac.gc.ca to access the Account Selector Tool.

5) **Discounted Banking Programs**

- By applying for a discounted banking program (“Program”), you acknowledge that the Program is to be used for the transactions of the eligible account holder and spouse or partner. Where an eligible account holder has a joint account with a person who is not their spouse or partner and who is otherwise not eligible for the Program, we reserve the right to withdraw or limit the benefits of the Program in respect of the account.
- All Program members must register in a branch by providing proof of age or eligibility and are entitled to one discounted Plan per individual.
- You understand and agree that failure to provide proof of eligibility for the Program or where applicable, to its continuation, may result in the end of the Program discount. The full monthly Plan fee will be applied automatically.
- Plan fees are non-refundable.

**Kids**

- You confirm that you are 12 years of age or under; or
- If you opened the Plan to hold account(s) in trust, you confirm that the beneficiary is 12 years of age or under.
- You understand that as of your 13th birthday (or the 13th birthday of the beneficiary of a Plan with accounts in trust), the benefits under the Program for Kids will end automatically; however, you (or the beneficiary) will qualify for the Teens discounted banking program.

**Teens**

- You confirm that you are between 13 and 18 years of age, or
- If you opened the Plan to hold account(s) in trust, you confirm that the beneficiary is 18 years of age or under.
- You understand that as of your 19th birthday (or the 19th birthday of the beneficiary of a Plan with accounts in trust), eligibility for the Program ends automatically and the full monthly Plan fee will be applied. Fees charged prior to providing proof of eligibility may not be refunded.

**Students/Recent Graduates**

- If you are a full-time student at a post-secondary university, college or registered private vocational school, you understand that you must provide us with annual proof of registration by December 24 of each year, or
- If you are a recent graduate of a post-secondary university, college or registered private vocational school, you understand that you must provide us with proof of graduation by December 24 of the year you graduate. You understand that eligibility for the Discounted banking program will automatically end and the full monthly Plan fee will be applied by December 24 the year after you graduate.
• If you do not provide us with annual proof of full-time registration by the specified date, or proof of graduation by the specified date, the full monthly Plan fee will be applied automatically. Fees charged prior to providing proof of eligibility may not be refunded.

Seniors
• You confirm that you are 60 years of age or over; or, if your account is joint, one of the accountholders is 60 years of age or older.
• You will automatically receive the benefits under the Program if we have your date of birth on file and you are in an eligible Plan.
• If we cannot confirm your date of birth or you are not in an eligible Plan, the discount will not be applied and the full monthly Plan fee will continue to be charged. Fees charged prior to providing proof of eligibility or switching to an eligible Plan may not be refunded.

Beneficiaries of a Registered Disability Savings Plan (RDSP)
• You confirm that you are the beneficiary of a Registered Disability Savings Plan (RDSP) or;
• If you opened the Plan to hold account(s) in trust, you confirm that the beneficiary of the account is the beneficiary of the RDSP.
• If you are no longer eligible for the disability tax credit, eligibility for the Program ends and the full monthly Plan fee will be applied.

How to get Free Banking¹

<table>
<thead>
<tr>
<th>Free and Discounted Banking</th>
<th>How I would qualify</th>
<th>Additional Benefits</th>
</tr>
</thead>
</table>
| **Kids (up to 12 years old)** | • Free Plus Plan¹  
• Or $10.95 discount towards the 
Performance or Premium Plan | • Register at any BMO branch by providing 
proof of age  
• You will automatically be converted to the 
Teens Discounted banking program when 
you turn 13 years of age | • 2 Interac e-Transfers included with 
the Plus and Performance Plan²  
• 1 monthly paper statement or passbook³ included at no additional charge |
| **Teens (13–18)** | • Free Plus Plan¹  
• Or $10.95 discount towards the 
Performance or Premium Plan | • Register at any BMO branch by providing 
proof of age | • 2 Interac e-Transfers included with 
the Plus and Performance Plan² |
| **Students (19 or older)** | • Free Plus Plan¹  
• Or $10.95 discount towards the 
Performance or Premium Plan | • Register at any BMO branch by providing 
proof of registration  
• Provide annual proof of full-time 
registration in a post-secondary university or 
college or registered vocational school due by 
December 24 of each year you’re enrolled⁶ | • 2 Interac e-Transfers included with 
the Plus and Performance Plan²  
• Overdraft Transfer Service included 
at no additional charge⁴ |
| **Recent Graduates** | • Free Plus Plan for up to one 
year after graduation from 
post-secondary education¹  
• Or $10.95 discount towards the 
Performance or Premium Plan | • Register at any BMO branch by providing 
proof of graduation⁶ | • 2 Interac e-Transfers included with 
the Plus and Performance Plan²  
• Overdraft Transfer Service included 
at no additional charge⁴ |
| **Seniors (60 or older)** | • Free Practical Plan¹  
• Or $4.00 discount towards Plus, 
Performance, AIR MILES, or 
Premium Plan | • Register at any BMO branch by providing 
proof of age  
• You will automatically receive the $4.00 
Senior discount applied to your Plan² | • Overdraft Transfer Service included 
at no additional charge⁴ |
| **Beneficiaries of an RDSP** | • Free Practical Plan¹  
• Or $4.00 discount towards Plus, 
Performance, AIR MILES or 
Premium Plan | • Register at any BMO branch by providing 
proof of eligibility⁸ | |

¹ You are responsible for all fees relating to any transactions, services and products not included in your Bank Plan. ² Subject to Monthly Transaction Limit. ³ Passbooks are no longer offered and are only available to existing customers who have this service. ⁴ You are required to provide initial set-up instructions for this service. ⁵ The discount will be applied to the Plan fee after proof of eligibility is provided. Plan and other fees paid prior to confirming eligibility may not be refunded. ⁶ You are required to provide proof of eligibility by December 24 of the year you graduate otherwise the full monthly Plan fee will be applied automatically. Plan and other fees paid prior to confirming eligibility may not be refunded. ⁷ The Senior Discounted Banking Program provides you with a month discount that can be applied to the Practical, Plus, Performance, AIR MILES or Premium Plan. To qualify for the Senior Discounted Banking Program you must be 60 years of age or older; or, if your account is joint, one of the accountholders is 60 years of age or older. The Senior discounted banking program will be applied automatically the month after you turn 60 if proof of age is on file and you are in an eligible Plan. The discounted banking program is not eligible on Plans no longer offered. ⁸ You are required to provide proof of eligibility once every three (3) years otherwise the full monthly Plan fee will be applied automatically. Plan and other fees paid prior to confirming eligibility may not be refunded.
III. Bank Plans and Accounts No Longer Offered

This information is for existing account holders only. Please visit your nearest BMO Bank of Montreal branch to see how our current suite of products may provide a better solution to your banking needs.

1) Discontinued Bank Plans

The following applies only to existing Bank Plans that are no longer offered. These features will be lost if the Bank Plan is changed.

<table>
<thead>
<tr>
<th>Bank Plan features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Everyday Banking</strong></td>
</tr>
<tr>
<td>· Monthly transaction limit including account history inquiries(^2,3)</td>
</tr>
<tr>
<td>· Number of accounts eligible under one Plan</td>
</tr>
<tr>
<td>· Monthly number of withdrawals using a non-BMO ATM on the Interac network(^4,5)</td>
</tr>
<tr>
<td>· Fee for assisted-service debit transactions and/or account inquires</td>
</tr>
<tr>
<td>· Fee for debit transactions and/or account history inquiries in excess of monthly transaction limit(^2)</td>
</tr>
<tr>
<td>· Cheque image return option and view cheque online(^6)</td>
</tr>
<tr>
<td>· Assisted-service bill payments</td>
</tr>
<tr>
<td>· eStatement</td>
</tr>
<tr>
<td>· Monthly paper statement or passbook(^5,7)</td>
</tr>
<tr>
<td><strong>Added protection</strong></td>
</tr>
<tr>
<td>· Overdraft Transfer Service between personal accounts in the Bank Plan to cover overdraft(^8)</td>
</tr>
<tr>
<td>· Overdraft Protection: Standard(^9)</td>
</tr>
<tr>
<td>· Overdraft Protection: Occasional(^9,10)</td>
</tr>
<tr>
<td><strong>Travel needs</strong></td>
</tr>
<tr>
<td>· Travellers Cheques: traditional style single signature</td>
</tr>
<tr>
<td>· Travellers Cheques: U.S. Dollar Cheques for Two(^11)</td>
</tr>
<tr>
<td>· International: Monthly number of withdrawals using a non-BMO Harris ATM on the Cirrus Network(^4,5)</td>
</tr>
<tr>
<td>· International: Debit card transactions at merchants using the Maestro network(^12)</td>
</tr>
<tr>
<td>· Preferred exchange rate when buying or selling U.S. cash (up to $5,000 U.S. per transaction)</td>
</tr>
<tr>
<td>· U.S. dollar bill payments or transfers to U.S. financial institutions through BMO Telephone Banking(^13)</td>
</tr>
<tr>
<td>· Trip protection included at no additional cost to you with your BMO Travel Medical Insurance purchase(^14)</td>
</tr>
<tr>
<td><strong>Additional features</strong></td>
</tr>
<tr>
<td>· Personalized cheques (cheque styles limited)</td>
</tr>
<tr>
<td>· Money orders and drafts (in available currencies)(^15)</td>
</tr>
<tr>
<td>· Certified cheques</td>
</tr>
<tr>
<td>· Stop payments (Individual/Series)</td>
</tr>
<tr>
<td>· Safety deposit box annual $5.00 discount (subject to availability — one box per Bank Plan)</td>
</tr>
<tr>
<td>· Acceptance of post-dated items for deposit</td>
</tr>
<tr>
<td>· Waive redemption fee for withdrawals from Retirement Savings Plan (RSP) for BMO Term Investments or BMO Mutual Funds</td>
</tr>
<tr>
<td>· RSP transfer fees charged by other financial institutions when transferring RSP balances to BMO Bank of Montreal are reimbursed up to $25</td>
</tr>
<tr>
<td>· 50% discount on annual fee for Self-Directed RSP or Retirement Income Fund (RIF) offered by Nesbitt Burns Inc.(^16)</td>
</tr>
<tr>
<td>· Annual fee waived for Self-Directed RIF, LIF or RLIF (no minimum) and an RSP, LIRA or RESP with minimum account balances of $25,000 offered by BMO InvestorLine(^16)</td>
</tr>
<tr>
<td>· Certificate of confirmation of balance</td>
</tr>
<tr>
<td><strong>Monthly Plan fee</strong></td>
</tr>
<tr>
<td>· Minimum monthly balance needed in a Primary Chequing Account to eliminate monthly fee(^17)</td>
</tr>
<tr>
<td>· Minimum monthly balance needed in an Interest Chequing Account to eliminate monthly fee(^17,18)</td>
</tr>
</tbody>
</table>
The following applies only to existing Bank Plans that are no longer offered. These features will be lost if the Bank Plan is changed.

### III. Bank Plans and Accounts No Longer Offered

<table>
<thead>
<tr>
<th>Standard Plan</th>
<th>i.connect Plan</th>
<th>Enhanced Plan</th>
<th>Senior Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60 self-serve only</td>
<td>70</td>
<td>Unlimited</td>
</tr>
<tr>
<td>50</td>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>20</td>
<td>4</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>$1.50/each</td>
<td>$1.00/each</td>
<td>$1.25/each</td>
<td>$1.25/each</td>
</tr>
<tr>
<td>–</td>
<td>$1.00/each</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>$1.25/each</td>
<td>$1.25/each</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>✔</td>
<td>$1.50/each</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>$2.00/month</td>
<td>$2.00/month</td>
<td>$2.00/month</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>$5.00/transfer</td>
<td>$5.00/transfer</td>
<td>$4.00/month</td>
</tr>
<tr>
<td>$5.00/transfer</td>
<td>$5.00/transfer</td>
<td>$5.00/transfer</td>
<td>$5.00/transfer</td>
</tr>
<tr>
<td>$4.00/month</td>
<td>$4.00/month</td>
<td>$4.00/month</td>
<td>$5.00/item</td>
</tr>
<tr>
<td>$5.00/item</td>
<td>$5.00/item</td>
<td>$5.00/item</td>
<td>$5.00/item</td>
</tr>
</tbody>
</table>

- ✔ indicates that the feature is included, and – indicates that the feature is not included.
- Items indicated with “_” are not applicable to the selected Bank Plan.

1. These products and services are no longer offered. This information is provided to customers who may currently have these Bank Plans and accounts. BMO regularly reviews Everyday Bank Plans, accounts and services offered to ensure they meet our customers’ changing needs. From time-to-time, we may revise Bank Plan fees and features included in your Plan. Notice will be provided in advance of pricing increases and changes in features or services that may no longer be included in your Plan.
2. You are responsible for all transaction, service and product fees not included in your Bank Plan.
3. Account histories completed through BMO Mobile or BMO Online Banking do not count towards the monthly transaction limit.
4. Does not include fees that may be charged by non-BMO ATMs. Per-item fees will apply when you exceed the number of transactions included in your Plan.
5. Cheques made payable to yourself or to cash, and cashed at any BMO branch, may not be returned but are described on your statement.
6. Cheques are no longer available through Online Banking. If in the future you require any copies of cheques that are no longer available through Online Banking you may request a copy at a BMO branch or by calling 1-877-225-5266. A per-item fee may apply.
7. Passbooks are no longer offered and only available to existing customers who have this service.
8. You are required to provide initial set-up instructions for this service. The Overdraft Transfer Service fee is in addition to any debit transaction fee.
9. Available to qualified customers; interest will be calculated on the daily overdraft balance at prevailing overdraft interest rates and charged to the account at the end of the month.
10. Overdraft Protection fees apply individually to each account with an authorized limit within the Plan.
11. Commission is charged on the total purchase amount. A minimum charge of $3 per purchase applies.
12. Applies to purchases made outside of Canada on the Maestro network. Other transaction or network fees may apply.
13. To transfer funds you must register each account and financial institution to which you wish to transfer funds. The registration period may take up to ten (10) business days.
14. Phone activation required, please call 1-866-520-8828. Terms and Conditions provided upon activation, limitations and exclusions will apply. This offer includes: $200 per person Trip Interruption/Delay; $750 per person Flight Delay; $750 per person Baggage/Personal Effects coverage; pre-trip assistance. We and/or other financial institutions may charge additional fees for refunds or replacements of lost or stolen money orders or drafts. The receiving financial institution may charge associated fees. U.S. Dollar money orders and drafts are available at no cost when purchased through a U.S. Dollar personal account. U.S. dollar drafts are drawn on BMO Harris Bank N.A. and are subject to United States Anti-Money Laundering regulations, including screening the payee against the Specially Designated Nationals and Sanctioned Countries lists maintained by the Office of Foreign Assets Control, an agency of the Government of the United States. Depending on the result of that screening, a payee might not be able to cash a U.S. dollar draft.
15. Minimum balance requirements may apply. If the monthly Bank Plan fee can be eliminated by maintaining the minimum monthly balance at all times in a Primary Chequing or Interest Chequing Account that has been designated as the lead account for your Bank Plan. The lead account is the one you designate to pay any fees required by your Bank Plan for example, your monthly Plan fees and transaction fees. The fee waiver only applies to Interest Chequing Accounts that were formerly an Investment Chequing Account, Chequable Savings Account, Daily Interest Savings Account, True Savings Account or Investment Savings Account and is based on the minimum monthly balance being maintained at all times.
2) Interest Chequing Account

The Interest Chequing Account is no longer offered to new customers and existing accounts are not transferable between BMO Bank of Montreal branches. Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.

<table>
<thead>
<tr>
<th>Services</th>
<th>Interest Chequing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self-serve (fees per item)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Electronic</strong></td>
<td></td>
</tr>
<tr>
<td>Pre- Authorized Payment</td>
<td>$1.00</td>
</tr>
<tr>
<td>Debit card purchase</td>
<td>$1.00</td>
</tr>
<tr>
<td>Interac Online</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>ATM</strong></td>
<td></td>
</tr>
<tr>
<td>Withdrawal</td>
<td>$1.00</td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
</tr>
<tr>
<td>Electronic bill payment</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Telephone Banking</strong></td>
<td></td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>BMO Mobile and BMO Online Banking</strong></td>
<td></td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>Free</td>
</tr>
<tr>
<td><strong>Cheque drawn on account</strong></td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Assisted-service (fees per item)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Branch/customer contact agent</strong></td>
<td></td>
</tr>
<tr>
<td>Withdrawal</td>
<td>$1.00</td>
</tr>
<tr>
<td>Funds transfer</td>
<td>$1.00</td>
</tr>
<tr>
<td>Bill payment</td>
<td>$1.00</td>
</tr>
<tr>
<td>Account history inquiry</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Other Fees</strong></td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Account Maintenance Fee (per month)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Fee Waivers</strong></td>
<td>$1,500</td>
</tr>
<tr>
<td>Transaction fees waiver</td>
<td>$200</td>
</tr>
</tbody>
</table>

---

1 These products and services are no longer offered. This information is provided to customers who may currently have these Bank Plans and accounts. We regularly review Everyday Bank Plans, accounts and services offered to ensure they meet our customers’ changing needs. From time-to-time, we may revise Bank Plan fees and features included in your Plan. Notice will be provided in advance of pricing increases and changes in features or services that may no longer be included in your Plan. 2 Additional fees may be charged by the merchant for use of point-of-sale devices. 3 A bill payment handling fee of $1.50 applies where applicable. 4 Accounts that do not meet the minimum monthly balance requirements at all times will be charged the monthly account maintenance fee and only applies to Interest Chequing Accounts that were formerly an Investment Chequing Account, Chequable Savings Account, Daily Interest Savings Account, True Savings Account or Investment Savings Account. 5 The fee waiver only applies to Interest Chequing Accounts that were formerly an Investment Chequing Account, Chequable Savings Account, Daily Interest Savings Account, True Savings Account or Investment Savings Account and is based on the minimum monthly balance being maintained at all times. Waivers will be lost if the account becomes part of an Everyday Bank Plan or is switched/changed to another account type. 6 Fee waiver only applies to the day-to-day banking transactions listed in the table above and does not include other services which a per-item fee may apply.
IV. Overdraft Protection Agreement

In return for the Bank permitting you to overdraw your account(s) under the “Overdraft Protection Standard” or “Overdraft Protection Occasional”, you agree to the following:

1) General Terms and Conditions
   - We may debit to your account the amount of any cheque, withdrawal or other item drawn on your account and interest as provided in this Agreement. We may refuse to pay any cheque, withdrawal or any other item if the outstanding debit balance of your account exceeds, or would after payment exceed, your Overdraft Limit on the date the item is presented to us for payment.
   - If more than one person has applied for the account, you are responsible individually and together (and in Quebec, solidarily) for your obligations under this Agreement. We are authorized to pay any cheques, withdrawals or other items drawn on your account which overdraw your account or which increase an overdraft in your account in accordance with the Signing Authority for your account.

2) Overdraft Limit
   - You may overdraw your account to the maximum amount approved (“Overdraft Limit”).
   - We reserve the right to change your Overdraft Limit by giving 10 days written notice to you at your latest address on file with us.
   - Even if your Everyday Bank Plan waives the fixed monthly fee and/or any per item overdraft fee for this overdraft facility, an Overdraft per item charge (OPIC) will apply to each item that creates an overdraft or when your overdraft is in excess of your Overdraft Limit.

3) Payment
   - You will pay us and we will debit to your account for our overdraft fees, for paying cheques, withdrawals or other items that overdraw your account or increase an overdraft in your account. Refer to the “Additional Services and Fees” listed in this Agreement for applicable fees. Fees may be waived for select Plans. Refer to “Everyday Bank Plans and Plan Agreements” section for Plan details.
   - You understand that the credit available under this Agreement is to be used solely to cover overdrafts on your account, and shall not be used as a long term credit facility. Until demand is made, you will make monthly deposits to your account which shall not remain overdrawn for more than 90 consecutive days.
   - You will pay on demand at the branch of your account all amounts which overdraw your account and you will pay both before and after demand interest charges on all amounts which overdraw your account calculated from the date each such amount is debited to your account until the date of payment at a rate and on terms that we may from time to time establish. The rate and terms may be obtained at any of our Canadian branches.

   Examples of Interest (per $100 of outstanding balance):

<table>
<thead>
<tr>
<th>Annual Interest Rate</th>
<th>Monthly Interest Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>15%</td>
<td>$1.25</td>
</tr>
<tr>
<td>18%</td>
<td>$1.50</td>
</tr>
<tr>
<td>21%</td>
<td>$1.75</td>
</tr>
</tbody>
</table>

   - We may charge against any other of your accounts and credit to your account any payment that you are obliged to make to us under this Agreement.
   - If you fail to make any payment in accordance with this Agreement, or if you fail to do anything you are required to do under this Agreement, or if you die, have given false information, become subject to or take advantage of any law relating to bankruptcy or insolvency or for the relief of debtors, or upon attachment, execution or levy against you or your property, then we shall have no further obligation to pay any cheques, withdrawals or other items which overdraw
your account or increase an overdraft in your account and at our option any outstanding debit balance in your account shall, without limiting any of our other rights, become immediately due and payable without notice or demand.

- If any guarantor of any of your obligations under this Agreement dies or gives notice to us of termination of its guarantee, then we shall have no further obligation to pay any cheques, withdrawals or other items which overdraw your account or increase an overdraft in your account and at our option, any outstanding debit balance in your account shall, without limiting any other of our rights, become immediately due and payable without notice or demand.

4) **Termination of Agreement**

- Either we or you may terminate this Agreement by giving written notice to the other, but no termination will relieve you of any obligation you have to us under this Agreement until you have paid to us the outstanding debit balance of your account in full.

- We may change this Agreement at any time. You agree to changes made when notice is given in our Canadian branches or in any other manner which we may determine from time to time.
V. Overdraft Transfer Service Agreement

By applying for the Overdraft Transfer Service, you have chosen:

- the “Account with Protection” to be covered;
- the “First Transfer Account”, and if you wish, a “Second Transfer Account”, from which we will transfer funds to cover the overdraft;
- the “Transfer Multiple” amount; and whether the transfer is to cover the entire overdraft, or is only to bring the overdraft within a pre-authorized overdraft limit.

And you agree to the following terms:

- We will transfer funds to your Account with Protection either to cover the entire overdraft, or to bring the overdraft within a pre-authorized limit. This depends on the option you have chosen in your Application.
- If there are enough funds in the First Transfer Account, we will transfer funds from that account, in the Transfer Multiple amount.
- If there are enough funds in the First Transfer Account to cover the overdraft, but not enough funds to make the transfer in the Transfer Multiple, we will transfer the exact amount needed, rounded to the nearest $1.00.
- If there are not enough funds in the First Transfer Account, we will transfer funds in the same way from the Second Transfer Account.
- If there are not enough funds in either Transfer Account, but there are enough funds in both, we will transfer funds from both. We will transfer all the funds from the First Transfer Account, and the rest of the funds needed from the Second Transfer Account.
- If there are not enough funds in either Transfer Account, items drawn on your account may be returned insufficient funds.
- You will hold us harmless from all damages, losses and expenses associated with or resulting from this Service.
- You authorize us to include all fees as part of the transfer amount from the First Transfer Account and the Second Transfer Account to your overdrawn account, and then debit the overdrawn account for the fee.
- We may end this Agreement without notice if at any time there are not enough funds to transfer from the Transfer Account(s).
- We may change the fees in respect of the Service at any time with notice.
- We may change or end this Agreement in respect of the Service at any time. You agree to changes made when notice is given in our Canadian branches.
VI. Electronic Banking Services Agreement

This Electronic Banking Services Agreement (the “Agreement”) covers the use of all Bank of Montreal electronic services, including BMO Mobile, the use of your Card, and the use of your Secret ID Code(s) for Electronic Banking Services as described below. It applies to all personal Account customers.

How to Read this Agreement

“You” and “your” means the Account holder(s) named in the application for the Account, and “we,” “us” and “our” means Bank of Montreal.

The meanings given to terms defined in this Agreement shall be equally applicable to both the singular and plural forms of such terms, unless the context clearly indicates otherwise.

The term “including” means “including but not limited to”, and the term “or” has, except where otherwise indicated, the inclusive meaning represented by the phrase “and/or”.

1) Definitions

“Account” means any one or more of the following that we have, at your request, linked for access with your Card:

(i) a Bank of Montreal personal chequing account;
(ii) a Bank of Montreal personal savings account;
(iii) a BMO credit card or prepaid card account; and
(iv) a Bank of Montreal personal line of credit.

“Aggregation” means an account aggregation service that retrieves, consolidates, organizes and presents information to you about your accounts with us and with other financial institutions that you choose to have included.

“Assisted-Service” means transactions or Account history inquiries completed with the assistance of a staff member in a Canadian branch or through Electronic Banking Services.

“BMO Alert” means a message (including general marketing information as well as messages about one or more of your Accounts which in turn may include your confidential information) that is sent electronically by us to you or by you to us, through one or more of the following channels:

(i) a message that is posted in the Message Centre;
(ii) an email message that is sent to an email account;
(iii) a text message that is sent to a cell phone number; or
(iv) a notification that is sent to a mobile device.

“BMO Mobile” means the mobile banking service available at Bank of Montreal.

“Card” means:

(i) your Bank of Montreal Debit Card or any other Bank of Montreal card with our name or logo which we permit you to use in connection with Electronic Banking Services;
(ii) your BMO credit card or prepaid card or any other mobile or digital tag that is associated with your credit card or prepaid card Account if it has been activated to access your Account, and we permit you to use it in connection with Electronic Banking Services;
(iii) stored value cards when used in connection with your Secret ID Code in order to access your Account; and
(iv) in each case the numbers associated with any such card, unless otherwise specified.

“Debit Transaction” means a transaction that debits an Account conducted by any means of Account access, including cheques, and all withdrawals of funds, bill payments, debit card purchases, transfers of funds including Interac e-Transfer, Western Union®‡‡ Money Transfer™‡‡ and pre-authorized bill payments or debits.
“Electronic Banking Services” means any channels used to access an Account that we may enable you to use by means of your Card or Secret ID Code, including:

(i) Bank of Montreal’s Telephone Banking Services and any other Telephone Banking Service we may make available, which includes instructions given orally or through the use of an interactive voice response system (such as pressing the number buttons on a touch tone telephone);

(ii) banking services using a personal computer connected via private communications networks or public networks such as the Internet, or via wireless communications networks or similar networks or devices when available;

(iii) BMO Mobile;

(iv) BMO Alerts;

(v) BMO ATM, or other automated teller machines (ATM) that we approve for use, including devices for loading stored value cards;

(vi) point-of-sale or debit card terminals at locations that permit you to use your Card to make direct payment transactions from, to, or in connection that an Account;

(vii) any account and information aggregation or consolidation services we make available;

(viii) any other electronic channels that we may enable you to use by means of your Card or Secret ID Code or otherwise.

“Electronic Transaction” means the following:

(i) transactions with respect to an Account, including deposits, withdrawals, transfers or payments (including bill payments and direct payment and point of sale transactions), cheque stop payment instructions, and other transactions with respect to an Account that we may permit through Electronic Banking Services;

(ii) applications for investments, mortgages, loans and other types of credit; and

(iii) other transactions, services or information that we may make available.

“Message Centre” means a secure online place where the bank will send messages to you that are accessible through BMO Mobile and BMO Online Banking Services.

“Non-Secure Alert” means a BMO Alert that is not a Secure Alert and which may be lost, intercepted, reviewed or altered by someone other than you or us, including email or text messages.

“PIN” means a personal identification number.

“Secret ID Code” means your PIN, password, challenge questions and responses, biometric information or other identification code (whether provided to you by us or selected by you), which is used, together with your Card or alternate mutually agreed upon form of identification.

“Secure Alert” means a BMO Alert that is only accessible on the BMO Mobile web site.

2) Use of Electronic Banking Services

• Your use of Electronic Banking Services will show that you have received, understood and agreed to this Agreement. You will use Electronic Banking Services in accordance with our directions in this Agreement, or as otherwise communicated to you from time to time.

• You authorize us to accept without any further verification, and you agree to be responsible for, all instructions for Electronic Transactions via Electronic Banking Services, when accompanied by your Card and/or Secret ID Code.

• Except as shown in Section 12, “Your Liability”, the use of your Card or Secret ID Code by you, or by any person with or without your knowledge or consent, in connection with an Electronic Transaction, binds you legally and makes you responsible as if you had given signed instructions to us.

• We may verify communications, or the source of the communications, before we accept them, but we are not obligated to do so.

• If you use Electronic Banking Services to make bill payments, it is your responsibility to ensure that the billing information (such as biller name and billing account number) you provide to us is accurate and up-to-date at all times and the amount of the bill payment being correct. You consent to us exchanging billing information with your billers to
ensure that your billing information is accurate and up-to-date. We have no obligation to seek updates to your billing information from any billers and we are not liable to you for any loss or claim that may arise as a result of us not having obtained or received your accurate and up-to-date billing information.

3) **Timing of Electronic Transactions**
- We will process Electronic Transactions made on a weekend or holiday on an Account on the day you make the transaction. We may however require up to five (5) banking days:
  (i) to process any deposit, including any transfer between Accounts; and
  (ii) to act on bill payment instructions.
- We may decline or delay acting on an Electronic Transaction for any reason; for example, if the instructions are incomplete, ambiguous or cannot be carried out due to insufficient funds or otherwise, or if we doubt their authenticity or their lawfulness.

4) **Instructions by Fax, Text or Verbally by Telephone**
- We may tell you that we are willing to accept faxes (communications transmitted by facsimile) at designated telephone numbers.
- We may tell you that we are willing to accept text (SMS) instructions for Electronic Transactions using a mobile device or phone number registered with us specific to this service. You authorize us to accept without further verification, and you agree to be responsible for, instructions for Electronic Transactions transmitted to us by text. We will tell you what kinds of instructions we will accept by text. Your use of the text service will show that you have received, understood and agreed to these provisions.
- In addition to communications by voice and mail, you authorize us to communicate with you through online notices as well as through the following channels at such numbers or addresses as you provide to us: fax, email or text message.
- Faxed instructions are Assisted-Service Debit Transactions, and fees will be assessed accordingly if not covered by your Everyday Bank Plan.

5) **Foreign Currency Transactions**
We convert withdrawals and purchases made in a foreign currency to Canadian dollars. We make the conversion at our exchange rate, which is 2.5% over the rate set by MasterCard International Inc. (which operates the Cirrus and Maestro networks available using your Card) on the date the transaction is posted to an Account. The conversion rate may not be the same as the rate that was in effect on the transaction date.

Please also refer to the BMO credit card or BMO prepaid card cardholder agreement for information on how we convert foreign currency transactions to the currency of the card account.

6) **BMO Alerts**
- You are responsible for ensuring that the email address or cell phone number you provide to us for the purpose of receiving BMO Alerts are accurate and up to date at all times. Any email address or cell phone number provided for the purpose of receiving BMO Alerts is used only for that purpose and does not change the email address, cell phone number or telephone number that we will use for any other purpose. You agree that we are not liable to you for any loss or claim that may arise as a result of BMO Alerts sent to you, whether Secure Alerts or Non-Secure Alerts. We cannot guarantee the timing of delivery of BMO Alerts due to multiple third party involvement.
- If you register for BMO Alerts, and you dispose of your mobile device, you are responsible for notifying us of the change, and deleting the device as a delivery method for BMO Alerts.
- You are responsible for all fees charged by your mobile device service provider including standard messaging and data charges. If you cancel your cell phone number or change your email address, you are responsible for deleting all BMO Alerts delivered to that cell phone number or email address.
- BMO Alerts may not be available for use outside of Canada.
7) **BMO Mobile**
- You must be registered for BMO Online Banking Services, and have set up your enhanced sign-in security in order to use BMO Mobile.
- You are responsible for all fees charged by your mobile device service provider including standard messaging and data charges.
- BMO Mobile may not be available for use outside of Canada.

8) **Personal Financial Money Management**
We may provide you with access to personal financial money management tools (“Tool”) through BMO Mobile, BMO Online Banking or other electronic channels. These Tools are provided to you as a courtesy. Calculations that are provided are for illustration purposes only and are not warranted to be accurate or complete. The results presented in the Tool are based on the information you enter and certain assumptions used in the calculation models. The information presented by Tool is intended for our customers only.

The Tool aggregates anonymized data entered into the program, which is compiled without identifying you. The aggregated data is then used to establish benchmarks within the Tool.

9) **Aggregation**
- For us to access your accounts at other financial institutions, you must provide us with your log-in information at those financial institutions, such as your client identification number, user name, access code, password, or authentication challenge questions. It is your responsibility to review your agreements with other financial institutions to determine whether disclosure of your log-in information to other parties that offer account aggregation services is allowed, what the consequences of such disclosure may be and your liability in connection with such disclosure.
- We and our service providers will store your log-in information in encrypted form.
- We will retrieve transactional and balance information, but not any other information, from your other financial institutions. You must access the website or online service of the other financial institutions to view other information such as notices, disclosures or disclaimers.
- You authorize and direct us to do, on your behalf, everything necessary to provide the aggregation service to you and to retrieve, consolidate, organize and present aggregated information to you, which may include visiting the website of your other financial institutions and providing your log-in information as required to access, retrieve and download your information. You confirm that you have the right to give us this authorization and direction.
- You understand and agree that the information that we retrieve for you from other financial institutions is prepared by them and that we are not responsible for the completeness or accuracy of that information. We and our service providers will not be liable to you for any damages resulting from the use of or the inability to use Aggregation or the inaccuracy or incompleteness of data.
- You indemnify us and our service providers against any third party claims arising from your use of Aggregation.
- If you choose to include any foreign currency Accounts in your use of Aggregation, the value of these Accounts will be displayed in Canadian dollars and will be an estimate, for illustration purposes only.

10) **Keeping Your Secret ID Codes and Card Number Confidential**
- You must keep your Secret ID Code and Card number confidential. They must only be used in connection with services you are certain come from us (or our subsidiaries or authorized service providers), including BMO Online Banking Services, BMO Mobile and Telephone Banking Services, and our account and information aggregation or consolidation services.
- We encourage you not to keep any record of a Secret ID Code in close proximity to, or with, any Card at all times. When selecting your own Secret ID Code, avoid use of number combinations that can easily be guessed by someone else, such as your birth date, address, telephone number or other such information that is easy for other parties to obtain.
- When inputting your Secret ID Code into an ATM, point-of-sale or debit card terminal, telephone, computer or mobile device, you must take reasonable precautions, such as ensuring that no one is watching you by using your body or hand as a shield to conceal your Secret ID Code from the view of others.
• We encourage you to be cautious of emails, web sites, online services, callers or other parties pretending to be Bank of Montreal (or a subsidiary) and ask for this information or purport to bring together, summarize, aggregate or consolidate your financial data and other information that is currently available to you online, such as the balances and transactions history on your Accounts, credit cards, or trading and investment accounts. We caution you that there are many web sites offering account consolidation or aggregation services that are not related to us and that giving your Secret ID Code or Card number to these web sites may expose you to losses from an Account or theft of your personal information for which we will not be responsible. Only trust our genuine web site or telephone system and operators.
• Some mobile devices allow you to use biometrics like fingerprints, facial recognition or retina scan, (any a type of “Biometric Recognition”) to unlock your device and assign the same recognition feature to applications like BMO Mobile. Because Biometric Recognition may be assigned to the device and not to each individual user or application, you should not use Biometric Recognition as your Secret ID Code if you share your mobile device with anyone else.

11) Your Reporting Obligations
You must notify us by telephone within 24 hours of learning of any of the following:
(i) the loss, theft or misuse of your Card;
(ii) that your Secret ID Code was disclosed to, or obtained by, anyone else or may be known by anyone else;
(iii) that unauthorized use of Electronic Banking Services may be occurring; or
(iv) the loss, theft, or misuse of a mobile device that you registered with us for Electronic Banking Services.
(v) a situation where you have been the victim of trickery, force, intimidation or theft

12) Your Liability
(i) Authorized Electronic Transactions
You are responsible for the full amount of all authorized activity resulting from the use of your Account or Secret ID Code by any person. Careless handling of your Card or mobile device that you registered with us for Electronic Banking Services, or Secret ID Code can result in serious financial losses.

(ii) Unauthorized Electronic Transactions
Under our 100% Electronic Banking Guarantee, you will not be liable for any losses from the unauthorized use of your Account or Electronic Banking Services due to circumstances beyond your control. These are situations where you could not have prevented, and did not contribute to, the unauthorized use of your Account. Such circumstances include any errors we made, technical problems or system malfunctions. You may be liable for all losses from unauthorized use of your Account if you:
• contributed to its unauthorized use;
• did not use reasonable care to safeguard your Secret ID Code;
• did not keep your Secret ID Code separate from your Card;
• did not comply with your reporting obligations in Section 11 of this Agreement unless there were exceptional circumstances for your failure to do so; or
• shared a mobile device that you registered with us for Electronic Banking Services.
• In those cases, your liability may exceed the funds in an Account, your credit limit or any daily transaction limits. In other words, your liability will not be limited by your Account balance, your credit limit or any daily transaction limits.
• You must cooperate and assist in any investigation that we initiate into the unauthorized use you reported, which is a precondition to being reimbursed for any losses. This cooperation may include filing a report with law enforcement authorities.

(iii) BMO Alerts
You accept the risk that BMO Alerts may be delayed, lost, intercepted, reviewed or altered by third parties.

(iv) Compliance With Section 11
You will not be liable for losses that occur after you have complied with your reporting obligations in Section 11 of this Agreement.
13) Limitation of Our Liability

- We will not be responsible or liable for any delay, damage, loss or inconvenience you or any other person may incur or experience if any of the following occur:
  (i) you are unable to access Electronic Banking Services in the event of any malfunction;
  (ii) we do not receive your instructions;
  (iii) there is any delay in the processing of any Electronic Transaction;
  (iv) we decline to act on your instructions; or
  (v) any BMO Alert you requested is delayed, inaccurate or is not delivered, or is intercepted, reviewed, altered or deleted by a third party.
- We will not be responsible or liable for the release of any information about you before you notify us in accordance with Section 11 of this Agreement of the theft or loss of your Card or a mobile device that you registered with us for Electronic Banking Services, or if the confidentiality of your Card number or Secret ID Code is compromised.
- We will not be responsible or liable for any loss or damages you may incur in using any software or assistance from third parties that we may make available to you.

14) We May Charge for Services

We may charge fees for Electronic Banking Services and Electronic Transactions. You authorize us to debit your Accounts for these fees. Up-to-date information on fees is available at all of our Canadian branches and online at bmo.com/agreements.

15) Return of your Card; Non-Transferability

Your Card is our property; it is non-transferable, and you agree to return it to us immediately upon our request.

16) We May Set Limits or Change this Agreement

- We may set or change any limits (including dollar amounts) on the use of your Account at any time.
- We may change or end this Agreement or the service terms, or services at any time. You agree to any changes made when notice is given in our Canadian branches or in any other manner, which we may determine from time to time.

17) Records and Dispute Resolution

- Our records will be conclusive evidence of your communications to us and of your Electronic Transactions. We may record your communications with us.
- Any transaction record you receive, or any transaction confirmation number supplied, is meant only to help you with your record keeping. We will be pleased to review our records if you disagree with their accuracy.
- We will not be responsible for the quality of goods or services that you obtained using Electronic Banking Services. You will settle any issues directly with the vendor involved.
- If you have a dispute with a biller concerning bill payments made using Electronic Banking Services, including the imposition of any additional charges such as late fees or interest penalties, you will settle the dispute directly with the biller.

18) Other Agreements and Laws May Apply

- This Agreement does not replace any other agreement relating to your Accounts. In particular, your BMO credit card or BMO prepaid card cardholder agreement, Line of Credit Agreement, or other credit agreements apply when Electronic Banking Services are used to obtain an advance of money from the related credit account with us.
- When you install, use or travel with any software from other companies we may make available to you in connection with any Electronic Banking Services, it is solely your responsibility to comply with the provisions of any agreements, licenses and other legal or technical documentation provided by such other companies in connection with the software, and with the legal requirements of any relevant jurisdiction. Unless you are a lawful, licensed user of such software, we may be unable to provide you with the Electronic Banking Services that require such software.
19) We May Obtain Personal and Credit Information
   • If you apply for a loan, other lending product, or credit (including a credit card) using Electronic Banking Services, you consent to us obtaining, providing or exchanging information with:
     (i) any credit reporting agency;
     (ii) personal information agent;
     (iii) other credit grantor;
     (iv) your employer; or
     (v) any other reference you provide to us,
   • such information about you as we may require from time to time, in order to process your application and provide the loan, other lending product, or credit you requested.

20) Code of Practice
We endorse the Canadian Code of Practice for Consumer Debit Card Services and commit to maintaining or exceeding the level of consumer protection it establishes.
VII. BMO Global Money Transfer Agreement

By applying for the BMO Global Money Transfer service you agree to the following terms:

1) General Terms and Conditions

- You understand and agree to the features and fees of the BMO Global Money Transfer service, as outlined.
- The BMO Global Money Transfer service only applies to Millenium bcp and other banks in Portugal.
- The BMO Global Money Transfer service is to be used for remittance transfers for personal purposes only. If it is used for business purposes, we reserve the right to terminate the service.
- We may rely on a properly appointed legal representative who is acting for you.
- This Agreement binds your heirs, executors, legal representatives, liquidators, administrators, assigns and, in Quebec, liquidators.
- After your death, we will terminate your BMO Global Money Transfer service. Your legal representative must first provide us with the proper legal documents.
- You agree to notify the Bank in writing of any unauthorized transactions immediately upon becoming aware of them.
- If you have authorized us to obtain a credit bureau report, we may at our discretion update this information at any future date during the time you are a Bank customer. You also agree that we may share your personal information within BMO Financial Group or with credit reporting agencies or with persons with whom you have or may have financial dealings.
- You will supply further information as we may require from time to time to keep your personal information current.
- We may terminate your BMO Global Money Transfer service if required by law or if at any time you commit fraud, violate the terms of any applicable agreements, use it for any improper or unlawful purposes, or operate it in any unsatisfactory manner.
- Any rights and remedies set out in this Agreement do not affect any other rights or remedies that the Bank may have at common law or otherwise.
- We may change or end this Agreement at any time. You agree to changes made when notice is given in our Canadian branches.

a. BMO Global Money Transfer Transactions

- BMO Global Money Transfers at a branch can only be made with Canadian Dollar cleared funds only (for example, cash, money order, certified cheque, etc) or transfer of cleared funds from another Canadian Dollar deposit account held with us at any of our Canadian branches that provide Assisted-service.
- BMO Global Money Transfers at an ATM or through Telephone Banking, BMO Mobile or BMO Online Banking can only be made using transfer of cleared funds from another Canadian Dollar deposit account held with us at any of our Canadian branches.
- Your Global Money Transfer account number may be provided to the beneficiary’s financial institution as part of the processing of a BMO Global Money Transfer.
- There is a minimum BMO Global Money Transfer amount that is subject to change from time to time.
- There is a maximum BMO Global Money Transfer amount for each transfer in currencies other than Canadian Dollars made at an ATM or through Telephone Banking, BMO Mobile or BMO Online Banking. This maximum is subject to change from time to time. For BMO Global Money Transfers over this amount, please contact your branch.
- Each payment or transfer of funds using the BMO Global Money Transfer service will automatically initiate a separate BMO Global Money Transfer and the amount of each payment or transfer, net of applicable fees, will be immediately debited and processed as a BMO Global Money Transfer in accordance with your instructions on file.
- Each BMO Global Money Transfer will be subject to a standard time delay before it reaches the beneficiary. The time delay is disclosed on the application form provided to you when you sign up for BMO Global Money Transfer service.
b. Fees
- Our fee will be deducted from each payment or transfer amount before any applicable foreign exchange rate is applied.
- Additional fees may be charged or deducted by the receiving financial institution for processing money transfers.
- Fees are non-refundable.
- We may change fees from time to time. Up-to-date information on fees is available at all Canadian branches and online at bmo.com/agreements.

BMO Global Money Transfer Fees

<table>
<thead>
<tr>
<th>SENDER</th>
<th>DESTINATION BANK</th>
<th>BMO GLOBAL MONEY TRANSFER FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>With an Everyday Bank Plan</td>
<td>Millennium bcp</td>
<td>$7.50</td>
</tr>
<tr>
<td> </td>
<td>A non-Millennium bank in Portugal</td>
<td>$25.00</td>
</tr>
<tr>
<td>Pay-per-use (no Everyday Bank Plan)</td>
<td>Millennium bcp</td>
<td>$12.50</td>
</tr>
<tr>
<td> </td>
<td>A non-Millennium bank in Portugal</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

c. Foreign Exchange Rate
- A Bank of Montreal foreign exchange rate is applied to BMO Global Money Transfers in currencies other than Canadian Dollars.
- The foreign exchange rate is determined at the time the transaction is processed and is subject to change daily and throughout the day.
- The foreign exchange rate applicable to BMO Global Money Transfers is available at our Canadian branches or by calling 1-877-225-5266.
- When you complete a BMO Global Money Transfer, the foreign exchange rate used for the BMO Global Money Transfer transaction is disclosed on your BMO Global Money Transfer Account statement and account transaction history available through BMO Mobile and Online Banking, at a Canadian branch or BMO ATM.

d. Checking your Statements and Account Information
- Details of each BMO Global Money Transfer, including applicable foreign exchange rate and fee, will appear in your BMO Global Money Transfer statement.
- Statements detailing BMO Global Money Transfers will be produced on an annual basis, unless the BMO Global Money Transfer has been added to a consolidated statement.
- Up-to-date statement information detailing your BMO Global Money Transfers can be obtained at any time in your branch, ATM, BMO Mobile or BMO Online Banking.
- Any statement will be deemed to have been delivered or given to you if sent by the Bank by ordinary mail to your last known address contained in the records of the Bank, or if sent to you electronically through BMO Online Banking. You will advise the Bank promptly if you have not received the statement within 10 days of the date on which you normally receive it.
- You are responsible for:
  - reviewing, at least monthly, your BMO Global Money Transfer transaction information (“Account Information”);
  - determining the authenticity of the Account Information; and
  - notifying the Bank in writing of any errors, irregularities, omissions in, or objections to, your statement or Account Information (“Notice”).
This Notice must be provided to the Bank within 30 days after:
- the statement date, if you receive monthly consolidated statements; or
- the last day of the month in which the transaction was posted to your account, if you do not receive monthly statements.

In addition, you acknowledge and agree that, except as set out in any Notice provided to the Bank within the 30 day period, after the 30 day period:
- you will be conclusively deemed to have accepted your statement or Account Information as correct and to have accepted all transactions as properly charged to your account;

1 The destination bank may charge fees to the recipient. BMO may charge for tracing requests. Refer to your branch for fee information.
• all amounts charged to your account are properly charged including, fees and service charges, whether or not the statement discloses how fees and charges are calculated;
• you have no claim that any payment instructions charged to the account were altered, duplicated, or counterfeit or were for any reason unauthorized or fraudulent even if you or we did or did not verify the signature, instruction or authorization; and
• you release us from any claim whatsoever relating to your statement or Account Information, whether for negligence, breach of contract, breach of trust, breach of fiduciary duty, conspiracy, unlawful interference or otherwise.

If you do not receive monthly consolidated statements with your BMO Global Money Transfer account information, you may view or obtain copies of your transactions through your branch, ATM, BMO Mobile, or BMO Online Banking.

e. Interest
There is no interest paid or charged on BMO Global Money Transfers.

f. Inactive Accounts
BMO Global Money Transfers that have had no Customer Activity for a period of at least two years will be closed.

2) Indemnities
• We are not responsible for any charges, expenses, losses, errors, damages, penalties, costs or inconvenience resulting or arising from any delay or failure of performance due to causes beyond our control, including, but not limited to, acts or omissions, or the insolvency or bankruptcy of other financial institutions or systems failures respecting the processing and receipt of BMO Global Money Transfer.
• You are responsible for checking the accuracy of the beneficiary information including the beneficiary bank information and we are not liable for incorrect or failed payment arising from incorrect beneficiary information. We or other financial institutions involved in processing BMO Global Money Transfers may rely solely on any account or identification number(s) provided and will not seek to confirm whether the number(s) specified correspond with the name of the beneficiary or beneficiary’s financial institution provided in the setup of the BMO Global Money Transfer. We are not obliged in any other way to verify the information contained in the BMO Global Money Transfer.
• We are not liable for incorrect or improper payment arising out of the processing of any BMO Global Money Transfer, unless caused solely by our negligence or wilful misconduct.
• We may delay the sending of a BMO Global Money Transfer in the event that any restrictions in any clearing system used to effect the BMO Global Money Transfer, including, but not limited to insufficient credit or other limits, delay us from sending the BMO Global Money Transfer.
• The beneficiary may be required to provide identification to the satisfaction of the beneficiary financial institution.
• BMO Global Money Transfers are irrevocable. While we will use reasonable efforts to request a return of funds upon your instructions, we cannot guarantee a return of funds. If we are able to obtain a return of funds, we will credit the funds to your deposit account held with us at any of our Canadian branches, less any applicable charges or fees which we may charge or which may have been charged by third parties, for obtaining a return of funds. For funds returned in foreign currency, the foreign exchange rate applicable to BMO Global Money Transfers and disclosed at our Canadian branches will be applied to the funds on the date the credit is made.
• We are not liable to you for any charges that may be applied by other financial institutions as a result of inaccurate information that prevents them from effecting the payment, resulting in a return of funds. We will credit the returned funds to your deposit account held with us at any of our Canadian branches, less any applicable charges or fees which we may charge or which may have been charged by third parties. For funds returned in foreign currency, the foreign exchange rate applicable to BMO Global Money Transfers and disclosed at our Canadian branches will be applied to the funds on the date the credit is made.
• BMO Global Money Transfers are subject to cut-off times, time zone differences and local laws and regulations of Canada and the destination country.
3) **BMO Global Money Transfer Ownership**
BMO Global Money Transfers are made in single name only and remitted to a single beneficiary only.

4) **AIR MILES Reward Program**
BMO Global Money Transfers do not earn reward miles.
VIII. Other Fees

a. Registered Plan
A fee of $50 (plus applicable taxes) may be applied to a registered plan account and tax free savings account if you redeem it or transfer it, in whole or in part, to another institution.

b. Non-BMO Customer Fees

<table>
<thead>
<tr>
<th>Per Item or Transaction</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cashing a cheque drawn on a BMO Bank of Montreal branch</strong>¹,²</td>
<td>$5.00</td>
</tr>
<tr>
<td><strong>Cashing a Government of Canada Cheque</strong>²,³</td>
<td>No charge</td>
</tr>
</tbody>
</table>

Using BMO ATMs

- On the **Interac** network: $3.00
- On the **Cirrus** network⁴: $3.00

Buying or selling U.S. currency

$2.50

Cashing Travellers Cheques⁵

- Traveller cheques cashing fee $3.00
  - (excluding American Express Travellers Cheques)

Using the Coin Counter (on the entire amount)⁶

8%

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¹ At the discretion of the branch. ² With valid identification. Refer to the “Identification Requirement for Personal Accounts” listed in this Agreement. ³ Up to $1,500.
⁴ Fee does not apply to BMO Harris debit card and credit card cardholders. ⁵ Travellers cheques in U.S. dollars other than those issued by American Express cannot be negotiated at a BMO branch. ⁶ Available at select BMO branches.
IX. Glossary of Terms

ATM Electronic Bill Payment means making bill payments at an Instabank machine without inserting a bill stub.

Account History Inquiry means a customer request for a list of recent transactions.

Assisted-service means debit transactions or account history inquiries completed with the assistance of a staff member in a branch or through the Customer Contact Centre.

Bank Plan(s) or Plan(s) means a group of services packaged together for one fixed monthly fee.

Bank Plan Fee Waiver(s) means the elimination of a Bank Plan’s monthly fee by maintaining a specific balance at all times during the month in a Primary Chequing account (which has been designated as the “lead account”). Debit transactions exceeding the monthly transaction limit are NOT covered by the Bank Plan fee waiver.

Cheques means any reference to cheque or cheque image return within this document may refer to the original written cheque, a printed image (copy) of the original cheque or an electronic image of the original.

Customer Activity means a customer initiated transaction on their account, such as a transfer, deposit or withdrawal. An account is designated as inactive if there is no Customer Activity on the account for a period of 90 days.

Debit Transaction(s) means debit transaction(s) on Personal Account(s) conducted by any means of account access, including cheques, and all withdrawals of funds, bill payments, debit card purchases, transfers of funds, and pre-authorized bill payments/debits.

Debit Card Purchase means any purchase made with funds debited directly from your account(s) using your BMO Debit Card and Interac Direct Payment service or Maestro service.

eStatement means an electronic PDF version of your banking statement. You can view and save your eStatements through BMO Online Banking.

Interac e-Transfer means an online banking service that allows you to send and receive funds electronically. Funds can be sent to almost anyone with an email address and Canadian bank account via BMO Online Banking. Recipient is alerted by email that funds have been transferred to them and are awaiting deposit. The recipient can then follow the provided instructions to deposit the funds into their selected Canadian bank account.

Interac Online means a payment option that allows you to pay for goods and services on the Internet directly from your bank account at participating merchants. You use the same card number and password as you would for BMO Online Banking and payments can be made from your choice of eligible deposit accounts linked to your BMO Debit Card.

Lead Account means the Personal Account you have designated to have your monthly Plan fees and excess fees are to be debited.

Mobile Banking Services (or BMO Mobile Banking) means services that allow customers to manage their finances through a smartphone or tablet device, through a mobile banking app or through a mobile browser using our mobile banking website m.bmo.com.

Monthly Transaction Limit(s) means the maximum number of debit transactions and account history inquiries (excluding online account history inquiries) included within an Everyday Bank Plan.

Online Banking Services (or BMO Online Banking) means services that allow customers to manage their finances through an online channel accessible through bmo.com.

Personal Account(s) or Account(s) refers to any personal chequing account or savings account you may have with BMO Bank of Montreal.

Plan Fee Waiver(s) means the elimination of a Plan’s monthly fee by maintaining a specific balance at all times during the month in a Primary Chequing account (which has been designated as the “lead account”). Debit transactions exceeding the monthly transaction limit are NOT covered by the Plan fee waiver.
**Pre-Authorized Payment** means automatic transfers for bill payments/debits from a Personal Account, authorized by you and arranged to take place at a specified time(s).

**Self-serve** includes: a) debit transactions by cheque, b) debit transaction or account history inquiry using electronic means of account access only, including BMO ATM and other permitted automated teller machines (ATM), debit card purchases, Telephone Banking, BMO Mobile and BMO Online Banking (other than those assisted by a customer contact agent), pre-authorized bill payments or debits, and similar electronic channels which we enable you to use.

**Telephone Banking Services (or BMO Telephone Banking)** means services that allow customers to manage their finances by telephone.
X. Dispute Resolution

If you have a complaint, we encourage you to let us know and give us the opportunity to resolve your concerns. We promise to address your complaint quickly, efficiently and professionally, as retaining your confidence and trust is of utmost importance.

1) Talk to a representative at the branch or office where your complaint originated, or where you normally conduct your business. If your concerns are not resolved, please involve the Manager/Supervisor.

   Alternatively, contact:
   **BMO Bank of Montreal**
   **Customer Contact Centre**
   **Call:** 1-877 CALL BMO (225-5266)
   **TTY:** 1-866-889-0889
   **Visit:** bmo.com

2) If your complaint is unresolved after following Step 1, you may escalate to the appropriate business group Senior Officer, listed below:

   **BMO Bank of Montreal**
   **Office of the Senior Vice-President**
   (your local branch will have specific contact details)

   or

   **Office of the Group Head**
   **Canadian Personal and Commercial Banking**
   **BMO Bank of Montreal**
   55 Bloor Street West
   Toronto, Ontario  M4W 3N5
   **Call:** 1-800-372-5111
   **Fax:** 416-927-6658

   **BMO Financial Group Privacy Office**
   If your complaint is regarding the privacy of your personal information and remains unresolved following Steps 1 and 2, you may contact the Privacy Office at:

   **email:** privacy.matters@bmo.com
   **BMO Financial Group**
   **Office of the Chief Privacy Officer**
   1 First Canadian Place, P.O. Box 150
   Toronto, ON  MSX 1H3
   If you are still not satisfied, you can contact:

   **The Office of the Privacy Commissioner of Canada**
   **Call:** 1-800-282-1376
   **Visit:** privcom.gc.ca

3) If your complaint is unresolved after following Steps 1 and 2, you may escalate to BMO Financial Group’s Ombudsman. The BMO Ombudsman’s mandate is to conduct impartial reviews of unresolved financial services complaints. The Ombudsman will conduct a review of your complaint based on fairness, integrity and respect and make a non-binding recommendation.

   The Ombudsman does not investigate:
   - Credit granting policies or risk management decisions of the Bank
   - Levels of interest rates, service charges or fees that apply to all customers
   - Matters that are already before a court
• Decisions to close accounts
• Business decisions to change product or service offerings
• Transaction or other product or service issues for which BMO records no longer exist
• Privacy of personal information

BMO Financial Group Ombudsman
1 First Canadian Place, P.O. Box 150
Toronto, ON M5X 1H3
Call: 1-800-371-2541
Fax: 1-800-766-8029
email: bmo.ombudsman@bmo.com
Visit: bmo.com

4) Contact the Ombudsman for Banking Services and Investments (OBSI). Following Step 3, you may contact the Ombudsman for Banking Services and Investments for a further review of your complaint. OBSI is an independent service for resolving banking services and investment disputes.

You are encouraged to follow all of BMO Financial Group’s Complaint Resolution steps prior to consulting OBSI. However, if you refer a complaint to us and it is not being dealt with to your satisfaction, you may refer your complaint to OBSI after 90 days of our receipt of your complaint at Step 2.

OBSI is not a regulator, and doesn’t advocate for consumers or the industry. Services are free to consumers.

Ombudsman for Banking Services and Investments
401 Bay St., Suite 1505, P.O. Box 5
Toronto, ON M5H 2Y4
Call: 1-888-451-4519
Fax: 1-888-422-2865
email: ombudsman@obsi.ca
Visit: obsi.ca

Financial Consumer Agency of Canada (FCAC)
The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary commitments and codes of conduct.

For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees, interest rates and branch closures. If you have a complaint concerning a consumer protection law or voluntary commitment or code of conduct, you may contact the FCAC at:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9
Call: (English): 1-866-461-FCAC (3222) (Français): 1-866-461-ACFC (2232)

For a complete listing of federal consumer protection laws, voluntary commitments and codes of conduct, you may visit the FCAC website at fcac-acfc.gc.ca.

Note: The FCAC does not provide redress or compensation and cannot get involved in individual disputes.