

Agreements, Bank Plans and Fees for Everyday Banking

Effective date November 3, 2025

We're making changes to some of our **Everyday Banking Fees, Services and Agreements.**

This information will help you understand these changes and how they may apply to you.

The following changes are effective
March 2, 2026

Sending a BMO Global Money Transfer		
Bank Plan	Current	New
Plus Plan	\$5.00 each	No charge
AIR MILES Plan®		

To learn more about BMO Global Money Transfer and how to send money overseas quickly and securely to nearly 70 destinations through BMO Online Banking or the BMO Mobile Banking app, visit bmo.com/globalmoneytransfer.

The following changes are effective March 2, 2026

Monthly Plan Fees		
Bank Plan	Current	New
Plus Plan	\$11.95	\$12.95
Plus Plan with a: <ul style="list-style-type: none">Seniors discountIndigenous Peoples discountBeneficiaries of an RDSP¹ discount	\$7.95	\$8.95
To confirm your Bank Plan, please refer to the upper right corner of your statement, by selecting your account in BMO Online Banking, or under the Account Details tab in the BMO Mobile Banking app.		

Additional Services		
	Current	New
Paper Statements ²	\$2.25 per statement	\$2.75 per statement
To avoid paper statement fees, consider switching to eStatements. You can enroll through BMO Online Banking or the BMO Mobile Banking app. Visit bmo.com/estatemements for details on how to sign up.		

Changes to the Electronic Banking Services Agreement

We are updating Section 7 of the Electronic Banking Services Agreement, part of the Agreements, Bank Plans and Fees for Everyday Banking booklet. The new language being added is underlined:

7. Your Mobile Device and Verification Codes

- Mobile Subscriber Information: You authorize your wireless carrier to disclose information about your wireless account and device, if available, to us and our agents for the duration of your business relationship, solely to help identify you or your wireless device and to prevent fraud. This information is used in accordance with our Digital Privacy Policy and BMO Privacy Code – Canada.

The following changes are effective March 12, 2026

Items returned for non-sufficient funds (NSF)		
	Current ³	New ⁴
Canadian dollar accounts	\$48	C\$10.00
U.S. dollar accounts	\$48	US\$5.00

The following changes are effective April 5, 2026

Personalized cheque orders		
Bank Plans	Current	New ⁶
<ul style="list-style-type: none">Premium PlanSenior Plan⁵	Included (limited styles)	1 cheque order of 25 cheques included per calendar year (limited styles)

Your continued use of your account after the effective dates means that you understand and agree to these changes. **If you reside in Québec:** if you do not agree with the changes, you may close your account without cost or penalty by notifying us no later than 30 calendar days after the changes comes into effect.

If you have any questions, please speak to a representative at your local branch.

Thank you for choosing BMO.

Terms and Conditions

¹ RDSP is a Registered Disability Savings Plan.

² Customers in an eligible Bank Plan with the Kids, Teens, Students, Seniors, Indigenous Peoples, Newcomers to Canada, Beneficiaries of an RDSP discounted banking program; and Platinum Banking clients are provided with one (1) paper statement (individual statement or consolidated) at no cost. A paper statement fee applies for each additional statement.

³ For each cheque or pre-authorized debit returned due to non-sufficient funds in the account. This fee applies to the original presentment and any re-presentment if the original was returned for the reason “non-sufficient funds” or “funds not cleared”.

⁴ This change applies to Everyday Bank Accounts only. A fee applies when a cheque or pre-authorized debit (PAD) is returned for non-sufficient funds (NSF). For PADs, a separate fee is charged for each instance of original presentment and representment if the PAD is returned for NSF. No fee will be charged if the returned cheque or PAD would have caused your account to be in an unauthorized overdrawn balance of less than \$10.00. If more than one (1) cheque or PAD is returned for NSF on the same account on the same business day, only one (1) fee is charged, and a fee will not be charged more than once within a period of two (2) business days with respect to the same account.

⁵ The Senior Plan has been discontinued and is no longer available. This information is provided to existing customers.

⁶ Customers with the Premium Plan or Senior Plan can place an order for 25 single cheques at no charge once per calendar year. Cheque styles are limited. A fee will apply for cheque orders for duplicate cheques, if you select a cheque order that contains more than 25 cheques, or if you select cheques, styles, or personalization options not included with your Plan. If you order cheques online through BMO Online Banking, the cost of your cheque order (if applicable) will appear on screen at the time you place your order. If you order cheques in branch or through the customer contact centre, the cost of your cheques (if applicable) will be disclosed at the time you place the order. Fees (if applicable) will be debited from your account within five (5) business days of placing your order.

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Agreements, Bank Plans and Fees for Everyday Banking

The following pages contain terms, conditions, and fees including banking agreements that apply to Personal Accounts at Bank of Montreal. You agree to the terms, conditions and fees in the following pages. These agreements are effective **November 3, 2025**, 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”, “BMO”** and **“the Bank”** mean Bank of Montreal.

The meanings given to terms defined in these agreements 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”**.

Applicable in the Province of Québec Only: You have expressly requested and agreed that these agreements and any related documents be drawn up exclusively in English. You also recognize that a French version of these agreements has been remitted to you prior to agreeing to be bound by these agreements in English. *Vous avez expressément exigé et accepté que ces conventions et tout document qui s’y rattache soient rédigés exclusivement en anglais. Vous reconnaissez également qu’une version française de ces conventions vous a été remise avant d’accepter d’être lié par les présentes conventions rédigées en anglais.*

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I. Fee Schedules

1) Bank Plan Features and Fees

See the “Everyday Bank Plan Agreement” section for further details.

Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.

Features	Premium Plan	Performance Plan	AIR MILES®† Plan	Plus Plan	Practical Plan
Everyday Banking					
Monthly debit transaction limit (excluding transactions at transit authorities in Canada) ¹	Unlimited	Unlimited	Unlimited	25	12
Fee for debit transaction in excess of monthly transaction limit	–	–	–	\$1.25 each	\$1.25 each
Number of debit transactions using your BMO Debit Card at transit authorities in Canada	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Number of accounts eligible under one Plan ²	20	20	20	20	2
One monthly paper statement per Bank Plan	\$2.25/month	\$2.25/month	\$2.25/month	\$2.25/month	✓
Monthly number of withdrawals using a non-BMO ATM on the INTERAC network in Canada ^{3,4}	Unlimited	1	\$2.00 each	\$2.00 each	\$2.00 each
Sending INTERAC e-Transfer®† transactions ⁵	✓	✓	✓	✓	✓
Sending BMO Global Money Transfer transactions ⁶	✓	✓	\$5.00 each	\$5.00 each	\$5.00 each
Cheque image return option ^{7,8}	✓	✓	✓	✓	\$2.50/month
View cheques online ⁸	✓	✓	✓	✓	✓
Added protection					
Overdraft Transfer Service between personal accounts in the Bank Plan to cover overdraft ⁹	✓	\$5.00/transfer	\$5.00/transfer	\$5.00/transfer	\$5.00/transfer
Overdraft Protection: Standard (this fee does not apply to residents of Québec) ¹⁰	✓	\$5.00/month	\$5.00/month	\$5.00/month	\$5.00/month
Overdraft Protection: Occasional (not available for residents of Québec) ^{10,11}	✓	\$5.00/use	\$5.00/use	\$5.00/use	\$5.00/use
Travel needs					
Monthly number of withdrawals at an ATM outside Canada on the Cirrus®* Network ^{3,4}	Unlimited	\$5.00 each	\$5.00 each	\$5.00 each	\$5.00 each
Preferred exchange rate for U.S. dollar transfer(s) using BMO Digital Banking services (up to US\$5,000 daily) ¹²	✓	–	–	–	–
Additional features					
Receive a BMO Credit Card annual fee rebate with an eligible BMO Credit Card every year ¹³	Up to \$150	Up to \$40	–	–	–
Personalized cheques (cheque styles limited)	✓	Varies by style	Varies by style	Varies by style	Varies by style
Money orders and drafts (in available currencies) ¹⁴	✓	\$9.95 each	\$9.95 each	\$9.95 each	\$9.95 each
Certified cheques	✓	\$20.00 each	\$20.00 each	\$20.00 each	\$20.00 each
Stop payments (Individual/Series)	✓	\$12.50/\$20.00	\$12.50/\$20.00	\$12.50/\$20.00	\$12.50/\$20.00
Safety deposit box annual \$12.00 discount (subject to availability — one box per Bank Plan)	✓	–	–	–	–
Monthly Bank Plan fee					
Minimum daily balance needed in the lead Primary Chequing Account to eliminate monthly fee. (Excludes Interest Chequing Account or Premium Rate Savings Account) ¹⁵	\$30.95 \$6,000	\$17.95 \$4,000	\$17.95 –	\$11.95 \$3,000	\$4.00 –

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. Debit transactions completed at Canadian transit agencies (i.e. transit fares and passes) do not count towards your monthly transaction limit. **2** The Practical Plan allows you to have one Canadian or U.S. Dollar Primary Chequing Account or Interest Chequing Account (existing customers) and one Premium Rate Savings Account under the Plan. All other Bank Plans allow you to have up to a total of 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. **3** A network and/or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction. **4** Per-item fees will apply when you exceed the number of transactions included in your Plan. **5** INTERAC e-Transfer transactions are subject to maximum send and receive dollar amounts. For Bank Plans that do not include unlimited transactions, excess transaction fees may apply if you send an INTERAC e-Transfer transaction over and above the number of transactions allowed for the Plan. A cancellation fee may still apply when you cancel the transaction. **6** The service fee is waived when the transfer is to BMO Bank NA in the United States. **7** Cheque images are not available with eStatements. **8** 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. **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** Subject to credit approval, interest will be calculated on the daily overdraft balance at prevailing overdraft interest rates and charged to the account on the last business day of the month. Overdraft Protection fees apply individually to each account with an authorized limit within the Plan. **11** The Occasional Overdraft Protection fee applies to your account, for any business day in which an overdraft is created or increased on your account. For cheques and pre-authorized debits, we process debit transactions against accounts in the order in which we receive them via the clearing system. **12** Transactions completed at any BMO branches or with a customer contact associate are not eligible for the preferred exchange rate. **13** Terms and conditions apply. See the “BMO Credit Card Annual Fee Rebate” section in the “Everyday Banking Plan Agreement” for further details. **14** 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. Foreign currency drafts are subject to sanctions compliance regulations and payee names are screened against persons listed under international sanctions. Depending on the result of that screening, a payee might not be able to cash a foreign currency draft. **15** The monthly Bank Plan fee can be eliminated by maintaining the minimum daily balance at all times throughout the calendar month in a Primary Chequing Account or U.S. Dollar 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. If the lead account is set up with an Interest Chequing (for existing customers) or a Premium Rate Savings Account, then the minimum balance waiver is not applicable and the Plan fee will be charged regardless of the lead account balance.

2) AIR MILES®† Bank Plan Features

See the “Bank Plan Features and Fees” section for full details of the transactions and services that are included in the AIR MILES Bank Plan and the “AIR MILES Reward Miles Program Terms and Conditions” section for full further details including how to earn AIR MILES Bonus Miles with Card Linked Offers.

With the BMO AIR MILES Bank Plan, you can earn AIR MILES Reward Miles™† and Bonus Miles™† when making eligible purchases from your Account, when you maintain a daily monthly balance in your Account, and/ or when you have an eligible BMO credit card.

Features	
Monthly Plan Fee	\$17.95
Everyday Banking debit transactions included¹	Unlimited
Get AIR MILES Reward Miles when you make purchases using your BMO Debit Card	1 Mile for every \$25 in purchases up to \$4,000 in eligible purchases per month²
Get 2x the Miles when you make eligible purchases using your BMO Debit Card	2x the Miles for every \$25 on eligible grocery store purchases, up to a maximum of \$500 in eligible purchases per month² AND... 2x the Miles for every \$25 on eligible wholesale club store purchases, up to a maximum of \$500 in eligible purchases per month²
Get AIR MILES Bonus Miles by maintaining a minimum daily balance in your chequing account	50 Bonus Miles each month you maintain a daily balance of \$4,000 or more in your chequing account³
Get AIR MILES Bonus Miles when you also have an eligible BMO Credit Card	25 Bonus Miles each month when you also have a BMO AIR MILES World Mastercard®* or BMO AIR MILES World Elite®* Mastercard⁴
Other Features and Benefits	Family Bundle⁵ Automatic AIR MILES Gold®† status⁶

1 Transactions includes everyday banking transactions at a BMO branch, BMO ATM, BMO Telephone Banking, BMO Online Banking, BMO Mobile Banking, debit card purchases, cheques drawn on your account, and Pre-Authorized Debits, and INTERAC e-Transfer transactions at no additional charge. Transaction limits may apply. You are responsible for all transaction, service and product fees not included in the AIR MILES Bank Plan. 2 Earn: (i) one (1) AIR MILES Reward Mile (“Reward Mile”) for every \$25 in purchases, up to a maximum of 160 Miles (\$4,000 net eligible purchases) per calendar month; and (ii) one (1) Reward Mile for every \$25 in purchases at merchants classified by Mastercard’s “Merchant Category Code” (MCC) as “grocery stores and supermarkets” (MCC 5411) and “Wholesale Clubs” (MCC 5300) for a total of two (2) Reward Miles (including the base earn rate). Reward Miles will be earned on eligible grocery store and wholesale club purchases up to a maximum of \$500 in net purchases per calendar month for each category. Reward Miles are calculated on the total eligible cumulative purchases (less refunds) made with your BMO Debit Card that occur on your Lead Account over a calendar month. The “Lead Account” is defined as a Canadian dollar Primary Chequing Account or Interest Chequing Account (for existing customers) and is the one you designate to pay any fees required by the AIR MILES Bank Plan, for example, your monthly Plan fees and transaction fees. Any debit card purchases on any additional accounts under the AIR MILES Bank Plan, are not eligible for Reward Miles. BMO cannot guarantee that any merchant operating in whole or in part as a grocery store or wholesale club is classified by MCC 5411 or MCC 5300, and in no event will BMO be liable or responsible for any claims with respect to a purchase made at a merchant that is not classified by MCC 5411 or MCC 5300. Reward Miles will be credited to your AIR MILES Collector account within 90 days after the end of the applicable statement period. The number of Miles awarded will be rounded down to the nearest whole number. Fractions of Miles will not be awarded. 3 AIR MILES Bonus Miles (“Bonus Miles”) are awarded when you maintain the minimum daily balance at all times throughout the calendar month in a Primary Chequing Account or Interest Chequing Account (for existing customers) that has been designated as the Lead Account (defined) for the AIR MILES Bank Plan. The “Lead Account” is defined as a Canadian dollar Primary Chequing Account or Interest Chequing Account (for existing customers) and is the one you designate to pay any fees required by the AIR MILES Bank Plan, for example, your monthly Plan fees and transaction fees. 4 Your BMO Credit Card must be in good standing. Limit one AIR MILES Bonus Miles offer per bank account with the AIR MILES Bank Plan. 5 If you are the lead accountholder with the AIR MILES Bank Plan, your family members that reside at the same household as you can open accounts under your Bank Plan (a “Member Account”) with no additional monthly Plan fee. Member Accounts are any additional accounts that are opened under the Bank Plan, held either by you, or held by your family members or jointly with your family members. Member Accounts do not qualify to earn AIR MILES Reward Miles or AIR MILES Bonus Miles. For full terms and conditions please visit bmo.com/familybundle 6 Lead Account holders of the AIR MILES Bank Plan will receive automatic AIR MILES Gold collector status. For details and benefits of being an AIR MILES Gold collector, refer to airmiles.ca.

3) Low-Cost and No-Cost Banking at BMO

Refer to the “Bank Plan Features and Fees” section for a list of transactions and services included in the Bank Plans and refer to the “No-Cost and Discounted Banking Programs Terms and Conditions” section for qualifying criteria.

The objective of the **Commitment on Low-Cost and No-Cost Accounts** (“Commitment”) is to ensure Canadians have access to modern basic banking services at a nominal cost through low-cost bank accounts and that certain groups have these same services at no cost. The Commitment represents the minimum service level for low-cost and no-cost banking; financial institutions can offer other accounts or services that exceed the requirements of the Commitment.

All consumers are eligible for a low-cost chequing account at a charge of no more than \$4.00 per month.

At BMO, our Primary Chequing Account with the **Practical Plan** is **our low-cost account at \$4.00** per month. This account provides:

- **12 debit transactions per month** (any combination of self-serve transactions and in branch) including the following transactions:
 - debit card purchase (excludes debit card purchases completed at transit agencies in Canada which are unlimited)
 - bill payments
 - pre-authorized debits
 - cheques drawn on the account
 - cash withdrawals at a BMO branch or BMO ATM in Canada
 - sending an INTERAC e-Transfer®* transaction¹
- **Plus, unlimited no-fee transactions** when using your BMO Debit Card **at transit agencies in Canada** when you pay for your fare (exceeding the six (6) additional transactions required under the Commitment)²
- Additionally, for low-cost and no-cost chequing accounts
 - no charge for digital monthly statements (eStatements)
 - cheque writing privileges (a fee for cheque orders applies)
 - no minimum balance required
 - no account switching fees with the same signatory (you can change your Bank Plan at anytime without incurring a fee)
 - no charge for deposits, a debit card, or pre-authorized payment/debit forms
 - no charge for monthly printed statement and cheque image viewing, available through BMO Online Banking
 - allow for joint accounts if the situation is warranted (for example, married/common-law couple)
 - other services are available for a reasonable fee
- And a Premium Rate Saving Account can be included under the Practical Plan with no additional monthly Plan fee

BMO also offers no-cost or discounted banking³ for the following customers:

Offer for:	Bank Plans included ⁴ (Plan fees are per month)	How to Qualify	Additional Benefits
Kids (12 years of age and under)	• Performance Plan: \$0.00 • Premium Plan: \$13.00	• 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	• One monthly paper statement included at no charge ⁵
Teens (between 13 and 18 years of age)	• Performance Plan: \$0.00 • Premium Plan: \$13.00	• Register at any BMO branch by providing proof of age	• One monthly paper statement included at no charge ⁶
Students	• Performance Plan: \$0.00 • Premium Plan: \$13.00	• Register at any BMO branch by providing proof of registration ⁷	• One monthly paper statement included at no charge ⁶ • Overdraft Transfer Service included at no additional charge ⁸
Recent Graduates	• Performance Plan: \$0.00 • Premium Plan: \$13.00	• Register at any BMO branch by providing proof of graduation or program completion by November 30 of your graduation year ⁷	• Overdraft Transfer Service included at no additional charge ⁸

Low-Cost and No-Cost Banking at BMO (continued)

Offer for:	Bank Plans included ⁴ (Plan fees are per month)	How to Qualify	Additional Benefits
Healthcare Students & Residents Program	• Premium Plan: \$0.00	• Register at any BMO branch by providing proof of registration ⁷ • Students are required to provide proof of residency after completing the in-class portion of their program	• Not applicable
Seniors (60 years of age and older)	• Practical Plan: \$0.00 • Plus Plan: \$7.95 • AIR MILES ^{®†} Plan: \$13.95 • Performance Plan: \$13.95 • Premium Plan: \$26.95	• Register at any BMO branch by providing proof of age • You will automatically receive the \$4.00 Senior discount applied to your Plan when you turn 60 years of age ⁹	• One monthly paper statement at no charge ¹⁰ • Overdraft Transfer Service included at no additional charge ⁸
Indigenous Peoples (First Nations, Inuit & Métis)	• Performance Plan: \$0.00 for one year ¹¹ After one year: • Practical Plan: \$0.00 • Plus Plan: \$7.95 • Performance Plan: \$13.95 • AIR MILES Plan: \$13.95 • Premium Plan: \$26.95	• Register at any BMO branch by confirming your eligibility to receive the Performance Plan at no cost for one year and the \$4.00 Indigenous Peoples discount applied to your Plan after the no-fee period expires ¹² • You can switch to a different bank plan anytime after the one-year Performance Plan no-fee period expires otherwise the \$13.95 monthly plan fee will apply	• One monthly paper statement at no charge ¹³
Beneficiaries of an RDSP	• Practical Plan: \$0.00 • Plus Plan: \$7.95 • AIR MILES Plan: \$13.95 • Performance Plan: \$13.95 • Premium Plan: \$26.95	• Register at any BMO branch by providing proof of eligibility ¹⁴	• One monthly paper statement at no charge ¹⁰
Newcomers to Canada	• Performance Plan: \$0.00 for two years	• Register at any BMO branch by confirming eligibility	• One monthly paper statement at no charge ⁶
Canadian Defence Community (CDC) Members and CDC Members - Seniors (55 years of age and older)	• Performance Plan: \$0.00 • Premium Plan: \$13.00	• Register at any BMO branch by providing proof of eligibility • For CDC Seniors, register at any BMO branch by providing proof of age and eligibility	• Get five non-BMO ATM withdrawals in Canada and five non-BMO ATM withdrawals outside of Canada at no charge ¹⁵ per month with the Performance Plan • Get unlimited non-BMO ATM withdrawals at no charge ¹⁵ with the Premium Plan

Customers can access the Financial Consumer Agency of Canada’s website at fcac.gc.ca to access the Account Comparison Tool.

1 A \$5.00 cancellation fee may apply if the transaction is cancelled by you or the bank. **2** For accounts eligible for INTERAC Debit payments, no fees or transaction limits apply for INTERAC Debit and INTERAC Flash transactions completed at Canadian transit agencies. **3** Where available, a discount equivalent to the no-fee banking plan may be applied to a plan of a higher value. You are responsible for the difference between the discount and the selected plan. **4** All Bank Plans include the following transaction at no additional cost: debit card purchase, bill payments, pre-authorized debits, cheques drawn on the account, cash withdrawals at a BMO branch or BMO ATM in Canada, sending an INTERAC e-Transfer transaction. Transaction limits apply to the Practical Plan (12 transactions) and Plus Plan (25 transactions). All Bank Plans include unlimited no-fee transactions when using your BMO Debit Card at transit agencies in Canada when you pay for your fare. You are responsible for all fees relating to any transactions, services and products not included in your Bank Plan. **5** Kids (12 or under) will have the additional benefit of one (1) monthly paper statement included at no additional charge in the Performance and Premium Plan. **6** Teens (between 13 and 18 years of age), Students and Newcomers to Canada will have the additional benefit of one (1) monthly paper statement included at no additional charge in the Performance Plan. **7** 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. **8** You are required to provide initial set-up instructions for this service. **9** The Senior Discounted Banking Program provides you with a monthly 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 is not eligible on Plans no longer offered. **10** Seniors and Beneficiaries of an RDSP will have the additional benefit of one (1) monthly paper statement included at no additional charge in the Practical Plan. **11** You may be eligible to receive the full monthly Plan fee rebated for a twelve (12) month period, but you remain responsible for all transaction, service and product fees not included in your Performance Plan chequing account. After the twelve (12) months of opening a new Performance Plan chequing account and being enrolled in the BMO Indigenous Personal Banking program, the monthly Performance Plan chequing account fee waiver ends, and a discounted monthly Performance Plan chequing account fee will be applied to your account automatically. **12** You are eligible to receive a \$4 monthly Bank Plan fee discount as part of the BMO Indigenous Personal Banking Program. You are eligible to receive this discount on one lead account available on the following Bank Plans: Practical, Plus, Performance, AIR MILES or Premium. 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. You are responsible for all fees relating to any transactions, services, and products not included in your Bank Plan. **13** Indigenous Peoples will have the additional benefit of one (1) monthly paper statement included at no additional charge in the Practical and Performance Plan. **14** You may be required to provide proof of eligibility once every three years, otherwise the monthly Plan fee will be applied automatically. Plan and other fees paid prior to confirming eligibility may not be refunded. **15** A network and/or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction.

Offers No Longer Available – for existing customers with these Plans

Offer for:	No Monthly Plan Fee or Discounted Banking Plans ¹	Non-BMO ATM withdrawals per month on the INTERAC network in Canada included with the Plan	ATM withdrawals outside of Canada per month on the Cirrus [®] ** network included with the Plan	Additional Benefits
CDCB – Kids (up to 12 years old)	• Plus Plan: \$0.00 per month ² You will automatically be converted to the Canadian Defence Community discounted banking program when you turn 13 years of age	• Two with the Plus Plan ³	• Two with the Plus Plan ³	• One monthly paper statement at no charge
CDCB and CDCB – Seniors (55 or older)	• AIR MILES Plan: \$0.00 per month	• Not applicable	• Not applicable	• Not applicable

1 The monthly Plan fee is waived. You are responsible for all transaction, service and product fees not included in your Bank Plan. **2** Under the CDCB Kids (12 years old or younger) discounted banking program, you can receive the Plus Plan with no monthly fee. **3** A network and/or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction.

4) Pay-per-use Fees

See the “Personal Account Agreement” section for further details.

The following transaction fees apply to the following accounts when they are not included in an Everyday Bank Plan. Where additional service fees apply, the service fees are described and included in the overall fees applicable for the transaction.

Service charges and fees on U.S. dollar accounts are charged in U.S. dollars.

Services	Primary Chequing Account ¹	Premium Rate Savings Account ¹	Savings Amplifier Account ²	Savings Builder Account ²
Cheque drawn on account	\$1.50	Not available	Not available	Not available
Pre-Authorized debit		\$2.00	\$5.00	One debit transaction per month at no cost ⁵ \$5.00 for each additional debit
Debit card purchase ³ in store ⁴ or online				
Debit card purchase at a transit authority ⁶	\$0.00	\$0.00	\$0.00	\$0.00
Cash Withdrawal				
at a branch	\$1.50	\$2.00	\$5.00	One debit transaction per month at no cost ⁵ \$5.00 for each additional debit
at a BMO or non-BMO ATM ⁷				
Funds transferred to another BMO account				
at a BMO ATM	\$1.50	\$2.00	\$0.00	One debit transaction per month at no cost ⁵ \$5.00 for each additional debit
using BMO Online and Mobile Banking				
using BMO Telephone Banking IVR ⁸			\$5.00	
with the assistance of an employee				
Bill Payment Transactions ⁴				
at a BMO ATM	\$1.50	\$2.00	\$5.00	One debit transaction per month at no cost ⁵ \$5.00 for each additional debit
using BMO Online and Mobile Banking				
using BMO Telephone Banking IVR ⁸				
with the assistance of an employee In addition to the transaction fee, a \$1.50 assisted bill payment service fee may apply	\$3.00 A \$1.50 transaction fee, plus a \$1.50 service fee may apply	\$3.50 A \$2.00 transaction fee, plus a \$1.50 service fee may apply	\$6.50 A \$5.00 transaction fee, plus a \$1.50 service fee may apply	\$6.50 A \$5.00 transaction fee, plus a \$1.50 service fee may apply
Sending money ⁴				
INTERAC e-Transfer In addition to the transaction fee, if applicable, an INTERAC e-Transfer service fee will apply to all transactions	\$2.50 A \$1.50 transaction fee, plus a \$1.00 INTERAC e-Transfer service fee applies	\$3.00 A \$2.00 transaction fee, plus a \$1.00 INTERAC e-Transfer service fee applies	\$6.00 A \$6.00 INTERAC e-Transfer service fee applies	One debit transaction per month at no cost ⁵ \$5.00 for each additional debit Plus, a \$1.00 INTERAC e-Transfer service fee applies to all transactions
BMO Global Money Transfer (GMT) There is no transaction fee, however, a GMT service fee will apply	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies

1 The Primary Chequing Account and Premium Rate Savings Account are no longer available with pay-per-use pricing. These accounts are now included in an Everyday Bank Plan. This information is for existing customers without an Everyday Bank Plan. Per-item transaction fees do not apply to accounts in an Everyday Banking Plan, however, additional service fees may apply. Refer to “1. Fee Schedule” for Bank Plan features and fees. **2** The Savings Amplifier and Savings Builder cannot be included in an Everyday Bank Plan. Per-item fees apply to these accounts. **3** Additional fees may be charged by the merchant when completing point-of-sale transactions and are in addition to the fee charged by us. **4** The Savings Amplifier and Savings Builder Accounts are not intended for everyday banking transactions. The fees disclosed apply when transactions are successfully completed. To prevent you from incurring these fees, we may limit or restrict you from completing the following types of transactions: Debit Card purchases, KONEK service purchase, bill payments, INTERAC e-transfer, and BMO Global Money Transfer transactions. **5** One debit transaction out of the account at no cost; a debit transaction includes the following: pre-authorized payment, debit card purchase (excludes debit card purchases at a transit authority), cash withdrawal, transfer to another BMO account, bill payment, and sending funds using INTERAC e-Transfer. A fee applies for each additional transaction. **6** For accounts eligible for INTERAC Debit payments, the pay-per-use fee is waived for INTERAC Debit and INTERAC Flash transactions completed at Canadian transit agencies. **7** A network and/ or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction. **8** IVR is the Interactive Voice Response used over the telephone when you use your telephone keypad to complete transactions self-serve. IVR does not include transactions completed with the assistance of an employee over the telephone.

5) Additional Services and Fees

See the “Personal Account Agreement” section for further details.

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 and Fees” 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.

Per Item		Per Item	
Statements		Cheques	
eStatement	No charge	Cheque orders ⁵	Varies by style
Paper statement ¹ (per statement issued)	\$2.25	Cheque image return (per month)	\$2.50
Accounts		Certified cheque	
Bill payment handling charge – assisted service (excludes BMO products)	\$1.50	Requested by issuer	\$20.00
Certificate of account balance	\$10.00	Requested by non-issuer	\$30.00
Interim statement of account		Stop payment (Cheques and Pre-Authorized Debits)⁶	
Picked up at branch, mailed or faxed	\$5.00	Single	\$12.50
Search and/or copy of personal account item (e.g., statement, voucher, transaction receipt, cheque tracing)	\$5.00	Series (in sequence, per request)	\$20.00
Account closed within 90 calendar days of opening		Foreign currency cheque⁷	
Account closed within 14 business days	\$0.00	Item deposited to a Canadian dollar account	\$5.00
Account closed after 14 business days	\$20.00	Item drawn on a Canadian dollar account	\$20.00
Dormant account notice		Items returned non-sufficient funds (NSF)⁸	
If notice is acknowledged within 60 days:	No charge	Items sent on collection ⁹	
After 60 days:		Cheques up to C\$250.00	\$15.00
2-year notice of dormant account	\$20.00	Cheques over C\$250.00	0.125%
5-year notice of dormant account	\$30.00	(\$25.00 min. charge and \$200.00 max. charge)	
Unclaimed Balances		Overdraft Protection services	
10-year transfer of funds to Bank of Canada	\$40.00	Overdraft Transfer Service	
Post-dated item held for deposit	\$3.00	Per transfer ²	\$5.00
Transfer/payment arrangements		Overdraft Protection¹⁰	
Set-up or amend instructions for standing orders, (regular payments/transfers from or between accounts in the same currency) except for Continuous Savings Plan ^{2,3}	\$4.50	Standard (monthly fee)	\$5.00
Telephone instructions accepted by branch ⁴	\$4.00	(this fee does not apply to residents of Québec)	
Your account balance to another financial institution	\$20.00	Occasional (per-use fee) ¹¹	\$5.00
		(not available for residents of Québec)	
		Overdraft Per Item Charge (OPIC)¹⁰	
		For each item that is paid and creates or increases the overdraft balance on your account if you do not have Overdraft Protection arrangements ^{11,12}	
		For each item that is paid and exceeds the Overdraft Protection limit on your account ^{11,12}	
		(OPIC fees do not apply to residents of Québec)	

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 Debit 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. **8** For each cheque or pre-authorized debit returned due to non-sufficient funds in the account. For pre-authorized debits, this fee applies to the original presentment and re-presentment if the original presentment was returned for the reason “non-sufficient funds” or “funds not cleared”. **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. The current interest rate may be obtained at BMO branches in Canada or by calling 1-877-225-5266. **11** Fee applies to your account for any business day in which an overdraft is created or increased on your account. Charges on your Everyday Banking statement will appear as an Overdraft Per Item Charge. **12** For cheques and pre-authorized 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 the clearing system.

Additional Services and Fees (continued)

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 and Fees” 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.

	Per Item		Per Item
Sending money to others		Safety deposit boxes⁸	
BMO Global Money Transfer	\$5.00	Annual rental fee:	
INTERAC e-Transfer		Small	
Send an INTERAC e-Transfer	\$1.00	• (1½ x 5 x 24)	
Cancelling an INTERAC e-Transfer by you or the Bank ¹	\$5.00	Medium	
		• (2½ x 5 x 24)	
		• (3¼ x 5 x 24)	
		• (3 x 5 x 24)	
Money Orders or Drafts (all available currencies)^{2,3,4,5}		Large	
		• (2½ x 10½ x 24)	
		• (3 x 10 x 24)	
		• (5 x 5 x 24)	
Official cheque (Canadian dollars only)		Extra large	
		• (5 x 10½ x 24)	
Wire payments⁶		Super large	
Incoming	\$16.00	• (10 x 10½ x 24)	
(3 rd party bank charges are the responsibility of the sender)		• Replacement keys	
Outgoing	\$40.00	• Drilling of single lock on box and replacing keys	
Plus: Communication charge	\$10.00	• Drilling of dual lock on box and replacing keys	
Financial services for travellers		Note: Where applicable, GST/HST/QST is extra.	
Purchasing/Selling currency		Access to accounts through non-BMO channels⁹	
Purchasing sundry foreign currency at a BMO branch ⁷		Withdrawal at non-BMO ATMs	
• Standard delivery to a branch	No charge	Within Canada (INTERAC network)	
• Express delivery to a branch	\$10.00	Outside Canada (Cirrus [®] * network) ¹⁰	
• Delivery to a Canadian address	\$10.00		
Selling sundry foreign currency at a BMO branch	No charge		
Purchasing U.S. dollars, British pounds, or Euros using BMO Online Banking			
• Delivered to a Canadian address	\$10.00		
Taxes			
For services that are subject to Harmonized Sales Tax (HST), federal Goods and Services Tax (GST) and/or Provincial Sales Tax (PST)/Québec Sales Tax (QST), the taxes paid will be indicated separately on statements, receipts, etc.			
Bank of Montreal GST/HST Number: R100390095 / QST Number: 1000042494			

1 This fee is not charged if you cancel a transaction on the same day it was sent. It is charged when you cancel a transaction any other time, or when the Bank cancels an INTERAC e-Transfer transaction regardless of whether you asked us to cancel it or not. This fee is in addition to the non-refundable INTERAC e-Transfer fee that may apply when you send an INTERAC e-Transfer, if applicable. **2** We and/or other financial institutions may charge additional fees for refunds or replacements of lost or stolen money orders or drafts. **3** The receiving financial institution may charge associated fees. **4** U.S. dollar money orders and drafts are available at no cost when purchased through a U.S. Dollar personal account. **5** Foreign currency drafts are subject to sanctions compliance regulations and payee names are screened against persons listed under international sanctions. Depending on the result of that screening, a payee might not be able to cash a foreign currency draft. **6** 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. **7** Excludes U.S. dollars. Subject to transaction limits. **8** All sizes may not be available at all BMO branches. Fees for related services will be debited from your BMO deposit account. Sizes are measured in inches. **9** These fees are in addition to any other fees that may be charged by non-BMO ATMs. **10** A network fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States.

6) Bank Accounts and Plans No Longer Offered

These products and services are no longer offered to new customers and existing accounts are not transferable between BMO Bank of Montreal branches. This information is provided to customers who may currently have these Bank Plans and accounts.

We are unable to reinstate discontinued account features or Bank Plans if you make any changes to your account (such as add a Plan), or if you change your existing discontinued Plan to a current in-market Plan.

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. Please speak to a BMO representative to see how our current suite of products may provide a better solution to your banking needs.

a. Discontinued Bank Accounts – Pay-per-use Fees:

The following fees apply to each transaction processed on the following accounts that are not included in an Everyday Bank Plan. Service charges and fees on U.S. dollar accounts are charged in U.S. dollars.

Services	Smart Saver Account ¹	Interest Chequing Account	Interest Chequing Account that was formerly one of the following discontinued accounts:
			<div>• Investment Chequing Account</div> <div>• Investment Savings Account</div> <div>• Chequable Savings Account</div> <div>• Daily Interest Savings Account</div> <div>• True Savings Account</div>
Cheque drawn on account	Not available	\$1.50	\$1.50
Pre-Authorized debit	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit		
Debit card purchase ² in store ³ or online			
Debit card purchase at a transit authority ⁵	\$0.00	\$0.00	\$0.00
Cash withdrawal			
at a branch	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit	\$1.50	\$1.50
at a BMO or non-BMO ATM ⁶			
Fund transferred to another BMO account			
at a BMO ATM	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit	\$1.50	\$1.50
using BMO Online and Mobile Banking			
using BMO Telephone Banking IVR ⁷			
with the assistance of an employee			
Bill payment transactions ²			
at a BMO ATM	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit	\$1.50	\$1.50
using BMO Online and Mobile Banking			
using BMO Telephone Banking IVR ⁷			
with the assistance of an employee	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit Plus, a \$1.50 service fee may apply	\$3.00 A \$1.50 transaction fee, plus a \$1.50 service fee may apply	\$3.00 A \$1.50 transaction fee, plus a \$1.50 service fee may apply

Table continues and footnotes appear on the next page

Discontinued Bank Accounts – Pay-per-use Fees (continued)

Services	Smart Saver Account ¹	Interest Chequing Account	Interest Chequing Account that was formerly one of the following discontinued accounts:	
			• Investment Chequing Account	• Daily Interest Savings Account
Sending money ²				
INTERAC e-Transfer In addition to the transaction fee, if applicable, an INTERAC e-Transfer service fee will apply to all transactions	One debit transaction per month at no cost ⁴ \$5.00 for each additional debit Plus, a \$1.00 INTERAC e-Transfer service fee applies to all transactions	\$2.50 A \$1.50 transaction fee plus a \$1.00 INTERAC e-Transfer service fee applies	\$2.50 A \$1.50 transaction fee plus a \$1.00 INTERAC e-Transfer service fee applies	
BMO Global Money Transfer (GMT) There is no transaction fee, however, a GMT service fee will apply	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	\$5.00 There is no transaction fee. A \$5.00 GMT service fee applies	
Other Fees				
Monthly account maintenance fee	Not applicable	Not applicable	\$1.00	
Fee Waivers				
Minimum daily balance required to waive the monthly account maintenance fee	Not applicable	Not applicable	\$200.00	
Minimum daily balance to waive transaction fees	Not applicable	Not applicable	\$1,500.00	

1 The Smart Saver Accounts cannot be included in an Everyday Bank Plan. Per-item fees apply to this account. **2** The Smart Saver Accounts is not intended for everyday banking transactions. The fees disclosed apply when transactions are successfully completed. To prevent you from incurring these fees, we may limit or restrict you from completing the following types of transactions: debit card purchases, KONEK service purchase, bill payments, INTERAC e-Transfer, and BMO Global Money Transfer transactions. **3** Additional fees may be charged by the merchant when completing point-of-sale transactions and are in addition to the fee charged by us. **4** One debit transaction out of the account at no cost; a debit transaction includes the following: pre-authorized payment, debit card purchase (excludes debit card purchases at a transit authority), cash withdrawal, transfer to another BMO account, bill payment, and sending funds using INTERAC e-Transfer. A fee applies for each additional transaction. **5** For accounts eligible for INTERAC Debit payments, the pay-per-use fee is waived for INTERAC Debit and INTERAC Flash transactions completed at Canadian transit agencies. **6** A network and/ or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATMs in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction. **7** IVR is the Interactive Voice Response used over the telephone when you use your telephone keypad to complete transactions self-serve. IVR does not include transactions completed with the assistance of an employee over the telephone. **8** These per-items fees are waived if the Interest Chequing Accounts was formerly an Investment Chequing Account, Daily Interest Savings Account, Investment Savings Account, Chequable Savings Account, or a True Savings Account when a minimum daily closing balance of \$1,500 or more is maintained at all times throughout the calendar month. The fee waivers will be lost if the account becomes part of an Everyday Bank Plan or is switched/changed to another account type. Other service charges may still apply for certain transactions.

b. Discontinued Bank Plans

Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.

Bank Plan Features	Senior Plan
Everyday Banking	
• Monthly transaction limit ¹	Unlimited
• Monthly number of withdrawals using a non-BMO ATM on the INTERAC network in Canada ²	1
• Sending INTERAC e-Transfer transactions ³	✓
• Cheque image return option and view cheque online ⁴	✓
• Assisted-service bill payments	✓
• One monthly paper statement per Bank Plan	1
Added protection	
• Overdraft Transfer Service between personal accounts in the Bank Plan to cover overdraft ⁵	✓
• Overdraft Protection: Standard (this fee does not apply to residents of Québec) ⁶	\$5.00/month
• Overdraft Protection: Occasional (not available for residents of Québec) ^{6,7}	\$5.00/use
Travel needs	
• Monthly number of withdrawals at an ATM outside Canada on the Cirrus® Network ²	2
• Preferred exchange rate when buying or selling U.S. cash (up to US\$5,000 per transaction)	✓
• Trip protection included at no additional cost to you with your BMO Travel Medical Insurance purchase ⁸	✓
Additional features	
• Personalized cheques (cheque styles limited)	✓
• Money orders and drafts (in available currencies) ⁹	✓
• Certified cheques	✓
• Stop payments (Individual/Series)	✓
• Safety deposit box annual \$5.00 discount (subject to availability — one box per Bank Plan)	✓
• Acceptance of post-dated items for deposit	✓
• Waive redemption fee for withdrawals from Retirement Savings Plan (RSP) for BMO Term Investments or BMO Mutual Funds	✓
• RSP transfer fees charged by other financial institutions when transferring RSP balances to BMO Bank of Montreal are reimbursed up to \$25	✓
• 50% discount on annual fee for Self-Directed RSP or Retirement Income Fund (RIF) offered by Nesbitt Burns Inc. ¹⁰	✓
• 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 ¹⁰	✓
• Certificate of confirmation of balance	✓
Monthly Plan fee	\$0.00

1 You are responsible for all transaction, service and product fees not included in your Bank Plan. Debit transactions (i.e. transit fares and passes) completed at Canadian transit agencies do not count towards your monthly transaction count. **2** A network and/or convenience fee may apply when you withdraw cash at a BMO ATM or co-branded BMO and Allpoint ATM in the United States. Non-BMO ATMs in Canada and ATMs outside of Canada may charge a convenience fee. The convenience fee is not a BMO fee and is added to the total amount of your withdrawal. You are responsible for the convenience fee that may be applied to your transaction. **3** INTERAC e-Transfer transactions are subject to maximum send and receive dollar amounts. A cancellation fee may still apply when you cancel the transaction. **4** Cheque images are not available with eStatements. You will still be able to view, save and print cheque images from the previous three months 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. Cheques made payable to yourself or to cash, and cashed at any BMO branch, may not be returned but are described on your statement. **5** 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. **6** Subject to credit approval, interest will be calculated on the daily overdraft balance at prevailing overdraft interest rates and charged to the account on the last business day of the month. Overdraft Protection fees apply individually to each account with an authorized limit within the Plan. **7** The Occasional Overdraft Protection fee applies to your account, for any business day in which an overdraft is created or increased on your account. For cheques and pre-authorized debits, we process debit transactions against accounts in the order in which we receive them via the clearing system. **8** Phone activation required, please call 1-866-520-8828. Terms and Conditions provided upon activation, limitations and exclusions will apply. This offer includes: \$2,000 per person Trip Interruption/Delay; \$500 per person Flight Delay; \$750 per person baggage/personal effects coverage; pre-trip assistance. **9** 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. Foreign currency drafts are subject to sanctions compliance regulations and payee names are screened against persons listed under international sanctions. Depending on the result of that screening, a payee might not be able to cash a foreign currency draft. **10** Minimum balance requirement may apply.

II. Personal Account Agreement

By applying for an account you agree to the following terms:

1) Privacy Disclosure & Consent – Your Personal Information

To learn more about how we collect, use, disclose and safeguard your Personal Information, your choices, and the rights you have, please see our Privacy Code (available at bmo.com/privacy, or from any of our branches).

What is Personal Information?

Your Personal Information is information about you that you provided to us or information we collected from other sources such as credit reporting agencies, and includes your name, address, age, financial data, Social Insurance Number, employment information, and other information that could be used to identify you.

Why do we need your Personal Information?

We collect and use your Personal Information to:

- verify your identity;
- ensure we have accurate information about you;
- understand your financial needs (including your eligibility for products and services you requested or accepted or were pre-approved for)
- to manage our relationship;
- protect against fraud and manage other risks;
- communicate with you regarding products and services that may be of interest;
- understand our customers, including through analytics, and to develop and tailor our products and services;
- comply with legal or regulatory requirements, or as permitted by law; and
- respond to questions you may have.

If we use your Personal Information for a different purpose, we will identify that purpose.

Sharing your Personal Information

BMO Financial Group consists of Bank of Montreal and its affiliates. Your Personal Information, including information about your authorized representatives and beneficiaries, is shared within BMO Financial Group, to the extent permitted by law, to:

- ensure we have accurate information about you, and your authorized representatives and beneficiaries;
- manage our total relationship;
- provide a better customer experience;
- meet your needs as they change and grow; and
- manage our business.

We may use your Personal Information to make decisions in real time by using tools to automate the processing of your Personal Information, for example, whether to approve or decline a transaction. To learn more please see our Privacy Code at bmo.com/privacy or from any of our branches.

Your Choices

Sharing: You may choose not to allow us to share account-specific information within BMO Financial Group, but you understand we will share your Personal Information where two or more BMO Financial Group affiliates provide you with jointly offered products or services.

Direct marketing: You may choose not to allow us to use your contact information for direct marketing, such as mail, telemarketing or email informing you about products and services we think may be of interest and value to you.

Please see “Contact Us” in our Privacy Code for more details on how to opt out.

Credit Bureau Authorization

You consent to BMO Financial Group and its agents using your Personal Information to obtain, validate or exchange credit information and other financially related information about you at any time during the term of this agreement from any credit reporting agency, credit bureau, other financial services

industry databases, your employer(s) or any person who has or may have financial dealings with you for the purposes outlined in the Privacy Code. BMO Financial Group may use information you provide to us when opening or operating any accounts you have with us to confirm or validate such information with third parties. Unless you have a credit product with us, (for example a loan, mortgage, credit card, etc.), you may change or revoke your consent at any time by visiting a local BMO branch in Canada or by calling 1-877-225-5266.

2) Identification Requirements for Personal Accounts

You are required to provide **one eligible piece of identification** to open any type of bank account. The pieces of identification required to be presented shall be original, valid and not substantially defaced.

The **eligible piece of identification** must:

1. Contain a photo that clearly shows your face; and
2. Be issued by a government agency, including a federal government, (for example, Canada, the United States or other foreign government), or by a province/territory/state level government.

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.

List of Eligible Pieces of Identification:

- A Certificate of Canadian Citizenship
- A Certificate of Indian Status issued by the Government of Canada
- A driver's licence as permitted to be used for identification purposes
- A Canadian Firearms Licence
- A Government issued ID card or document
- Immigration Canada Documents; Immigration Canada form IMM 1000, IMM 5292, or IMM 5688
- A NEXUS Card
- A passport
- A Permanent Resident card
- A provincial or territorial health insurance card as permitted to be used as identification under provincial or territorial law
- A document or card, bearing the individual's photograph and signature, issued by any of the following authorities or their successors:
 - a) Insurance Corporation of British Columbia
 - b) Alberta Registries
 - c) Saskatchewan Government Insurance
 - d) Department of Service Nova Scotia and Municipal Relations
 - e) Department of Transportation and Public Works of the Province of Prince Edward Island
 - f) Service New Brunswick
 - g) Department of Government Services and Lands of the Province of Newfoundland and Labrador
 - h) Department of Transportation of the Northwest Territories
 - i) Department of Community Government and Transportation of the Territory of Nunavut

Under provincial law, a temporary Alberta Driver's Licence, and health cards issued by the provinces of Manitoba, Ontario, P.E.I., and Nova Scotia are prohibited from being used as identification anywhere in Canada. Other identification exclusions may change from time to time.

Access to Basic Banking Services under the *Bank Act*

If you are unable to provide one eligible piece of photo identification, to open a personal chequing and/or savings account under Access to Basic Banking Services, you are required to provide us with:

- Two documents from a reliable source, one of which indicates your **name and address** and the other your **name and date of birth**.
 1. identification issued by the Government of Canada or the government of a province in Canada,
 2. recent notice of tax assessment issued by the Government of Canada or the government of a province, or municipality in Canada,

3. recent statement of benefits from the Government of Canada or the government of a province in Canada,
 4. recent Canadian public utility bill,
 5. recent bank account or credit card statement,
 6. a foreign passport; or
- You can also open a chequing or savings account if you can provide:
 1. any document from a reliable source that indicates your **name and date of birth**; and
 2. if your identity is also confirmed by:
 - a. a customer in good standing with the Bank; or
 - b. by an individual of good standing in the community where the Bank branch is located.

All documents are required to be presented shall be original, valid or most current (when a utility bill, bank statement, or credit card statement is provided), and not substantially defaced. If we have reasonable grounds to suspect that there is a misrepresentation of identity, you will be requested to show one piece of identification issued by the Government of Canada or the government of a province in Canada that bears your photograph and signature.

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

Encashment of Government of Canada payment items

We will not charge a fee when you cash a cheque drawn on the Receiver General or on the Receiver General’s account in the Bank of Canada. If you do not have a chequing or savings account with the Bank, or a credit card issued by the Bank, we will cash your Government of Canada cheque payable to you with a value up to \$1,750 when you sign the back of the cheque in the presence of a BMO employee and upon providing:

- a. One piece of identification including those listed below that is issued by the Government of Canada or the government of a province and that bears your signature and photograph; or
- b. At least two pieces of identification or two documents including those listed below, one of which indicates your **name and address** and the other your **name and date of birth**. If the name shown on one of the pieces of identification presented differs from that shown on any other piece of identification presented by you, then you shall provide a certificate evidencing the change of name that has occurred or a certified copy of the certificate; or
- c. Any document from a reliable source provided that:
 - i. the document indicates your **name and date of birth**; and
 - ii. your identity is also confirmed by a customer in good standing with the Member or by an individual in good standing in the community where the BMO branch is located.

List of Eligible Piece of Identification:

1. A driver’s licence issued in Canada, as permitted to be used for identification purposes under provincial law
2. A Canadian Passport
3. A Certificate of Canadian Citizenship or a Certificate of Naturalization, in the form of a paper document or card but not a commemorative issue
4. A Permanent Resident card or Citizenship and immigration Canada Form
5. A birth certificate issued in Canada
6. An Old Age Security card issued by the Government of Canada
7. A Certificate of Indian Status issued by the Government of Canada
8. A provincial health insurance card, as permitted to be used for identification purposes under provincial law
9. A document or card, bearing the individual’s photograph and signature, issued by the government of a province, including, but not limited to the following authorities or their successors:
 - a) Insurance Corporation of British Columbia
 - b) Alberta Registries
 - c) Saskatchewan Government Insurance
 - d) Department of Service Nova Scotia and Municipal Relations
 - e) Department of Transportation and Public Works of the Province of Prince Edward Island
 - f) Service New Brunswick
 - g) Department of Government Services and Lands of the Province of Newfoundland and Labrador

- h) Department of Transportation of the Northwest Territories
- i) Department of Community Government and Transportation of the Territory of Nunavut
- 10. A Canadian National Institute for the Blind (CNIB) client card bearing the individual's photograph and signature
- 11. A foreign passport
- 12. A recent notice of tax assessment issued by the Government of Canada or the government of a province or municipality
- 13. A recent statement of benefits from the Government of Canada or the government of a province
- 14. A recent Canadian public utility bill
- 15. A recent bank account or credit card statement

Under provincial law, a temporary Alberta Driver's Licence, and health cards issued by the provinces of Manitoba, Ontario, P.E.I., and Nova Scotia are prohibited from being used as identification anywhere in Canada. Other identification exclusions may change from time to time.

All documents are required to be presented shall be original, valid or most current (when a utility bill, bank statement, or credit card statement is provided), and not substantially defaced.

The Government of Canada strongly recommends that you set up 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.

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 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 Québec, 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 name, civic address or postal address, email address, telephone number, or occupation.
- You will, upon request in writing (by mail or electronically) or verbally, confirm that your Personal Information is current, or provide updates if required. You will also supply further additional Personal Information as we may require from time to time to keep your Personal Information current and meet our regulatory reporting obligations. If you do not confirm your Personal Information is current, provide us with missing Personal Information when requested, or if we become aware that your Personal Information may no longer be current (for example, if Canada Post returns mail to us as undeliverable/ Return to Sender, or an email is returned as undelivered), access to your account(s) may be restricted. **If your account access is restricted**, you may not be able to deposit funds to your account (including by direct deposit), or access funds from your account (including by cheque, using digital banking, through the ATM, or by pre-authorized debit) until you confirm, update, or provide us with the additional Personal Information requested.
- 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.
- We may report any improper or unauthorized activity (such as an overdue credit balance) that is in any way connected with your account to any credit reporting agency.
- We may apply a credit balance in any of your accounts with us against any debit balance you may have in any other of your accounts with us, including any loan, line of credit, credit card or any other type of account. We may do so without first giving you notice and regardless of whether the accounts involved are joint or individual accounts. This right is in addition to any rights that we may have at common law with respect to set-off or consolidation of accounts.
- We may close your account, or refuse to release funds in your account without notice to you, including, without limitation, if required by law or at our sole discretion if at any time you commit, or we suspect you may have committed, fraud or other illegal act, we determine that you pose an unacceptable level of legal, reputational or other risk to the Bank, you

violate the terms of any applicable agreements, you use the account for any improper or unlawful purposes, there is suspicious activity in the account, or you operate the account 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.
- 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 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 provided in BMO branches in Canada. **If you reside in Québec**, we may change this Account Agreement including changes to the provisions relating to:
 - definitions;
 - general terms and conditions;
 - features of your account, including the applicable interest, fees, and charges;
 - types of accounts;
 - operations and transactions (including deposits, withdrawals, etc.) related to your account;
 - services related to your account;
 - terms and conditions related to any card linked to your account;
 - account statements;
 - notices and alerts;
 - rights, obligations and responsibility of the parties under this Account Agreement;
 - rights of amendments to this Account Agreement and any related agreements that form part of it;
 - termination rights; and
 - privacy terms.

We will provide you with a notice at least thirty (30) calendar days before the change(s) takes effect at the the latest mailing address(es) on file with us; or if you have provided Consent to the Electronic Delivery of Documents, we may send you notice electronically at the email address on file with us, through the Online Banking Message Centre, or any other permitted electronic channel. This notice will be drawn up clearly and legibly and will specify the new clause or the amended clause as well as the date the change will take effect. If you do not agree with the change(s), you will be notified of your right to cancel this Agreement without cost or penalty by notifying us no later than thirty (30) calendar days after the change comes into effect. Your continued use of your account means that you understand and agree to such change(s).

a. Deposits

- You are able to make deposits to your account at BMO branches in Canada that provide Assisted-service and at a BMO ATM or by using BMO Mobile Banking.
- 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.
- You are only permitted to deposit cheques that are payable to you to your account. If a cheque is payable to you and a third party, you must deposit these cheques at a BMO branch in Canada that provides Assisted-service.
- 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.
- You are responsible for delivering any change in direct deposit instructions to anyone who makes direct deposits to your account.
- You are only permitted to have direct deposits applied to your account that are payable to you.
- We may debit your account for any amount of any deposit made by cheque, other negotiable instrument, or by direct deposit that is not payable to you and return the funds to the payor. We may do so without providing you with any notice.
- 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 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.
- We may debit your account for any amount deposited to your account in error. You acknowledge that you do not acquire rights to funds deposited into your account in error merely by virtue of the fact that such deposit has been made, regardless of the length of time the funds remain in the account. If sufficient funds are not available in your account to debit your account for the amount deposited in error, you agree to pay us and you will be liable to us for any such amounts owed including any overdraft fees, together with interest at the interest rate charged by us from time to time for overdrafts.

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 BMO branches in Canada where deposit accounts are kept, online at [bmo.com/rates](https://www.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 Canadian Payment Association.
- You are able to make withdrawals at BMO branches in Canada that provide Assisted-service by giving your request along with your BMO Debit Card or any other card issued by Bank of Montreal 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 days notice before you make a withdrawal.
- You are able to make withdrawals at BMO branded ATMs and non-BMO ATMs in Canada, the United States, and internationally (where eligible networks are available) with your BMO Debit Card or any other card issued by Bank of Montreal for this purpose, and your Secret ID Code. Transaction limits apply.

d. Cheque Hold Policy

A cheque is not the same as cash. It is an instruction by a payor to its bank to pay you. We may hold amounts you deposit by cheque to give the payor’s bank time to confirm that the payor’s account has funds available to cover the cheque. Our hold periods are set out below. If we put a hold on your cheque, you cannot withdraw the amount deposited for the duration of the hold.

Please note that you should only accept a cheque from someone you can trust because the payor’s bank can return it to your account at any time, even after we have removed a hold, for a variety of reasons, including because it is counterfeit, has a forged signature or endorsement, has been altered or is stolen. If that happens, we have the right to debit your account for the amount of the cheque¹. If you are unsure about a cheque, ask for payment by cash or INTERAC e-Transfer. We may apply the same hold periods to other instruments you deposit, such as certified cheques, money orders and drafts.

Cheque deposit hold details	Hold Duration
Encoded Canadian dollar cheques, money orders and drafts drawn on a Financial Institution located in Canada	
Cheque amount for \$1,500 or less deposited in the branch with an employee	Cheques may be held up to four business days ² after the day of the deposit
Cheque amount for \$1,500 or less deposited through any other manner, including an ATM	Cheques may be held up to five business days after the day of the deposit
Cheque amount for greater than \$1,500 deposited in the branch with an employee	Cheque may be held up to seven business days after the day of the deposit
Cheque amount for greater than \$1,500 deposited through any other manner, including an ATM	Cheque may be held up to eight business days after the day of the deposit
New accounts (opened for less than 90 days)	All cheques may be held up to seven business days after the day of the deposit
Other types of Cheques	
Cheques that are endorsed more than once or are deposited six 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 nine 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 seven 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 United States	Cheque may be held up to 30 business days
Cheques sent on collection ³	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 extend the above noted hold periods for up to 90 business days after the day of deposit if we have reason to believe the deposit is being made for illegal or fraudulent purposes or we have other concerns about the cheque, including concerns regarding the image of the cheque in the case of deposits made using BMO Mobile Banking. We may also refuse to accept any cheques if we have reason to believe this. Our right to put a hold on any amount that you deposit by cheque (or other non-cash deposit), does not affect our right to refuse to release funds in your account for other reasons as described in section 3 of the Personal Account Agreement.

¹ 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 returned foreign currency item. ² “Business” day means Monday to Friday; excluding holidays when your branch is closed. 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. 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 ("BMO Digital 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, 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 (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 deemed to have accepted your statement, Account Information as correct and to have accepted all transactions, 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, Account Information, whether for negligence, breach of contract, breach of trust, breach of fiduciary duty, conspiracy, unlawful interference or otherwise.

f. Consent to Electronic Delivery Of Documents

These terms and conditions apply to the electronic delivery of documents to you relating to your Bank of Montreal account(s).

1. Definitions

Here are the definitions of some of the words used in this Consent.

accounts means the accounts associated with the products or services provided to you by BMO, including any replacement account (such as when your credit card is converted to a different BMO credit card) and any new accounts that we open for you in the future.

agreements means the agreements between you and BMO that govern your accounts, as amended from time to time.

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

Consent means this Consent to Electronic Delivery of Documents.

documents means the documents listed in Section 2.

email means sending messages electronically over a computer network to a designated information system or **email address**.

Message Centre means the BMO Online Banking message centre.

Digital Banking means BMO Online Banking, which can be accessed at bmo.com and BMO Mobile Banking which can be accessed through a BMO banking app.

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 or email:
- Applications for your accounts and any related forms;
 - Statements for your accounts;
 - Your agreements and any changes to your agreements;
 - Interest rates, fees and other items mentioned in the disclosure statements we send to you from time to time with respect to your accounts;
 - This Consent and any changes to this Consent; and
 - 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 8.

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.

- 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 9.
- 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 or email. 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 Online Banking. You may access account statements for up to seven years after they are posted in Online Banking. Some documents may be contained in Message Centre notifications. You may access Message Centre notifications for up to six months after they are posted, unless you delete them. If you want to keep a copy of any of these documents for your records, you should print or save a copy before those periods end.

Any emails we may send to you will remain available unless you delete them.

For some types of accounts or notices, we may make your agreements and any fees, interest rates and other disclosures available as a link to bmo.com through Online Banking or email. You may access the up to date version of these documents at any time. If you want to keep the versions that were in effect when you opened your account, or when you received the notice through Online Banking or email, you should print or save a copy as soon as the links are available to you.

- 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 9.
- 6. Your obligations to check your email:** You agree to check your email including checking the junk or spam folder, at least ever two weeks to review messages or documents we may provide to you. We are not responsible for messages that your email program or other factors that may direct emails sent by us to your email program's junk or spam folders.
- 7. Your obligations to inform us of any changes to your email address:** You agree that you will inform us, without delay, of any changes to your email address. We are not responsible for any misdirected emails that may be sent to your email address on file regardless if you no longer have access to it.
- 8. 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.
- 9. Revoking consent:** You may revoke your consent to have documents associated with all or any of your accounts delivered to you electronically at any time by updating your document delivery preferences in Digital Banking, by calling 1-877-225-5266 or by visiting any BMO branch. We accept calls made by Telecommunications Relay Service. 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 10 business days before the end of an account statement period, it may not take effect until the next account statement period.

10. Alerts: In addition to Message Centre notifications, you may ask us to send you alerts through various electronic channels (for example, email, text message or other notification to a mobile device) to tell 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, but we do not guarantee the delivery or accuracy of alerts.

11. 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.

12. Other agreements: These terms and conditions apply in addition to your other agreement(s).

g. Fees

Please see the “Pay-per-use Fees” and “Additional Services and Fees” schedules found at the front of the booklet for more information and current charges. These fees form part of the Personal Account Agreement. We may change fees from time to time. Up-to-date information on charges is available at BMO branches in Canada and online at bmo.com/agreements.

- We may charge a fee for our services, and debit your account for these fees.
- We may change fees from time to time. If there are to be any increases, a list of changes will be sent to you if you receive a monthly account statement, at least 30 calendar days before the effective date 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 BMO branches in Canada, online at bmo.com/agreements, and at BMO ATMs at least 60 calendar days immediately before the effective date of the increase.
- Service charges and fees on U.S. Dollar Accounts are charged in U.S. dollars.
- Service charges and fees are non-refundable.
- Monthly Plan and excess item fees are debited from 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.
- Service charges and fees for services that are not included in your Bank Plan will be charged at the time the transaction is completed and charged to the account where the transaction occurred.
- 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 (excluding residents of Québec), for any business day in which an overdraft is created or increased on your account plus interest calculated daily on the overdrawn balance at the prevailing overdraft interest rate, as disclosed in BMO branches in Canada. 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 legal fees on a solicitor and client basis.
- We may charge you for and debit your account for any costs we incur 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.

h. Inactive Accounts

Accounts with a balance of \$0 and no Customer Activity for a period of at least one year, will be closed.

i. Dormant Accounts

Accounts with no Customer Activity for two years or more, will be considered Dormant. You may choose to reactivate or close your account to avoid a Dormant Account Fee. Dormant Accounts Notices will be mailed to you after two and five years of inactivity. If notice is not acknowledged within 60 days, a Dormant Account Fee will be charged to your account after two and five year period. If there are insufficient funds in your account to cover the fee, you authorize us to close the account without notice to you. If your account remains inactive and balance is still unclaimed after nine years of inactivity we will close your account and mail a final notice. If notice is not acknowledged by November 30 of the tenth year of inactivity, the unclaimed

balance of your account will be transferred to Bank of Canada. A fee will apply at the time of transfer. The Bank of Canada will act as custodian on your behalf. To retrieve your unclaimed balance contact the Bank of Canada at:

Unclaimed Properties Office

Bank of Canada

234 Wellington Street

Ottawa, ON, K1A 0G9

Visit: unclaimedproperties.bankofcanada.ca

j. Tax Residency Requirements

Under the *Income Tax Act*, financial institutions in Canada are required to confirm if you are a resident of a foreign jurisdiction for tax purposes:

- **At the time of opening a new chequing or savings account:** if you confirm that you are a tax resident of the United States or a jurisdiction other than Canada or the United States, you may be required to provide us with supporting information. If you are unable to provide us with the information at the time you open your account, we will send you documentation in writing, either by mail and/or electronically by email at the contact information we have on file. You must complete and return the documentation to us, including any supporting material required. To continue to provide you with uninterrupted access to your account, **we must receive the required information from you within 45 days of us sending you notice.** If you are unable to provide the required information, access to your account may be restricted.
- **Ongoing monitoring:** if at any time you update your personal information that may indicate that you are a resident of the United States or a jurisdiction other than Canada or the United States; for example, if you add a U.S. phone number or change your address to an international address, we are required to confirm if you are a tax resident of the United States or a jurisdiction other than Canada or the United States. We will send you documentation in writing, either by mail and/or electronically by email at the contact information we have on file. You must complete and return the documentation to us, including any supporting material if required. To continue to provide you with uninterrupted access to your account, **we must receive the required information from you within 45 days of us sending you notice.** If you are unable to provide the required information, access to your account may be restricted.

If your account access is restricted, you may not be able to deposit funds (including by direct deposit) to, or withdraw funds (including by cheque, using digital banking, through an ATM, by pre-authorized withdrawal) from your account until you provide us with the required documentation.

If you have any questions, please contact your relationship manager or the branch where you opened your account.

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 the following three options when choosing Signing Authority for your account:
 - (i) Any one to sign;
 - (ii) All to sign; or
 - (iii) Any number to sign when there are three or more persons on the account.
- Deposits made or endorsed by all 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 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 statement format, 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 Québec, solidarily) for all your obligations under this Account Agreement.
- If any of you die, you authorize us to provide to the estate representative any information related to the joint account up to the date of death. In Québec the liquidator of an estate is entitled to all account information up to or after the date of death.

In all provinces and territories except Québec, a joint account has a right of survivorship, unless you indicate “*No Right of Survivorship*” under Form of Co-Ownership in the account opening form.

If your joint account has a right of survivorship, you acknowledge that the money in your account belongs to all of the joint account holders jointly and if you die:

- the money in your account will automatically become the property of the surviving account holder(s). It will not become part of your estate.
- the surviving account holder(s) can withdraw the money in your account according to the Signing Authority for the account.
- if there are too few surviving account holders to meet the Signing Authority requirements for your account, we will 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.

In Québec, there is no right of survivorship for joint accounts. However, joint account holders who are spouses or former spouses including married, civil union and de facto spouses (each a “Joint Owner” and collectively the “Joint Owners”) can make a declaration regarding their respective share of funds in the balance of a joint deposit account (i.e., chequing or savings account) (each an “Account”) for remittance by the Bank upon the death of a Joint Owner. The declaration will be used only for the distribution of funds upon the death of a Joint Owner. If the Joint Owners fail to or elect not to make such a declaration, a default share of 50 per cent belonging to each Joint Owner will be applied to any funds in an Account at the time that the Bank is notified in writing of the death of a Joint Owner. The Bank will remit the respective share of each Joint Owner in an Account balance accordingly, upon receiving a request in writing from the succession liquidator of the deceased Joint Owner or from the surviving Joint Owner with proof of death. Amounts may be deducted from an Account balance to pay outstanding interest, bank fees and other charges before the remittance of the funds. The Joint Owners can make or change a previous declaration regarding their respective share of funds in an Account balance at any time by completing a declaration form provided by the Bank. Each Joint Owner must sign the declaration form. The Joint Owners have the responsibility to inform the Bank of any changes to their respective share in the Account balance.

5) 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 BMO branches in Canada 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.

6) AIR MILES Reward Miles Program Terms & Conditions

The AIR MILES Reward Program ("Program") is operated by AIR MILES Loyalty Inc. ("AIR MILES") and is a separate agreement from the terms and conditions below. To be eligible to earn AIR MILES Reward Miles ("Miles") or AIR MILES Bonus Miles ("Bonus Miles") when you use your BMO Debit Card ("Debit Card"), to make eligible purchases, you must be registered for the Program and provide BMO with your active Collector Number. If you are not an AIR MILES Collector, you can register online by visiting airmiles.ca, then provide us with your Collector Number. By providing us with your AIR MILES Collector Number ("Collector Number"), you have read and are agreeing to these terms and conditions.

There are two ways to earn Miles and/or Bonus Miles:

1. If you have selected the AIR MILES Bank Plan:

- To be eligible to earn Miles with the AIR MILES Bank Plan ("AIR MILES Plan"), you must designate either a Primary Chequing Account or an Interest Chequing Account (for existing customers) as the Lead Account for the AIR MILES Plan (each, a "Chequing Account"). The Lead Account is the one you designate to pay any fees required by your AIR MILES Plan, for example, your monthly plan fee and transaction fees.
- Miles are earned when you make an Eligible Purchase (defined below) using your Debit Card and the transaction is debited from your Chequing Account.
- An Eligible Purchase is a purchase made from your Chequing Account using your Debit Card in person using contactless payments (in Canada only); using your digital wallet (in Canada only); and transactions that require you to insert your card and use your personal identification number ("PIN") (in and outside of Canada) to complete the transaction; and online or by telephone (sometimes referred to as a card not present transaction). Cash withdrawals at a BMO and non-BMO ATM are excluded.
- Monthly transaction or spend limits apply.
- We may establish other qualifying and non-qualifying purchase eligibility from time to time.

How to earn Miles

- Eligible Purchases are accumulated over the calendar month ("Accumulated Purchases"), regardless of when your Chequing Account statement is issued. If an Eligible Purchase is made on the last calendar day of any month that is a weekend or non-business day, the Eligible Purchase will be applied to the following month's Eligible Purchases.
- Miles are issued by taking the Accumulated Purchases over the calendar month, less any Eligible Purchases that are refunded or reversed and dividing that amount by the award level established by us from time to time. Miles are rounded

down to the nearest whole number; fractions of Miles will not be awarded. Transactions on any other bank accounts that are not the Chequing Account under the AIR MILES Plan, also referred to as a Member Account, are not eligible. For current award levels, refer to section "AIR MILES Bank Plan Features". We may change the award level at anytime when notice is posted in BMO branches in Canada and online at bmo.com.

2 Card Linked Offers to earn Bonus Miles For All Bank Plans

- A "Card Linked Offer" means an offer to earn Bonus Miles when you make a qualifying purchase using your Debit Card at a participating Merchant (defined below). Card Linked Offers have separate terms and conditions, found online at airmilescardlink.ca/terms; and each unique offer from Merchants have separate terms and conditions, found online at airmiles.ca/cardlinkedoffers. Both terms and conditions must be satisfied before Bonus Miles will be awarded. This may include the requirement to opt-in to get the Card Linked Offers to earn Bonus Miles before completing the qualifying transaction(s). You do not need to present your Collector Card to earn the Bonus Miles associated with the Card Linked Offer.
- If we have your active Collector Number, you may be presented with Card Linked Offers for your Debit Card purchases, **regardless of the Bank Plan you have selected**. Your Debit Card will be automatically linked to your active Collector Number that we have on file. You do not need to register for the Card Linked Offers.
- You can change the Collector Number linked to your Debit Card or opt out of the Collector Number being linked to your Debit Card by visiting your local BMO branch in Canada.
- Your enrollment, or changes to your enrollment may take up to two (2) business days to complete after providing us with your active Collector Number, or after making changes to your active Collector Number on file.
- Your Collector Number must be active at the time you use your Debit Card to complete the Card Linked Offer qualifying purchase. AIR MILES Collector Accounts ("Collector Account") are deemed inactive if no Miles are posted to any of your Collector Accounts or used from any of your Collector Accounts for a period of 24 consecutive months. Inactive Collector Accounts will not be eligible to earn Bonus Miles through Card Linked Offers with your Debit Card. You can confirm the status of your Collector Account by calling 1-888-AIR-MILES (1-888-247-6453) or locally in Toronto at 416-226-5171.
- From time to time, AIR MILES participating partner retail services and service providers (each a "Merchant") may provide you with Card Linked Offers to earn Bonus Miles when you use your Debit Card to make a qualifying purchase. If you have provided us with your active Collector Number, opted into the Card Linked Offer (if applicable), and met the Merchant's offer terms and conditions, or any other conditions that may apply, you will automatically earn Bonus Miles when you use your Debit Card to complete the qualifying transaction.
- BMO is not responsible for the fulfillment of the Offer, unless the offer is for a BMO product or service.
- Only Card Linked Offers qualify to earn Bonus Miles without presenting your Collector Card when you use your Debit Card. Some Merchants may provide an offer to earn Bonus Miles that requires you to provide your Collector Card to qualify.

General Terms

- You must provide us with a valid and active Collector Number prior to making any Eligible Purchases to earn Miles or before you can qualify for Card Linked Offers to earn Bonus Miles.
- Your Chequing Account or any bank account linked to your Debit Card must be in good standing to be eligible to earn Miles and/or Bonus Miles.
- These terms and conditions are additional to the terms and conditions in the Program and nothing in these terms and conditions changes or prejudices AIR MILES' rights under the Program.
- If you have an AIR MILES Plan, Miles earned will appear on your Chequing Account statement.
- If your Chequing Account or any account linked to your Debit Card is not in good standing, Miles and/or Bonus Miles earned each month through use of the Debit Card may not be transferred to the Collector Account.
- If you close your Chequing Account, Miles and/or Bonus Miles earned in the month of which you close your Chequing Account may not be transferred to your Collector Account.
- There is a processing period between the time we report the Miles and/or Bonus Miles earned from your account and when those Miles become available in the Collector Account.
- Only Eligible Purchases or qualifying Card Linked Offers made with your Debit Card after you have provided us with your active Collector Number are eligible to earn Miles and/or Bonus Miles.

- We may cancel or reverse any Miles and/or Bonus Miles not issued properly. We may refuse to issue Miles and/or Bonus Miles or may withdraw Miles and/or Bonus Miles already issued, if we have reason to believe you caused or allowed a breach of these Agreements, including these terms and conditions, or the terms and conditions of the Program.
- We are not responsible for any of the following events: your instructions for enrollment in the Program are not received by us or by AIR MILES, for whatever reason;
 - any delay in completing your enrollment in the Program, or whatever reason;
 - any unauthorized redemption of Miles;
 - failure or delay by AIR MILES or any other person to provide goods or services;
 - loss or damage caused by goods or services supplied or requested in connection with the Program; or
 - any personal tax liability which may arise due to the issue or redemption of Miles.
- **If you reside outside Québec:** We have the right at any time without notifying you in advance, to change or terminate these terms and conditions or cancel our participation in the Program.
- **If you reside within Québec:** We may change any terms and conditions (including but not limited to the AIR MILES Reward Miles earn rate, the termination of these terms and conditions, and the cancellation of our participation in the Program) at any time by giving you notice of at least 60 days (but not more than 90 days) before such change comes into force. The notice will be drawn up clearly and legibly and will either set out the amended clause of the terms and conditions or both the amended clause and the clause as it read formerly as well as the date of the coming into force of the amended clause.
- AIR MILES and its principals shall not be treated as our agents for any purpose. We are not responsible for the Program, including its termination, in any way. You will therefore not bring any claims against us for any matter connected in any way with the Program.
- Redemption of Miles is managed under the Program.
- 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 Miles and/or Bonus Miles in accordance with the 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 Miles and/or Bonus Miles on your Eligible Chequing Account or any other account you have with us that is covered by these Agreements.
- **You can opt out of receiving Miles and/or Bonus Miles at any time. You can also opt out or amend the card linked to your bank account.** To opt out, speak to a representative at your local BMO branch in Canada to change your Bank Plan to a non-AIR MILES Bank Plan and/or to remove your Collector Number from your account.

Your Personal Information

- You authorize us to provide your personal information to AIR MILES, including your transactional information under Card Linked Offers or the Program, for the purposes of administration of Card Linked Offers and/or the Program, or for the purposes in the Privacy Code – Canada. We may also provide you with information or marketing about products and services offered by us, AIR MILES or third parties that may be of interest to you. To learn more about your choices, including how to opt out of marketing, please review our Privacy Code – Canada online at bmo.com/privacy.

III. Everyday Bank 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.
- If you close your account within 14 business days, the monthly plan fee, if applicable, will be waived.
- 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 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 BMO branches in Canada.
- 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 calendar 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 BMO branches in Canada, online at bmo.com/agreements and at BMO ATMs at least 60 calendar days in advance of the increase.

• Monthly Bank Plan Fee Waiver

You are eligible for the monthly plan fee waiver when:

- You choose to have the Plan fee debited from a Canadian or U.S. dollar Primary Chequing Account (the “Lead Account”); and
- You maintain the minimum daily balance for your Plan in the Lead Account at the end of each business day in the month; then
 - We will debit the Lead Account for the monthly plan fee on the last business day of the month; and
 - If the balance in the Lead Account is equal to or greater than the minimum daily closing balance, the monthly plan fee will be credited back to the Lead Account.
- The balance waiver criteria is available in section I. Fee Schedule
- If the Lead Account is in U.S. dollar then the minimum daily closing balance is in U.S. dollars.
- The Plan Fee waiver applies to the monthly plan fee. Any other transaction or services fees that are not included in your bank plan including excess item fees are not included.
- We may change the terms including the minimum balance required or eliminate this feature at any time with advance notice.

• Family Bundle

- If you are the lead accountholder with the Performance, Premium, or AIR MILES Plan (each a Bank Plan), your family members that reside at the same household as you, can open accounts under your Bank Plan with no additional monthly Plan fee.
- Member accounts are any additional accounts that are opened under the Bank Plan, held either by you, or held by your family members or jointly with your family members.
- Family Bundle allows one Lead Account and up to 19 eligible Canadian or U.S. dollar member accounts (held jointly or individually) under one 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.
- You and your family member(s) share the Everyday Banking features of the Bank Plan up to Plan transaction limits, at no additional cost.
- Some additional features are only available to you, as the lead account holder and are not available to your family member(s) that are member accountholders (for example, the BMO Credit Card annual fee rebate).
- Additional charges may be incurred if the monthly transaction limits associated with the shared Bank Plan are exceeded. These fees are charged to the Lead Account regardless of the account the transaction was completed that created the charge (for example, non-BMO ATM withdrawals, paper statement fee).
- Fees for services or transactions that are not included in the Bank Plan may be charged to the account that incurred the fee.

- At any time, you and/or your family members included in Family Bundle may add accounts held individually or jointly to the shared Bank Plan according to the Signing Authority designated for the Lead Account (the Personal account chosen to be debited for the monthly shared Bank Plan fees and excess fees) provided the number of accounts does not exceed the maximum noted above.
- If there is an “All to sign” designation on the Lead Account, the Bank requires all accountholders to sign the Everyday Banking Plan: Add/Amend form.
- If you are a family member and the lead accountholder removes your account(s) from their Bank Plan, or the Lead Account is closed, you agree that we will enrol you in the Performance Plan. If you have more than one account, we can determine which account is the Lead Account at our sole discretion. You can change the Bank Plan and/or Lead Account at any time.

2) BMO Credit Card Annual Fee Rebate

a. Premium Plan Credit Card Rebate

You are eligible to receive a BMO Credit Card (defined below) annual fee rebate (the “Rebate”) when you:

- are the primary cardholder of an eligible BMO Credit Card; and
- are the lead account holder 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”). 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.
- spend \$15,000 or more in “Qualifying Purchases” annually (within a 12-month period between annual fee-billing dates) using your eligible BMO Credit Card. A Qualifying Purchase is an eligible purchase that appears on your eligible BMO Credit Card statement, less refunds, and excludes cash advances and cash-like transactions as defined in the BMO Credit Card Cardholder Agreement available online at bmo.com/cha. This excludes BMO Private Wealth Banking clients.

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

Full Annual Credit Card Fee Rebate

- BMO Ascend™ World Elite®* Mastercard®*
- BMO AIR MILES®† World Elite Mastercard
- BMO CashBack World Elite Mastercard
- BMO eclipse Visa Infinite± Card
- BMO VIPorter World Mastercard
- BMO VIPorter Mastercard

Partial Annual Credit Card Fee Rebate (\$120 rebate)

- BMO VIPorter World Elite Mastercard

You will receive this rebate each year with a Premium Plan provided you continue to meet the Terms and Conditions.

You are limited to one Rebate per Plan, per person and this cannot be combined with any other offer. The Rebate does not apply to any fees for additional cards issued on the BMO Credit Card account. If more than one lead accountholder of the BMO Account has an eligible BMO Credit Card, only one Rebate will apply per Plan. Customers who share a Plan or open a joint BMO Account(s) will only qualify to receive one Rebate, and only the customer with the lead BMO Account may receive the rebate. If there is more than one eligible credit card account held by the lead accountholder of the BMO Account, the following criteria will be used to determine which BMO Credit Card is eligible for the Rebate:

- 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 the BMO Credit Card with the oldest open date will qualify for the rebate.
- In the unlikely event that more than one BMO Credit Card has the same open date, the BMO Credit Card with the lowest internal account number will qualify for the rebate.

The Rebate will appear on your BMO Credit Card statement within the first two statements after the annual fee is billed to the BMO Credit Card. The rebate will only be applied when you are a lead accountholder of a BMO Account with the Premium Plan at the time the BMO Credit Card annual fee is charged. If you have an existing BMO Credit Card and open a

BMO Account with the Premium 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 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 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 without advance notice. Your BMO Credit Card account and your BMO Account must be in good standing at the time the Rebate is applied. BMO employee Credit Cards are not eligible. If you no longer qualify for the Rebate, we will apply the prorated annual fee from the month you no longer qualify.

In the event your BMO Credit Card annual fee is less than \$150, you are not entitled to the difference between the \$150 rebate and the annual fee applicable to your BMO Credit Card.

We may change or withdraw this Rebate at any time without notice. We reserve the right, at our sole discretion, to suspend, disqualify, limit or revoke the Rebate for any customer we suspect of manipulating or abusing the Rebate, or its fairness, integrity or operation.

b. Performance Plan Credit Card Rebate

You are eligible to receive a BMO Credit Card (defined below) annual fee rebate (the “Rebate”) up to \$40.00 per year, when you:

- are the primary cardholder of an eligible BMO Credit Card; and
- are the lead account holder of a Canadian or U.S. Dollar Primary Chequing Account, Canadian or U.S. Dollar Interest Chequing Account (for existing customers) or Canadian or U.S. Dollar Premium Rate Savings Account (each a “BMO Account”) with the Performance Plan (the “Plan”). 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.
- spend \$15,000 or more in “Qualifying Purchases” annually (within a 12-month period between annual fee-billing dates) using your eligible BMO Credit Card. A Qualifying Purchase is an eligible purchase that appears on your eligible BMO Credit Card statement, less refunds, and excludes cash advances and cash-like transactions as defined in the BMO Credit Card Cardholder Agreement available online at bmo.com/cha. This excludes BMO Private Wealth Banking clients.

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

Partial Annual Credit Card Fee Rebate (\$40 rebate)

- BMO AIR MILES^{®†} World Elite^{®*} Mastercard^{®*}
- BMO CashBack World Elite Mastercard
- BMO Ascend World Elite Mastercard
- BMO AIR MILES World Mastercard
- BMO CashBack World Mastercard
- BMO Affinity AIR MILES World Mastercard
- BMO Affinity CashBack World Mastercard
- BMO eclipse Visa Infinite[±] Card
- BMO VIPorter World Elite Mastercard
- BMO VIPorter World Mastercard
- BMO VIPorter Mastercard

Full Annual Credit Card Fee Rebate (\$29 rebate)

- BMO Preferred Rate Mastercard

You will receive this rebate each year with a Performance Plan provided you continue to meet the Terms and Conditions. You are limited to one Rebate per Plan, per person and this cannot be combined with any other offer. If the BMO Credit Card annual fee is less than \$40.00, you are not entitled to the difference between the annual fee and the \$40.00 rebate.

The Rebate does not apply to any fees for additional cards issued on the BMO Credit Card account. If more than one lead account holder of the BMO Account has an eligible BMO Credit Card, only one Rebate will apply per Plan. Customers who share a Plan or open a joint BMO Account(s) will only qualify to receive one Rebate, and only the customer with the lead BMO Account may receive the Rebate. The lead BMO Account is the one designated to pay monthly fees for the Plan. If there is more than one eligible credit card account held by the lead account holder of the BMO Account, the following criteria will be used to determine which BMO Credit Card account is eligible for the Rebate:

- 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 the BMO Credit Card with the oldest open date will qualify for the rebate.
- In the unlikely event that more than one BMO Credit Card has the same open date, the BMO Credit Card with the lowest internal account number will qualify for the rebate.

The Rebate will appear on your BMO Credit Card statement within the first two statements after the annual fee is billed to the BMO Credit Card. The Rebate will only be applied when you are a lead account holder of a BMO Account with the Performance Plan at the time the BMO Credit Card annual fee is charged.

We may change the types of eligible BMO Credit Cards and/or qualifying Plan from time-to-time without advance notice. Your BMO Credit Card account and your BMO Account must be in good standing at the time the Rebate is applied. BMO employee Credit Cards are not eligible.

In the event your BMO Credit Card annual fee is less than \$40, you are not entitled to the difference between the \$40 rebate and the annual fee applicable to your BMO Credit Card.

We may change or withdraw this Rebate at any time without notice. We reserve the right, at our sole discretion, to suspend, disqualify, limit or revoke the Rebate for any customer we suspect of manipulating or abusing the Rebate, or its fairness, integrity or operation.

3) Features and Fees

Please see the “Bank Plan Features and Fees” schedule found at the front of the booklet for more information and current charges. These fees form part of the Everyday Bank Plan Agreement. We may change fees from time to time. Up-to-date information on charges is available at BMO branches in Canada and online at bmo.com/agreements.

- If you select the Practical Plan, you can have one Canadian or U.S. Dollar Primary Chequing Account, Interest Chequing Account (existing customers), BMO InvestorLine¹ 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).
- Savings Amplifier Accounts, Smart Saver Accounts and Savings Builders 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) 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 BMO branches in Canada.
- If you designate a Canadian or U.S. Dollar Primary Chequing Account as the Lead Account for your Plan (Excluding Practical Plan and AIR MILES Plan), to qualify for the monthly Plan fee waiver, you must keep the minimum balance required in your Lead Account at all times throughout the calendar month. Your monthly Plan fee will be debited from your Lead Account on the last business day of the month and for each month you qualify for the waiver, the Plan fee will be credited back to your Lead Account the same day.
- If you designate a Canadian or U.S. Dollar Interest Chequing Account that was formerly an Investment Chequing Account, Chequable Savings Account, Daily Interest Savings Account, True Savings Account or Investment Savings Account as the

¹ BMO InvestorLine Inc.: Member of the Canadian Investment Regulatory Organization (CIRO). BMO InvestorLine Inc. is a wholly owned subsidiary of Bank of Montreal Holdings Inc.

Lead Account for your Plan, to qualify for the monthly Plan fee waiver, you must keep the minimum balance required in your Lead Account at all times throughout the calendar month. Your monthly Plan fee will be debited from your Lead Account on the last business day of the month and for each month you qualify for the waiver, the Plan fee will be credited back to your Lead Account the same day.

- Fees that apply for transactions, services, and products not included in your Plan, are not eligible for the monthly Plan fee waiver.
- Plan fees are non-refundable.
- Plan fees, and fees for products, services, and transactions not included in your Plan may be debited to the Lead Account and identified with a descriptive message. Fees are calculated from the first to the last business day of the month however; the fees may be debited up to the second business day of the following calendar month and posted (backdated) to the last business day of the previous month in which you incurred the fees. As a result month end balances obtained through your branch, an ATM, BMO Telephone, or BMO Digital Banking may not reflect Plan and other fees to be collected.
- You can change your Bank Plan at anytime. If you upgrade to a Bank Plan of a higher value, in the month that you make the change, any per-item fees for products, services, or transactions that were already debited from your account that would otherwise be waived with your new Bank Plan, may not be refunded. If you downgrade to a Bank Plan of a lesser value, in the month that you make the change, fees for products, services, or transactions will apply in accordance to the new Bank Plan, regardless of when during the month the transaction took place.

4) No-Cost and Discounted Banking Programs Terms and Conditions

Please see the “Low-Cost and No-Cost Banking at BMO” section found at the front of the booklet for more information and current charges. These fees form part of the Everyday Bank Plan Agreement. We may change fees from time to time. Up-to-date information on charges is available at BMO branches in Canada and online at bmo.com/agreements.

- 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 automatically be enrolled in 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

- You must be a full-time student at a post-secondary university, college or registered private vocational school to qualify for the Program benefits.
- You must provide proof of registration. We may require proof of expected program completion, up to a maximum of four (4) years, otherwise you may be required to provide annual proof of eligibility.

- Your eligibility for the Program will end in November of the year in which you are scheduled to graduate, up-to a maximum of four (4) years. To continue your eligibility for the Program, you must provide proof of expected program completion date, or annual proof of registration by November 30 of the year in which your Program benefits end.
- If proof is not provided by November 30, the Program benefits will automatically end and the full monthly Plan fee will be applied starting in December. Fees charged prior to providing proof of eligibility may not be refunded.

Recent Graduates

- You must be a recent graduate of a post-secondary university, college or registered private vocational school to qualify for Program benefits (excluding graduates that qualified for the Healthcare Students and Residents Program).
- You must provide proof of graduation by November 30 of the year in which you graduate.
- If proof is not provided by November 30, the Student Program benefits will automatically end and the full monthly Plan fee will be applied starting in December. Fees charged prior to providing proof of eligibility may not be refunded.
- The Recent Graduate benefits will automatically end at the end of November 30 after the year in which you graduate, and the full monthly Plan fee will be applied starting in December.

Healthcare Students and Residents Program

- You must be enrolled as a full-time student or resident in an accredited Canadian Medical or Dental Student or Residency program.
- You must provide proof of enrollment. We may require proof of expected program completion date or annual proof of registration by November 30 of the year in which your Program benefits end.
- For Medical and Dental students, the no monthly fee period will automatically end after four (4) years or until the end of the student program, whichever occurs first.
- For Medical and Dental students in a Residents Program, the benefit will automatically end and the full monthly Plan fee will be applied after:
 - seven (7) years for Medical residents; or
 - three (3) years for Dental residents; or
 - until the end of the residency program, whichever occurs first.

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.
- If we have your date of birth on file and you are in an eligible Plan, you will automatically receive the benefits under the Program within two months after the month during which you turn 60.
- If we cannot confirm your date of birth, 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.
- If you open your account online, self-serve through bmo.com, you will automatically receive the benefits under the Program within two months of your account opening date. Fees charged before the discount is applied, may be refunded by contacting your branch.

Indigenous Peoples (First Nations, Inuit & Métis)

- To qualify, you can self-identify that you are Indigenous.

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.

Newcomers to Canada

- You must be a permanent resident or foreign worker who arrived in Canada within the last five (5) years.
- You must provide proof that status was obtained within the last five (5) years as evidenced by your Canadian Permanent Resident Card, Confirmation of permanent residency or work permit (IMM 1442).
- The Newcomers to Canada benefit will automatically end after twenty-four (24) months of enrollment and the full monthly Plan fee will be applied to your account.

Canadian Defence Community Banking Program

- Canadian Defence Community Banking (CDCB) Program is available exclusively to members (and their children, spouses and common-law partners) of the Canadian Defence Community which includes: Canadian Armed Forces (Regular and Reserve Forces, Retired and Former Members); employees of Department of National Defence (DND) and Non-Public Funds (NPF), including former employees receiving a pension; serving former RCMP Members receiving a pension and RCMP Civilian employees; serving former Canadian Coast Guard Members; employees of Military Family Resource Centres (MFRC), Defence Research and Development Canada (DRDC), Communications Securities Establishment (CSE) and Defence Construction Canada (DCC); and foreign military members directly serving with the Canadian Armed Forces.
- You confirm you are a member or a child, spouse or common-law partner of members of the Canadian Defence Community. For a proof of eligibility, you can provide Canadian Forces ID, a current paystub, a CFOne card, a pension statement, proof of enrollment at the Royal Military College, or any other form of proof of eligibility we may choose to accept from time to time.

IV. Overdraft Protection Agreement

In this Overdraft Protection Agreement (the “Agreement”), the terms “you” and “your” means each person on the Account (defined); “we”, “us”, “our”, “BMO” and “the Bank” means Bank of Montreal; and “Account” means the account which you have selected to have the Overdraft Protection added.

In consideration for us honouring your payment instructions that would overdraw your Account(s) by a cheque, pre-authorized debit, withdrawal or any other item (each a “Debit Transaction”), you agree to the following:

1. You may overdraw your Account to the maximum amount assigned to your Account (the ‘Overdraft Limit”). We reserve the right to change the Overdraft Limit by notifying you, at least thirty (30) calendar days in advance of making the change, by sending you written notice at the latest mailing address(es) on file with us; or if you have provided consent to the electronic delivery of documents, we may send you notice electronically at the email address on file with us, through the Online Banking Message Centre, or any other permitted electronic channel.
2. We will debit the Account the amount of any Debit Transaction on the Account and interest as provided in this Agreement. We may refuse to pay any Debit Transaction if the outstanding debit balance of the Account exceeds, or would after payment of such Debit Transaction exceeds, the Overdraft Limit on the date such Debit Transaction is presented to us for payment.
3. You will be liable to pay on demand at the Account branch, all amounts which overdraw the Account, together with interest charges both before and after demand and both before and after judgement on all amounts that overdraw the Account. This payment will be calculated from the date each such amount is debited to the 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 BMO branch in Canada. The rate of interest charged on all amounts which overdraw the Account is expressed per year, calculated daily and charged to the Account monthly on the last business day of the month, not in advance both before and after demand, default, and judgment. The current interest rate is available at BMO branches in Canada and online at bmo.com/rates.

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

Annual Interest Rate	Monthly Interest Charge
15%	\$1.25
18%	\$1.50
21%	\$1.75

We will calculate an annual percentage rate (APR) based on the interest and applicable fees you have been charged and we may refund any fees charged, at our discretion, that would result in your APR exceeding the maximum amount that we are permitted to charge.

4. You acknowledge and agree that the overdraft protection is to be used solely to cover overdrafts on the Account, and shall not be used as a long term facility. Until demand is made, you:
 - will make monthly deposits to the Account during the period that the Account is overdrawn, and/or
 - will ensure that the Account does not remain overdrawn for more than ninety (90) consecutive calendar days by maintaining a positive balance in your Account for at least one business day within a 90-calendar-day period.
5. If you have selected:
 - Occasional Overdraft Protection: a fee will apply to your Account, for any business day in which an overdraft is created or increased on your Account by a Debit Transaction. This option is not available to residents of Québec.
 - Standard Overdraft Protection: a fixed monthly fee will apply to your Account. This fee does not apply to residents of Québec.

Refer to the “Additional Services and Fees” section of this booklet for the Overdraft Protection fees. The Overdraft Protection fees may be waived for select Everyday Bank Plans. Refer to the “Fee Schedules” section of this booklet for plan details.

If you move in or out of the province of Québec, you understand that your pricing will change as described above. No further notice will be provided to you prior to the effective date of the change.

6. Even if your Everyday Bank Plan, waives the Occasional Overdraft Protection or Standard Overdraft Protection fee, an Overdraft Per Item Charge (OPIC) will be applied to your Account, for any business day in which an overdraft on the Account is in excess of the Overdraft Protection limit and the item that exceeded the Overdraft Protection limit is paid (this fee does not apply to residents of Québec). Refer to the “Additional Services and Fees” section of this booklet for details.
7. We may automatically debit any other account you have with us and credit to the Account any payment that you are obliged to make to us under this Agreement.
8. You will supply such further information as we may require from time to time to make current the information provided to us as part of any application process, or in any credit bureau authorization, as applicable, (collectively, the “Application”). Representation made by you in the Application constitute a part of this Agreement.
9. In the event that:
 - you fail to make any payment in accordance with this Agreement, or
 - you fail to do anything the undersigned is required to do under this Agreement, or
 - you have given false information in the Application, or
 - you die, or
 - you 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 Debit Transactions that create or increase an overdraft in the Account and at our option, any outstanding debit balance in the Account shall, without limiting any of our other rights, become immediately due and payable without notice or demand.
10. If any guarantor of any of your obligations under this Agreement dies or gives notice to the Bank of termination of their guarantee, then we shall have no further obligation to pay any Debit Transactions that create or increase an overdraft in the Account and at our option, any outstanding debit balance in the Account shall, without limiting any of our other rights, become immediately due and payable without notice or demand.
11. You may terminate this Agreement by giving written notice to us, but no termination will relieve you of any obligation you owe to us under this Agreement until you have paid to us the outstanding debit balance of the Account in full.
12. We may terminate this Agreement by giving notice in writing or orally to you, but no termination will relieve you of any obligation you owe to us under this Agreement until you have paid to us the outstanding debit balance of the Account in full.
13. If more than one person has signed this Agreement, the obligations of those persons are joint and several and, under Québec law, solidary.

14. We are authorized to pay any Debit Transactions that create or increase an overdraft in the Account that are in accordance with the Signing Authority of your Account.
15. We may end or change the provisions of this Agreement at any time. You agree to changes made when notice is given in BMO branches in Canada or in any other manner which we may determine.

If you are a resident of Québec, we may change this Agreement including changes to the provisions relating to :

- your Overdraft Limit;
- fees and charges (including interest charges);
- notices and alerts;
- amendment and termination rights; and
- privacy terms.

We will provide you with a written notice at least thirty (30) calendar days before the change(s) takes effect at the latest mailing address(es) on file with us; or if you have provided Consent to the Electronic Delivery of Documents, we may send you notice electronically at the email address on file with us, through the Online Banking Message Centre, or any other permitted electronic channel. This notice will be drawn up clearly and legibly and will specify the new clause or the amended clause as well as the date the change will take effect. If you do not agree with the change(s), you will be notified of your right to cancel this Agreement without cost or penalty by notifying us no later than thirty (30) calendar days after the change comes into effect. Your continued use of your overdraft protection means that you understand and agree to such change.

V. Overdraft Transfer Service Agreement

In this Overdraft Transfer Service Agreement (the “OTS Agreement”), the terms **“you”** and **“your”** means each person on the Account (defined); **“we”, “us”, “our”, “BMO”** and **“the Bank”** means Bank of Montreal; and **“Account”** and **“Account with Protection”** means the account that you have selected to have the Overdraft Transfer Service (“OTS” or “Service”) added.

This Service allows you to set up arrangements with the Bank to automatically transfer funds from one eligible BMO account, BMO Mastercard, or BMO line of credit, to cover the overdraft on another Account to prevent a cheque or pre-authorized payment (PAD) (each a “Clearing Item”) from being returned for non-sufficient funds (NSF).

OTS does not apply and is ineligible:

- for transactions that require approval before it can be completed, such as purchases made using your BMO Debit Card (in person and online); bill payments made at a BMO ATM or using online, or mobile banking (same-day or post-dated); cash withdrawals at a BMO or non-BMO ATM. You must have sufficient funds in your Account at the time the transaction is processed, or in the case of post-dated bill payments, at least one business day before the scheduled payment date; or
- when the Account has sufficient funds, however, due to a hold funds on the Account balance, either on the entire balance or a portion thereof, and the funds available in the Account is exceeded by the Clearing Item. In these instances, the Clearing Item may be returned to the payee as “Funds not Cleared”.

We may charge a fee for this Service. Refer to “Overdraft Transfer Service” under “Overdraft Protection services” in the “Additional Services and Fees” section in this booklet for the per-transfer fee charged. The OTS per-transfer fee may be waived for select Everyday Bank Plans and Discounted Banking Programs. Refer to the “Fee Schedules” section in this booklet for plan details and “Low-Cost and No-Cost Banking at BMO” in this booklet for eligible discounted banking program details.

Setting up the Service on the Account

- you must designate a Primary Transfer Account from which we will transfer funds; and you may designate a Secondary Transfer Account from which we will transfer funds should you have insufficient funds in the Primary Transfer Account to transfer to the Account with Protection to cover the overdraft.
- if you have Overdraft Protection on your Account, you may choose to:
 - have the Service cover the entire overdrawn balance of your Account, even if the Clearing Item does not exceed the pre-authorized overdraft limit; or
 - have the Service bring your Account balance to within your pre-authorized overdraft limit when your overdraft limit is exceeded
- you must provide an incremental amount, with a minimum of \$1, of which we will use to transfer funds to the Account. Amounts will be rounded up to the nearest dollar amount selected. For example, if you select incremental amounts of \$1 and the overdraft amount is \$121.42, \$122.00 will be transferred. If you select \$10, using the same example, \$130.00 will be transferred.

Timing of OTS transactions

If at the end of the business day, your Account has an overdraft balance, the following business day then:

- if there are enough funds in the Primary Transfer Account, we will transfer funds from that account, in the incremental amount you requested; or
- if there are enough funds in the Primary Transfer Account to cover the overdraft, but not enough funds to make the transfer in the incremental amount selected, we will transfer the amount needed, rounded to the nearest one dollar. For example, if you selected incremental amounts of \$10, and your Account is overdrawn \$73.82, we’d transfer \$80.00. However, if you have \$75.98 in your Primary Transfer Account, we’ll transfer \$74.00; or
- if there are not enough funds in the Primary Transfer Account, we will transfer funds in the same way from the Secondary Transfer Account; or

- if you provided instructions at the time of setting up the Service to transfer partial funds from both Transfer Accounts then 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 Primary Transfer Account, and the rest of the funds needed from the Secondary Transfer Account; or
- if there are not enough funds in either Transfer Account, we may:
 - authorize or pay the item and overdraw your Account. An Overdraft Per Item Charge (OPIC) will apply (excluding resident of Québec) when we pay the item; or
 - decline or return the item as NSF without notice.

Refer to the “Additional Services and Fees” section of this booklet for the OPIC fee and NSF fee details.

- if applicable, we will debit the Account for the service charges when the Service is used.

General Terms of Service

- We are not required to notify you if funds from the Primary Transfer Account and/or Secondary Transfer Account cannot be transferred by Overdraft Transfer Service for the reasons the accounts are dormant, if there is hold funds on the balance or if there are any other restrictions that prevent the OTS from being completed.
- If you close your Primary Transfer Account, we will transfer funds in the same way from the Secondary Transfer Account.
- If you close both the Primary and Secondary Transfer Accounts, we will cancel the Service without notice.
- If you select a BMO Mastercard as your Primary or Secondary Transfer Account, the transfer amount will be treated as Cash Advance and cash advance fees and interest charges will apply from the day of the transfer. Refer to your BMO Credit Card Cardholder Agreement for details, including the applicable fees and interest charges.
- If you select a BMO line of credit as your Primary or Secondary Transfer Account, the transfer amount will be treated as Cash Advance and interest will apply from the day of the transfer. Refer to your BMO line of credit agreement for details, including the applicable interest charges.
- You will hold us harmless from all damages, losses and expenses associated with or resulting from this Service.
- We may end this Agreement without notice if at any time there are not enough funds to transfer from the Primary and Secondary Transfer Account.
- 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 BMO branches in Canada or any other manner which we may determine.

VI. Electronic Banking Services Agreement

This Electronic Banking Services Agreement (the “Agreement”) covers your use of all Electronic Banking Services (defined below). This Agreement was last updated and came into effect on **November 3, 2025**. By using any Electronic Banking Services, you are agreeing to the most recent terms and conditions in this Agreement.

Please carefully read and print or download a copy of this Agreement, which is included in the *Agreements, Bank Plans and Fees for Everyday Banking* booklet, available at BMO branches in Canada and online at bmo.com/agreements.

Capitalized terms used in this Agreement are defined in Section 1 below. We encourage you to review these definitions, especially for frequently used terms like “Account”, “Electronic Banking Services”, or “Secret ID Code”. These terms have very specific meanings. Understanding how defined terms are used will help you better understand this Agreement.

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.

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

“**Alert**” means a message about one or more of your Accounts which in turn may include your confidential information (for example, the Account balance or transaction details), 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 Short Message Service (SMS or text message) that is sent to a Canadian or U.S. issued mobile phone number; or
- (iv) a push notification that is sent to a mobile device.

“**BMO Aggregation Service**” means an account aggregation service offered through BMO Digital Banking 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.

“**BMO Digital Banking**” means the BMO Online Banking accessed through a web browser, the BMO Mobile Banking app, or any other digital self-service channel that we may make available to you.

“**Card**” means:

- (i) your BMO Debit Card or any other card, whether physical or digital, issued by Bank of Montreal, that we permit you to use in connection with Electronic Banking Services;
- (ii) stored value cards when used in connection with your Secret ID Code in order to access your Account; and
- (iii) 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, KONEKTM service purchases, debit card purchases, transfers of funds including INTERAC e-Transfer[®], BMO Global Money Transfer, Western Union[®] Money TransferTM and pre-authorized bill payments or debits.

“**Electronic Banking Services**” means the ways we may provide you with Account information electronically and the different ways we allow you to access an Account using your Card, Login ID, 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 with a BMO employee or through the use of an interactive voice response (IVR) system (such as pressing the number buttons on a touch tone telephone);
- (ii) BMO Digital Banking;
- (iii) Alerts;
- (iv) BMO ATMs, or other ATMs that we approve for use, including devices for loading stored value cards;

- (v) 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 with an Account;
- (vi) any account and information aggregation or consolidation services we make available;
- (vii) any other electronic channels that we may enable you to use by means of your Card, Login ID 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, KONEK service purchase, 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.

“Login ID” means a unique user identification created by you to allow you to sign in to BMO Digital Banking.

“Message Centre” means a secure online location accessible through BMO Online Banking Services, or any other digital self-service channel that we may make available to you, where you and the Bank may exchange communications.

“PIN” means a personal identification number.

“Recipient” is any person who receives money through the BMO Global Money Transfer Service.

“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.

“Third-Party Aggregator” means a third party who provides a Third-Party Aggregation Service. A Third-Party Aggregator does not include a third-party that we retain to assist us in providing a BMO Aggregation Service.

“Third-Party Aggregation Service” means a third-party account aggregation or personal financial management service whose activities may include retrieving, consolidating, organizing, and presenting information to you about your accounts with us and with other financial institutions.

“Verification Code” or One Time Passcode means a Verification Code that we may send to you to your Canadian and U.S. issued registered mobile phone number via Short Message Service (SMS or text message) from a six (6)-digit short code 266898 when you initiate a call with us to the Customer Contact Centre or when you contact or visit your branch. We may also send you a Verification Code via SMS/ text message from a six (6)-digit code 266898, automated voice call, or push notification to your mobile device to validate your identity and provide another layer of protection when signing in and/ or completing transactions through BMO Digital Banking.

Note: BMO employees will NEVER ask you for a Verification Code when contacting you (making an unsolicited call) about your Account, Card number, BMO Digital Banking, or any other confidential or personal information.

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 or Login ID and/or Secret ID Code.
- Except as shown in “Your Liability” section of this Agreement, 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 is 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, penalties, fees, interest, costs, damages or claim that may arise as a result of us not having obtained or received your accurate and up-to-date billing information. We may limit transactions through an deposit account based on your bill payments limit and up to the credit limit on a credit product.

- If you use Electronic Banking Services for INTERAC e-Transfer, you agree that, it is your responsibility as a sender to:
 - (i) provide the accurate email address of the recipient;
 - (ii) create an effective security question and security response that is known only to you and the recipient; and
 - (iii) not to email the response to your recipient or include the response in the INTERAC e-Transfer message field.

As a recipient, you agree to keep the answer to the security question confidential at all times and to use it only as required to receive the INTERAC e-Transfer. We may limit the number of INTERAC e-Transfer transactions based on daily, weekly, and monthly rolling limits.

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) business days:
 - (i) to process any deposit, including any transfer between Accounts; or
 - (ii) to act on bill payment instructions.
- When you make purchases with your Card, depending on the network used and type of transaction, we may place a hold on your Account for the amount of the purchase for up to seven (7) business days. We will remove the hold when the transaction is posted to your Account or the day after the hold expires, whichever is shorter. Some transactions may take up to thirty (30) calendar days to be processed by the merchant. You must have sufficient funds in your Account when your transaction is posted to ensure that your Account does not go into an unauthorized overdraft.
- 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, funds are not clear (there is a hold funds on all or a portion of the Account balance) or otherwise, or if we doubt their authenticity or their lawfulness.

4) Instructions by Fax or Verbally by Telephone

- We may tell you that we are willing to accept faxes (communications transmitted by facsimile) at designated telephone numbers.
- 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 or email message.
- Faxed instructions are Assisted-Service Debit Transactions, and fees will be assessed accordingly if not covered by your Everyday Bank Plan.
- We do not accept instructions provided by email.

5) Foreign Currency Transactions

U.S. dollar transactions

When you complete a transaction with your Card in U.S. dollars, the exchange rate for converting the transactions to Canadian dollars is the rate charged to us by Mastercard International on the date the transaction is posted to your account, plus 2.50% for purchases and less 2.50% for refunds.

Foreign currency transactions other than U.S. dollars

When you complete a transaction with your Card in a foreign currency other than U.S. dollars, Mastercard International will convert the transaction to U.S. dollars before being converted to Canadian dollars. The exchange rate for converting the transaction from U.S. dollars to Canadian dollars is the rate charged to us by Mastercard International on the date the transaction is posted to your account, plus 2.50% for purchases and less 2.50% for refunds.

Dynamic Currency Conversion transactions

Some merchants and ATM operators may offer Dynamic Currency Conversion that allows you to request the transaction to be processed in either the local currency or Canadian dollars. If you select Canadian dollars, the foreign exchange rate

is determined by the merchant or ATM operator's financial institution at the time of the transaction. The transaction is provided to us in Canadian dollars and posted to your account. Mastercard International nor BMO have any involvement in the exchange rate used.

6) Alerts

- We currently offer the following types of Alerts:
 - (i) Low Account balance;
 - (ii) Same Day Grace (for eligible Accounts);
 - (iii) Deposits to your Account;
 - (iv) Withdrawals from your Account;
 - (v) When eStatements are available on your Account;
 - (vi) Compromised BMO Debit Card; or
 - (vii) When your email address or mobile number is changed
 - (viii) When your Login ID is changed
- We currently offer the following delivery methods for Alerts:
 - (i) email; sent from bmoalerts@bmo.com
 - (ii) Short Message Service (SMS or text message); sent from BMO's six (6)-digit short code 266898. Alerts sent using SMS can only be delivered to Canadian and U.S. mobile numbers. SMS/ text messages may not be delivered to Canadian or U.S. mobile number that is associated with or assigned to Voice Over Internet Protocol (VOIP) service
 - (iii) Push notifications from the BMO Mobile Banking app
- You will be automatically enrolled in Low Account balance Alerts, Same Day Grace Alerts, and Withdrawals from your Account Alerts for your eligible Accounts (including joint Accounts). These Alerts will be sent to the email account and/or to a Canadian or U.S. mobile number SMS or text message that you have provided to us as part of your contact information.
- You will receive a Low Account balance Alert when your Account balance falls below the threshold you establish in Digital Banking, or \$100, if you do not choose an amount.
- Same Day Grace Alerts will provide instructions how to prevent a cheque or pre-authorized debit (PAD) from being returned for non-sufficient funds (NSF) if you do not have sufficient funds in your Account at the time the cheque or PAD is debited from your Account.
- You will receive a Withdrawal from your Account Alert anytime a debit transaction exceeds the threshold you establish in Digital Banking, or \$1,000, if you do not choose an amount.
- We may enrol you automatically in other Alerts at any time.
- If you are enrolled in Alerts and your Account is joint, you will receive Alert for transactions conducted by other accountholders. If the other accountholders are enrolled for Alerts, they will receive Alerts for transactions you may have conducted.
- You are responsible for ensuring that the email address or mobile phone number you provide to us for the purpose of receiving Alerts are accurate and up to date at all times.
- If you share an email address or mobile device with a third-party, you acknowledge that they may have access to Alerts delivered to you by email, SMS or push notification.
- If you register for 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 Alerts.
- We cannot guarantee the timing of delivery of Alerts.
- You are responsible for all fees charged by your mobile device service provider including standard messaging and data charges. If you cancel your mobile phone number or change your email address, you are responsible for deleting all Alerts delivered to that mobile phone number or email address.
- Alerts are provided as a convenience to you for information purposes only. You agree that we are not liable to you for any loss or claim that may arise as a result of Alerts sent to you.
- Alerts may not be available for use outside of Canada.
- You can manage your Alert subscriptions including dollar thresholds, delivery method or opt out of certain or all Alerts through Digital Banking at any time.

- You cannot opt out of Alerts for changes to your email or mobile number.
- We may change the types of Alerts or delivery methods available for your Account at any time without advance notice. We will provide up-to-date information on our website at bmo.com/alerts

7) Verification Codes

- We may send you a Verification Code from time to time to validate your identity and provide another layer of protection when:
 - You are completing transactions online using BMO Digital Banking
 - You call the Customer Contact Centre or when you contact or visit your branch to request Account details and/or complete financial transactions.
- We may send you a Verification Code via SMS, automated voice call, or push notification to your mobile device.
- Verification Codes sent from SMS/ text message when completing transactions online using BMO Digital Banking are sent from BMO's six (6)-digit short code 266898.
- Verification Codes sent from SMS/ text message by Customer Contact Centre employees when you call BMO or branch employees when you visit a branch to complete a transaction are sent from BMO's six (6)-digit short code 266898
- Verification Codes sent using SMS/ text message can only be delivered to Canadian and U.S. mobile numbers. SMS/ text messages may not be delivered to Canadian or U.S. mobile number that is associated with or assigned to Voice Over Internet Protocol (VOIP) service
- You are responsible for ensuring that your mobile phone number is accurate and up to date at all times to receive Verification Codes.

Note: BMO employees will NEVER ask you for a Verification Code when contacting you (making an unsolicited call) about your Account, Card number, BMO Digital Banking, or any other confidential or personal information.

8) BMO Digital Banking

- You must be registered for BMO Online Banking Services, and have set up your enhanced sign-in security to use any other BMO Digital Banking Services.
- You are responsible for all fees charged by your mobile device service provider including standard messaging and data charges.
- BMO Digital Banking may not be available for use outside of Canada.

9) Personal Financial Money Management

We may provide you with access to personal financial money management tools (each a "Tool") through BMO Digital Banking. 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 a Tool are based on certain assumptions used in the calculation models and (depending on the Tool) your BMO bank account data and/or the information you enter in that Tool. The information presented by a 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.

10) BMO Aggregation Services

- We may offer BMO Aggregation Services.
- For us to access your accounts at other financial institutions, you may be required to provide us with your log-in information at those financial institutions, such as your client identification number, user name, access code, password, or other authentication criteria. It is your responsibility to review your agreements with other financial institutions to determine whether disclosure of your log-in information to 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 a BMO Aggregation Service or the inaccuracy or incompleteness of data.
- You indemnify us and our service providers against any third-party claims arising from your use of a BMO Aggregation Service.
- If you choose to include any foreign currency Accounts in your use of a BMO Aggregation Service, the value of these Accounts will be displayed in Canadian dollars and will be an estimate, for illustration purposes only.

11) Third-Party Aggregation Services

If you choose to share your Secret ID Code, Card number, Login ID, or personal information with a Third-Party Aggregator or other third-party service provider, you acknowledge and agree that:

- we are not responsible for helping the Third-Party Aggregator or other third-party in any way and are not responsible for the information retrieved by the Third-Party Aggregator or other third-party;
- we are not responsible for any losses that may result from you sharing your Secret ID Code, Card number, Login ID, or personal information or using the Third-Party Aggregation Service. You could lose some or all of the money in your Account(s), including any amount available under any line of credit, through the loss, theft or unauthorized use of your Secret ID Code, Card number, or Login ID. The loss, theft, or unauthorized use of your Secret ID Code, Card number, or Login ID could also permit unauthorized persons to have access to your personal information and Account information and to use such information for fraudulent purposes including identity theft;
- you are responsible to review the security and privacy terms and conditions and privacy policy of the Third-Party Aggregator or other third-party and to determine what your liability will be in connection with the Third-Party Aggregation Service;
- you will change your Secret ID Code immediately when you end the Third-Party Aggregation Service; and
- we have the right to prevent Third-Party Aggregators or other third-parties from accessing your Accounts.

12) Keeping Your Secret ID Codes, Card Number, and Login ID Confidential

- You must keep your Secret ID Code, Card number, and Login ID 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 Digital Banking and Telephone Banking Services, and our account and information aggregation or consolidation services.
- You must not keep any record of a Secret ID Code in close proximity to, or with, any Card at any time. When selecting your own Secret ID Code, do not use 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 or 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, text messages, web sites, online services, callers or other parties pretending to be Bank of Montreal (or a subsidiary) and which:
 - ask for a Verification Code, your Secret ID Code, Card number, Login ID or other personal information; or
 - offer 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 type of “Biometric Recognition”) to unlock your device and assign the same recognition feature to applications like BMO Digital

Banking. 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.

13) Your Reporting Obligations

You must notify us as soon as you become aware 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;
- (iv) the loss, theft, or misuse of a mobile device that you registered with us for Electronic Banking Services; or
- (v) a situation where you have been the victim of fraud, theft, force or intimidation, or you believe you may have received or interacted with fraudulent communications, such as links received by email or text message.

14) 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 BMO Digital Banking Security Guarantee, you will not be liable for any losses from the unauthorized use of your Account, Card (including contactless or PIN-less payments), 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:
 - (i) contributed to its unauthorized use;
 - (ii) disclose your Secret ID Code, Card number, Login ID, Verification Code, or other personal information to any other person, including, without limitation, any person pretending to be Bank of Montreal; or any Third-Party Aggregator;
 - (iii) used a PIN combination selected from your name, telephone number, date of birth, address, or Social Insurance Number;
 - (iv) did not use reasonable care to safeguard your Secret ID Code;
 - (v) did not keep your Secret ID Code separate from your Card;
 - (vi) did not comply with your reporting obligations in accordance with “Your Reporting Obligations” section of this Agreement unless there were exceptional circumstances for your failure to do so; or
 - (vii) 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 to us. This cooperation may include filing a report with law enforcement authorities or providing proof of a malicious attack on impacted devices.

(iii) Alerts

- You accept the risk that a Alert may be delayed, inaccurate, not delivered, lost, intercepted, reviewed or altered or deleted by a third party.
- You agree that a Alert does not constitute a bank record for an Account. You are responsible for monitoring all Account activity and ensuring you have sufficient funds for any Debit Transaction.

(iv) Verification Codes

- **You acknowledge that we will never provide you with or ask you for a Verification Code when making an unsolicited phone call.** Furthermore, you agree that you will never provide a caller with a Verification Code if you receive an unsolicited call claiming to be from BMO and/or the person is claiming to be an employee of BMO.
- If you receive an unsolicited call, voicemail, email or text message from someone claiming to be from BMO asking for a Verification Code, you must notify us immediately.

(v) Compliance with “Your Reporting Obligations”

You will not be liable for losses that occur after you have reported to us in accordance with “Your Reporting Obligations” section of this Agreement.

15) 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;
 - (v) your use or reliance on information contained in or omitted from any Alert sent to you; or
 - (vi) any Alert is delayed, inaccurate, not delivered, or lost, 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 “Your Reporting Obligations” section 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, Login ID 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.

16) Contactless Payments

Some Cards may allow you to make contactless or PIN-less transactions in Canada, by tapping your Card where contactless payments, such as INTERAC Flash[®]s are accepted. Per-transaction and cumulative limits apply. Upon request, this feature can be deactivated.

You may also use a digital wallet on your mobile device to make contactless or PIN-less transactions in Canada with some Cards. Per-transaction and cumulative limits also apply. You can remove this feature by removing the Card from your mobile device's digital wallet. Terms of use governing your use of a digital wallet can be found at bmo.com/digitalwalletterms.

17) BMO Mobile Cheque Deposit

- **Eligible Items:** You may use this service to take an image of original paper items such as cheques, certified cheques, money orders and bank drafts issued by a Canadian financial institution or provincial, territorial or federal government, in Canadian dollars, that are payable to you, to deposit those items to your designated Account.
- **Using This Service:** To use this service, you must have, at your own expense, access to the Internet, a compatible smartphone or device, hardware, operating systems and software, and which have not been altered from manufacturer specifications. You must download the version of the BMO Mobile Banking App appropriate for your smartphone or device. We are not responsible for hardware, operating systems and software needed to operate the service. We may make changes to the service without notice to you including discontinuing your access to this service, and these changes may result in your smartphone or device, hardware, operating systems and software no longer being compatible with the service. You agree to use the service only to deposit eligible items, while you are physically located in Canada, and only through cellular or Wi-Fi networks in Canada.

If you are depositing the item to a joint account, you may only use the service if the item is payable to you and/or your joint account holder and the account is not an all to sign deposit account.

You agree to not use the service to deposit any item that is prohibited by this Agreement or in violation of any applicable law or rule, including any item that:

- (i) is payable to someone else and endorsed over to you;
- (ii) has already been deposited;
- (iii) contains an alteration, or which you know or suspect, or should know or suspect, is fraudulent or otherwise not authorized by the owner of the account on which the item is drawn;

- (iv) is postdated or dated more than six months prior to the date of deposit;
- (v) is subject to a stop payment order;
- (vi) is from an account that has insufficient funds; and
- (vii) has any restrictive endorsement or any other endorsement that is not in accordance with these terms and conditions.

You agree to take all necessary precautions to prevent any other person from using the service to deposit items to your Account and to comply with these terms and conditions, all applicable rules, laws, and regulations and provide any further documentation which we may reasonably request.

- **Procedures:** For each eligible item, you must provide a legible image of the front and of the back of the original item, and not an image of a photocopy, PDF or other printout. The images must correspond to the original, comply with the Canadian Payments Association Rule A10 or other applicable laws and any standards we establish, and include, at a minimum the:
 - (i) date;
 - (ii) name of the payee and drawee institution;
 - (iii) amount in words and figures; and
 - (iv) drawer's signature and magnetic ink character recognition (MICR) information (which typically appears on the cheque).

You agree you will retain the original item in a secure place for fourteen (14) calendar days following the deposit date and promptly send it to us upon request, and destroy the item promptly after the fourteen (14) day period and no later than 120 calendar days after the deposit date.

You agree that when you transmit images of an eligible item to us, you are acting as our agent and that you will not delegate this role to anyone else, and each image we accept for the purpose of clearing and settlement of the item under the applicable Canadian Payments Association rules will be treated as an eligible bill under the Bills of Exchange Act. All requirements applicable to the deposit of an original item and the terms of this Agreement and any other agreement regarding your Account, including the Cheque Hold Policy, apply to eligible items deposited with this service and the eligible items will be treated as if the original item had been deposited at a BMO branch in Canada or ATM.

We may also impose limits on the dollar amount of items and/or number of items which can be deposited. If you attempt to make a deposit in excess of these limits, we may reject your deposit.

- **Deposit Date:** If we receive the images on or before 11:59 p.m. Eastern Time (ET) on a business day, we will consider that day to be the deposit date. If we receive the images after 11:59 p.m. ET, on a weekend, or a statutory holiday observed by your branch of account, the next business day will be considered the deposit date.
- **Fees and Charges:** When you use the service, no charges apply to deposit items into a personal deposit account.
- **Rejected and Returned Items:** You agree that we may reject any item deposited using the service at our discretion. For example, an item may be rejected by us if we determine it was not eligible for deposit or may be returned by another financial institution due to poor image quality, insufficient funds, alteration or other reason for which the item may not be processed. We may recover applicable funds from you or reverse the credit made to your Account. Any credit made to your Account will be subject to the final payment of the item and subject to the terms of the Agreement. If the deposit amount does not match the amount of the image, we may adjust your Account to reflect the amount on the image received.

You agree that we are not liable for any damages resulting from a rejected or returned item, the delayed or improper crediting of an item or inaccurate information you provide us regarding an item. You agree to be responsible for any costs relating to obtaining a replacement item in the event we require you to re-transmit images or provide a replacement item. We are not responsible for images that we do not receive.

18) BMO Global Money Transfer

- **Introduction:** BMO Global Money Transfer Agreement ("Agreement") applies when you send an international bank to bank funds transfer known as BMO Global Money Transfer ("BMO GMT").
- **Recipient Information:** When you send any BMO GMT, we, or an Intermediary (defined below) may ask you to provide information about the BMO GMT and we may require additional information from you to process the BMO GMT. You are responsible for providing correct information relating to the Recipient and the financial institution you have

indicated where the Recipient should receive the BMO GMT deposit (the “Recipient Bank”). We nor any Intermediary are responsible for confirming or verifying the accuracy and completeness of any information you provide. We and the Recipient Bank may rely solely on the account number that you provided to complete the BMO GMT. “Intermediary” means any person or persons receiving or handling funds for us or the Recipient including but not limited to other financial institutions (including the Recipient Bank), payment or clearing networks and their respective agents and service providers.

- **Making a BMO GMT request and Timing of Receipt:** BMO GMT is available through self-serve, digital banking channels, such as Online Banking and Mobile Banking. You can send a BMO GMT from a BMO Canadian dollar bank account to any destination and currency that we may offer through the Service. You can select a BMO U.S. dollar bank account when you send a BMO GMT to a Recipient to the United States only. When you initiate a request for a BMO GMT, we will immediately withdraw the amount of the BMO GMT from your BMO Bank Account (“Account”) and request the Recipient Bank to pay this amount to the Recipient at the Recipient Bank. The Recipient receives funds into their account within two to five business days. However, we make no representations or warranties on the timing of delivery of the BMO GMT to the Recipient as this is determined by the policies, procedures and services of Intermediary and the Recipient Bank.
- **Fees and Interest:** You agree to pay us a service fee when you send a BMO GMT which is non-refundable unless the BMO GMT is rejected or returned. Fees may change from time to time at our sole discretion with advance notice. Some BMO Everyday Bank Plans may include this service at no additional charge. For information on BMO GMT fees please refer to the Agreements, Bank Plans and Fees for Everyday Banking booklet. Additional fees and/or taxes may be deducted from the BMO GMT amount by Intermediary or the Recipient Bank. This is reflected in the price we quote for the Requested Currency of the BMO GMT you request and whenever we apply our rates of exchanges in accordance with this Agreement. No interest is earned by you or paid by us on funds in transit in connection with the BMO GMT.
- **Foreign Exchange:** If you request that the amount of BMO GMT be made in a currency other than that of your Account (the “Requested Currency”), we will convert the funds into the Requested Currency. The rate of exchange will be our rate, established at the time the funds are converted. Our rates of exchange are subject to change at any time without any advance notice. We make no representations or warranties that the BMO GMT will be received by the Recipient in the Requested Currency. You accept all risk of all fluctuation of exchange rates between the date we accept your BMO GMT request and the date of payment to the Recipient or date of refund to you. If payment cannot be made for any reason in the Requested Currency, you authorize payment in the currency of the place of payment at either the relevant Intermediary’s or Recipient Bank’s spot rate of exchange for its sale of currency of the place of payment in exchange for the Requested Currency (such exchange, a “Local FX Conversion Transaction”). We may earn income from the difference between the prices we bid to buy and offer to sell foreign currency (the “spread”). The spread may differ from time to time across currencies. The spread can increase or decrease without any prior notice. The spread is reflected in the price we quote for the Requested Currency of the BMO GMT you request. The price of any Local FX Conversion Transaction may also include a foreign conversion fee charged by the relevant Intermediary or Recipient Bank. You agree that any fees charged by the relevant Intermediary or Recipient Bank may be deducted from the amount of the BMO GMT sent and the funds deposited into the Recipient’s bank account.
- **Intermediaries:** We may engage Intermediaries selected in our sole, unfettered and complete discretion to provide you with the Service. We shall not be liable to you for any such selection made by us, the Recipient, or another Intermediary.
- **No Cancellation or Change to a BMO GMT.** Once you request us to send the BMO GMT and the funds and fees have been withdrawn from your Account, your request to send the BMO GMT may not be cancelled or changed.
- **Declined, Unclaimed, or Incomplete BMO GMT:** If the BMO GMT is declined or unclaimed by the Recipient, or is not completed, we shall use our best efforts to attempt to obtain a refund at your request from the Recipient Bank. If all or some of the BMO GMT funds are returned, we will convert the funds from the Requested Currency to the currency of your Account. If there is a difference in the Requested Currency foreign currency exchange rate between the rate you were provided when you sent the BMO GMT and the rate when we credited your Account, we will only credit you the difference if it results in a loss to you. We will not pay you the difference if it results in an overage or credit. We are not liable to refund you any amount that was not refunded to us.

- **Governing Law:** This Agreement will be governed by and interpreted in accordance with Canadian federal law and the laws of the province or territory in which you live or, if you do not live in Canada, the applicable laws of the province of Ontario. You agree to submit to and be bound by these laws and the courts of that province or territory in the event of any disputes arising in connection with the Service or this Agreement.
- **Settlement Rules and Applicable Laws:** You agree that your request to send a BMO GMT and our ability to complete it will be subject to Settlement Rules and Applicable Laws and that we and/or any Intermediaries may take any steps they consider necessary to comply with the Settlement Rules or Applicable Laws. “Applicable Laws” means laws, regulations, orders, guidelines or directives of foreign or domestic governmental authorities or regulatory bodies that apply to us or Intermediaries, whether or not these have the force of law. “Settlement Rules” means the rules, procedures, internal policies, standards or bylaws used by Intermediaries or us, or to which Intermediaries or we may be subject.
- **Consent to Disclosure:** In order to comply with the Settlement Rules or Applicable Laws, we or any Intermediary may disclose any information about you and the Recipient to an Intermediary or to a foreign or domestic government authority or regulatory body. On behalf of you and the Recipient, you i) consent to such disclosure, and ii) acknowledge that the confidential information may be accessed by foreign or domestic authorities or regulatory bodies as a result. You confirm that you have the authority to make such consent and acknowledgements on behalf of the Recipient.
- **Important Service Restrictions:**

General: You acknowledge that the Service may not be available, in whole or in part, in certain regions, destinations, or jurisdictions. We are not obliged to process any particular transaction. When you request to send a BMO GMT, we may, in our sole and unfettered discretion, choose whether or not to accept your request to send the BMO GMT. If we decide not to process the BMO GMT, we will notify you and repay to you the BMO GMT amount and any fees that we charged and collected from you. If you successfully request to send the same BMO GMT that we previously decided not to process, you are solely responsible for any loss related to a difference in foreign currency exchange rates.

Cancelling/Suspending the Service: We may suspend or cancel your ability to use the Service or decline to complete the BMO GMT for any reason without notifying you in advance.

Third Party: A third party (including an Intermediary and Recipient Bank) may set limits on the BMO GMT, including the amount of money you are allowed to send, the amount of money the Recipient is allowed to receive or the currency in which the funds are received when you send the BMO GMT.

Person-to-Person transactions: You are only permitted to use this Service for person-to-person payments. You should only use the Service to send money to people that you know. We are not responsible for, the quality or delivery of goods or services that you pay for using the Service. You accept that using the Service to pay for goods and services is at your own risk. Using this Service as a method of payment for commercial transactions is prohibited. For greater certainty, the use of this Service is not permitted for payments by and to anyone that is not a natural person.

Acting on Your Own Behalf: You and the Recipient will only act on your own behalf. You may not request to send a BMO GMT on behalf of a third person.

Unauthorized Transactions: You may not use the Service in violation of this Agreement or applicable laws, rules or regulations. If we become aware that you use the Service in connection with illegal conduct, we may report you to law enforcement.

Restricted Activities: In connection with your use of the Service, or in the course of your interactions with us, a user or a third party, you will not:

 - (i) Breach this Agreement, or any other agreement between you and us;
 - (ii) Provide false, inaccurate, or misleading information; and
 - (iii) Use any automatic device, or manual process to monitor or copy our website.
- **Changes/Termination:** We may change any of the terms of this Agreement, and/or Service features or terminate this Agreement for any reason at any time with or without advance notice. By using this Service, you agree that you have read and agree to be bound by the most current version of this Agreement and replace all other versions you have with us.
- **Waiver:** Our failure to exercise or delay in exercising any rights does not waive any default or prevent us from enforcing those rights later.

- **Severability:** If any provision of this Agreement is found to be invalid or unenforceable, this will not affect the validity of enforceability of the other provisions of this Agreement.
- **Conflict:** If there is a conflict between a term in this and any other agreement(s) you have with us, the terms of this Agreement will apply to the extent necessary to resolve the conflict.

19) We May Charge for Services

We may charge fees for Electronic Banking Services and Electronic Transactions. Please see the fee schedules entitled “Bank Plan Features and Fees”, “AIR MILES Bank Plan Features”, “Low-Cost and No-Cost Banking at BMO”, “Pay-per-use Fees”, “Additional Services and Fees” and “Bank Accounts and Plans No Longer Offered” found in the front of the Agreements, Bank Plans and Fees for Everyday Banking booklet for more information and current charges. These fees form part of the Electronic Banking and Services Agreement. We may change fees from time to time. Up-to-date information on charges is available at BMO branches in Canada and online at bmo.com/agreements.

20) Your Card

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

Your Card contains proprietary and confidential information such as the Card number, expiration date, and Card Verification Code (CVC), a three-digit code on the back of your Card. You must keep this information confidential as outlined in the “Keeping Your Secret ID Codes and Card Number Confidential” section of this Agreement.

You are not permitted to use third-party service providers to create a personalized debit card with any components of your Card (for example, removing the chip from your existing Card and placing it in a third-party debit card). If we become aware that you have used a third-party provider to create a customized debit card with any component of your Card, we reserve the right to revoke access to your Card. You may be liable for any losses as a result of using third-party services. Sharing your Card with a third-party provider is in violation of the “Keeping Your Secret ID Codes and Card Number Confidential” section of this Agreement.

21) 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 BMO branches in Canada or in any other manner, which we may determine from time to time.

22) 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.

23) Other Agreements and Laws May Apply

- This Agreement does not replace any other agreement relating to your Accounts.
- 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.

24) 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 will be required to 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, to process your application and provide the loan, other lending product, or credit you requested.

To learn more about how we collect, use, disclose and safeguard your Personal Information, your choices, and the rights you have, please see our [Privacy Code](#).

VII. Other Fees

Registered Plans

Term Investments Registered Retirement Savings Plan (RRSP) Account

- Transfer Out Fee: A fee of \$50 (including applicable taxes) may be applied if you transfer it, in whole or in part, to another financial institution.
- Withdrawal/Redemption Fee: A fee of \$25 (including applicable taxes) may be applied if you withdraw it, in whole or in part.

Tax Free Savings Account (TFSA) Account

- Transfer Out Fee: A fee of \$50 (plus applicable taxes) may be applied if you transfer it, in whole or in part, to another financial institution.

VIII. Voluntary Codes of Conduct and Public Commitments

Voluntary Codes of Conduct and Public Commitments are commitments, voluntarily made by companies, associations, and other organizations. BMO Financial Group is committed to the following Voluntary Codes of Conduct and Public Commitments that are designed to protect the interests of our customers.

To read each code or commitment in full, visit bmo.com/agreements and select *Learn more about* **Voluntary Codes of Conduct and Public Commitments**, visit the **Codes of Conduct** and **Public commitments** from the FCAC (Government of Canada) website or ask a representative at your local BMO Bank of Montreal branch for a copy.

- **Code of Conduct for the Delivery of Banking Services to Seniors**

The Code of Conduct sets out principles that apply to banks to guide them when they deliver banking products and services to Canada's seniors. The principles cover topics such as policies and procedures, effective communication, training, and resources for employees and representatives.

- **BMO Adherence to the Code of Conduct for the Delivery of Banking Services to Seniors**

BMO's actions which comply with the code of conduct principles to deliver enhanced banking products and services to our senior customers.

- **Code of Conduct for Federally Regulated Financial Institutions – Mortgage Prepayment Information**

The Bank ensures enhanced information is available to assist borrowers in making decisions about mortgage prepayment.

- **Canadian Code of Practice for Consumer Debit Card Services**

This code of conduct is designed to protect Canadian consumers who use debit card services. It outlines industry practices and consumer/industry responsibilities in relation to debit card transactions and liability.

- **CBA Code of Conduct for Authorized Insurance Activities**

Outlines the banks' standards for branch employees offering credit, travel and personal accident insurance with respect to training, disclosure, promotion practices, customer privacy protection and customer redress.

- **Code of Conduct for the Payment Card Industry of Canada (enhanced October 30, 2024)**

This code of conduct applies to debit and credit card networks and their participants. It outlines payment card networks operators' responsibilities for providing information, flexibility, and choice to merchants.

- **Model Code of Conduct for Bank Relations with Small and Medium-Sized Businesses**

Model code of conduct for bank dealings with small and medium-sized businesses. The key elements of the model code are incorporated into individual bank codes.

- **Principles of Consumer Protection for Electronic Commerce: A Canadian Framework**

These principles are intended to guide the actions of businesses, consumers and governments in Canada in developing a consumer protection framework for electronic commerce over open networks, including the Internet. The framework also clarifies the responsibilities associated with the service.

- **Commitment to Provide Information on Mortgage Security**

The Bank is committed to set out the nature of the information about mortgage security that banks will provide to consumers shopping for a mortgage to obtain funds for the purchase of a residential property, and when they will provide that information, so that, before finalizing their choice of product, consumers have enough information to understand the implications of their choice.

- **Commitment on Powers of Attorney and Joint Deposit Accounts**

This public commitment sets out the information about Powers of Attorney that banks will make available to clients who want to give someone else the authority to do banking for them. The Commitment also sets out information that the banks will make available to their clients about joint deposit accounts.

- **Commitment on Low-Cost and No-Cost Accounts**

Several Canadian banks committed to enhance their low-cost bank accounts and offer no-cost accounts with the same features as low-cost accounts to a wider range of eligible consumers. No-cost accounts will be available to seniors qualifying for the Guaranteed Income Supplement, Registered Disability Savings Plan (RDSP) beneficiaries, Indigenous Peoples, youth (Canadians aged 18 and under), students and newcomers to Canada. This will ensure that Canadians have access to affordable banking services.

- **Commitment on Modification or Replacement of Existing Products & Services**

The Bank is committed to set out procedures when modifying or replacing existing personal products or services.

- **Guidelines for Transfers of Registered Plans**

A commitment outlining the maximum amount of time that banks may require when transferring a registered savings plan (RSP) containing deposit type instruments, mutual funds or securities between financial institutions.

- **Online Payments**

This public commitment outlines consumer and industry responsibilities related to the use of online payment systems in Canada. A process for dealing with disputes is included in the commitment.

- **Plain Language Mortgage Documents - CBA Commitment**

The Bank is committed to improve the understandability of residential mortgage documents.

- **Mastercard – Zero Liability**

Information regarding consumer's liability in the event of the unauthorized use of your Canadian-issued Mastercard card.

- **Visa – Zero Liability**

Information regarding consumer's liability in the event of the unauthorized use of your Canadian-issued Visa card.

- **Undertaking – Principal Protected Notes**

Describes the rescission rights available to clients who purchase any principal protected note by electronic means and/or by telephone.

IX. Complaint Resolution Process

If you have a complaint or concern, we encourage you to let us know and give us the opportunity to make it right. BMO's complaint resolution process is outlined in the **We're here to help – Resolving Customer Complaints brochure**, which is available online at bmo.com/resolving-a-complaint and at all BMO Bank of Montreal branches.

X. Glossary of Terms

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.

BMO Financial Group means Bank of Montreal and its affiliates that provide deposit, investment, loan, securities, trust, insurance and other products and services.

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, KONEK service purchase, debit card purchases, transfers of funds, and pre-authorized debits.

Debit Card Purchase means any purchase made with funds debited directly from your account(s) using your BMO Debit Card in-store and online.

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

Digital Banking Services (or BMO Digital Banking) means services that allow customers to manage their finances through a smartphone, through a mobile banking app or through a mobile browser using our mobile banking website m.bmo.com or, any other digital self-service channel that we may make available to you.

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.

KONEK service purchase means a payment processing service operated by INTERAC which enables BMO customers to complete purchases at participating online merchants by paying directly from selected eligible bank accounts or by using a credit 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, 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 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 Debit 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 ATMs, debit card purchases, Telephone Banking, BMO Digital Banking (other than those assisted by a customer contact associate), 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.

Transit Agency means a public transportation service. There are different Transit Agencies across Canada.

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