

Neo Money Account Disclosure Statement, Rate & Fee Schedule

This Neo Money Account Disclosure Statement, Rate and Fee Schedule (“Rate and Fee Schedule”) is provided by Neo Financial Technologies Inc. (“Neo”) on behalf of Concentra Bank (“we”, “us”, or the “Bank”) in connection with the Neo Money Account (the “Account”), offered and held by us. This Rate and Fee Schedule sets out the fees that apply to the Account, summarizes certain provisions of the Neo Money Account Agreement (the “Agreement”), and forms a part of the Agreement. We may change the information set out below in accordance with the Agreement. The information set out here and rates are correct as of February 13, 2023 and are subject to change in accordance with the Agreement. A formalized process is in place to assist you in obtaining a satisfactory response to any concerns or complaints you may have regarding our obligations or charges.

Fees and Features :

Feature	Fee
Monthly Account Fee	Free
Send & receive <i>Interac</i> e-Transfer®	Free

ET (Electronic Transfers)	Free
PAD (Pre-authorized Debit) ¹	Free
Bill Pay	Free
NSF (Non-sufficient funds) Fee	Free
Transaction tracing / recall	Free
Stop <i>Interac</i> e-Transfer®	Free
Opening or closing account	Free
Dormant account notice	Free
Inactive account charge	Free

Printed version of monthly statement or other documentation requested by user	\$5.00 for each document that is requested to be printed
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¹PAD is a form of Bill Pay. The rules outlined for Bill Pay in the Agreement apply.

Dollar Limit Maximums (Outgoing)	
<i>Interac</i> e-Transfer® Transaction Maximum	\$3,000.00
<i>Interac</i> e-Transfer® Daily Maximum	\$10,000.00
<i>Interac</i> e-Transfer® Weekly Maximum	\$10,000.00
<i>Interac</i> e-Transfer® Monthly Maximum	\$20,000.00

Neo to Neo Transaction Maximum	\$5,000.00
Neo to Neo Daily Maximum	\$10,000.00
Neo to Neo Weekly Maximum	\$20,000.00
Neo to Neo Monthly Maximum	\$30,000.00
Bill Pay	\$25,000.00 per payment
Electronic Transfer	\$30,000 outbound to linked external bank, per transaction \$100,000 limit for inbound from external bank account, per transaction

Maximum Balance Held Per Customer	The maximum balance per customer is \$200,000.00
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Interest calculations

Interest accrues on every dollar the day your Account becomes active. Interest is calculated daily on the total closing balance and paid monthly, based on the rates per annum, as offered. Interest rates are expressed annually and may vary from time to time. You acknowledge that, from time to time, we may change interest rates and how we calculate interest. The current interest rate can be found [here](#).

Fees

Fees are charged on the date that the transaction or event occurs (unless otherwise indicated). See the Rate and Fee Schedule above for all the fees applicable to the Account.

Neo will provide you with notice of any fee changes, either an increase in fees or the addition of fees, through electronic means. These means may include posting a notice on Neo’s website, through email, or through the Neo online web portal or mobile application or by any other method allowed by law as determined by us, at least 60 days before the change comes into effect.

Hold policy

This hold policy is based on regulation set by the Bank Act (Canada) and Payments Canada. When you make a deposit into your Account, Neo may place a hold on your deposit on our behalf to verify that the funds will be available from the account of the other financial institution. Although the deposit will be reflected in your account balance immediately, your ability to access the entire amount of your

deposit will be restricted until the hold period expires. This means that you will be unable to withdraw, transfer (ET or *Interac* e-Transfer®), or pay bills using funds that are being held.

Subject to the exceptions below, the maximum length of time Neo will hold funds for is 5 business days for amounts under \$1,500, and 8 business days for amounts above or equivalent to \$1,500.

In general, up to \$100 of each cheque you deposit to your Account (via Remote Deposit Capture) will be available for withdrawal on the business day following the day of deposit when you contact us. If the deposit is made by ET, access to the first \$100 will not apply. In addition, the first \$100 of each deposit may not be available for withdrawal if your account has been open for less than 90 days, at our discretion.

The expiry of the hold period means that you can access the entire amount of your deposit, but it does not guarantee that the cheque cannot be returned to us unpaid. You are financially responsible for any items that you deposit, and if a cheque is returned unpaid at any time (for example, due to insufficient funds, a stop payment order or a forged signature) either during or after the expiry of the applicable hold period, Neo has the right to charge the amount of the cheque or item to your Account.

We may extend the maximum hold periods or we may refuse to accept a cheque in some circumstances, including (but not limited to) if:

- We have reasonable grounds to believe that the cheque has been deposited for illegal or fraudulent purposes.

- The cheque has been endorsed more than once; is deposited 6 months or more after the date of the cheque; is not encoded with magnetic ink character recognition or is not readable by clearing and processing systems (e.g. has damaged or mutilated encoding).

Resolving concerns

If you have questions about your Account, please email support@neofinancial.com or call the toll-free telephone number 1 (855) 636-2265 during Neo's business hours.

CDIC insurance

The Neo Money Account is provided by Concentra Bank, a CDIC member institution, and is eligible for CDIC deposit protection. Deposits held in Neo Money Accounts are combined with eligible deposits held at Concentra Bank, for up to \$100,000 of deposit protection, per category, per depositor. For more information about CDIC deposit insurance, please consult CDIC's website cdic.ca.

Trademarks

Interac® is a registered trademark of Interac Corp. Used under license.

Language

These Terms are available in French and the French version can be accessed by clicking on this [link](#). By adding a Card to the Wallet and using the English version of the enrollment process, you confirm that:

1. the French version of these Terms has been provided to you, as you can access the French version of these Terms through the link provided in this section;

2. it is your express wish to be bound only by the English version of these Terms; and
3. all related documents and communications made to you under these Terms be provided to you in English only.

Les présentes Conditions sont disponibles en français et la version française est accessible en cliquant sur ce [lien](#). En ajoutant une Carte au Portefeuille et en utilisant la version anglaise durant le processus d'enregistrement, vous confirmez ce qui suit :

1. la version française des présentes Conditions vous a été fournie et vous pouvez accéder à la version française des présentes Conditions à l'aide du lien fourni dans le présent article;
2. votre volonté expresse est d'être lié uniquement par la version anglaise des présentes Conditions; et
3. toute la documentation et toutes les communications qui vous sont envoyées en vertu des présentes Conditions vous seront envoyées en anglais seulement.