

## Manulife Bank All-In Banking Package™

**Welcome!** You just organized all your banking needs into one powerful package – go you! Now, we could send you a big fat envelope full of paper about it, but no one wants to read all that. Instead, here’s a searchable electronic guide to your package. It’s easier to find what you need, and we wrote this guide for regular people to understand. It’s as short and sweet as can be.

### Agreement for your Everyday Banking Account and High-Interest Savings Account

#### Introduction - what our Agreement with you covers:

This Agreement covers your Everyday Banking Account and your High Interest Savings Account, and it includes the Summary of Rates and Fees in your Package App. It also covers the Visa Platinum Credit Card if you qualified for one.

We might need to make changes to this Agreement in the future and we’ll always post the most up-to-date version on our website at [Manulifebank.ca](http://Manulifebank.ca). We’ll also give you notice of all changes by posting them to our website at least 30 days in advance. We can also cancel this Agreement and close the accounts in your Package at any time.

You can find all this information on [our website](#).

#### 1. Using your accounts

**For residents of Quebec only:** you have expressly requested that this Agreement and any related documents be drawn up in English. Tu as expressément exigé que cette Entente et tout document qui s’y rattache, soient rédigés en anglais.

Your Package is specifically designed for you to use it for your personal banking and financial needs. You can’t use it for business, but we have other great business banking products that we can offer you through our Customer Care Centre at 1-877-765-2265.

Your Package is subject to a monthly fee (set out in the Fee Guide), but wouldn’t you rather pay yourself than us? At the end of every month, if the balance in your High Interest Savings Account is \$100 higher than the balance on the last day of the previous month, we’ll waive the monthly fee. Just a little perk to help you grow your savings! The monthly fee will always be charged in the month that your account is terminated.

#### 2. Your Everyday Banking Account

Your Everyday Banking Account is designed like a chequing account with its own account number and access card with all the latest payment features like Interac Flash® (think tapping your card). You can access your account online through our mobile banking app, and we also have a great ABM network if you need cash - our website has a handy [ABM locator](#).

You’re authorizing us to process your funds transfers and pre-authorized debits (PAD) according to the Payments Canada Rules. You can see these on the Payments Canada website at [www.payments.ca](http://www.payments.ca). Even with the internet, it takes time for money to make its way through the financial system, so we may have to hold some of your deposits until we get the money.

Transaction	Hold period (business days)
Fund transfer under \$50,000 \$50,000 or greater	None 3
Cheque under \$10,000 \$10,000 or greater USD from a Canadian institution	3 5 5

USD from a US institution made payable to Manulife Bank	30
Deposit through an ABM initial hold greater than \$2,000	$\frac{2}{7}$
Deposit through Mobile Deposit Capture under \$100 \$100 or greater	None 5

You can find our complete cheque hold policy as an answer to the question “Can I access the amount I deposit right away?” [here](#).

### 3. Your High-Interest Savings Account

Your High-Interest Savings Account will have an account number but won’t be connected to your bank card (because it’s a savings account). The only way to access the funds in your High-Interest Savings account will be through online banking or our mobile banking app. Your High-Interest Savings Account has a variable interest rate and the interest is calculated daily and paid monthly. We can change the interest rate and the way we calculate the interest payment.

### 4. Secured Overdraft

One of the unique features of your Package is that you can borrow money in your Everyday Banking Account for up to 75% of the balance in your High Interest Savings Account. The overall credit limit for this feature is \$5,000 and we’ll use the money held in your High Interest Savings Account as security – so, you won’t need to make a minimum monthly payment or bring your overdraft balance to zero every month.

Your overdraft balance will be paid off first any time you transfer money in your High Interest Savings Account back to your Everyday Banking Account. For example, let’s say you hold \$300 in your High Interest Savings Account, and you’ve overdrawn your Everyday Banking Account by \$100. If you want to withdraw or use that \$300, you will have to transfer it first to your Everyday Banking Account, where your \$100 overdraft will be automatically paid off. That would leave you \$200 in your Everyday Banking Account.

Keep in mind that you have to pay fees and interest on any overdraft amounts as soon as you start to borrow. We can also cancel your overdraft feature at

any time and ask you to pay off the overdraft balance all at once. If you don’t, we can pay it by sweeping the amount from your High Interest Savings Account, or from another account you have with us (the technical term for this is a banker’s right of set-off).

### 5. We’ll communicate with you Electronically

The easiest way for us to communicate with you is through our mobile banking app or email (and you give us permission to do that). We’ll make sure we have up-to-date technology to protect our communication and ask you to do the same. Please take a minute to review the [Online Security section](#) on our website.

### 6. Your Personal Information

For the most current and complete privacy policy, visit [our website](#).

We will collect, verify, use, and disclose your personal information according to your consent or as the law allows or requires. You consent to these measures and you will notify us about changes to your personal information or to your consent. If you want to access and verify your personal information, you can visit [this page](#). If you have a question about how we use your personal information, send a written request to the address at the end of this section.

#### What personal information do we collect?

- Identifying information like your name, address, telephone number(s), email address, your date of birth, occupation, driver’s licence, passport number or your Social Insurance Number (SIN);
- Information about how you use our products and services, and information about your preferences, demographics, and interests;
- Other personal information we might need to administer our relationship with you.

#### Where do we collect your personal information from?

- Your completed applications and forms
- Other interactions between you and the Bank

- Other sources, like:
  - Your advisor or authorized representative;
  - Third parties we deal with in issuing and administering your account;
  - Your employer or credit reporting agencies;
  - Public sources, such as government agencies, and internet sites.

### **What do we use your personal information for?**

- Help us properly administer the products and services that we provide and to manage our relationship with you;
- Confirm your identity and the accuracy of the information you give us;
- Evaluate your application, and determine the suitability of our products for you;
- Comply with legal and regulatory requirements;
- Support and maintain the accuracy and integrity of the credit reporting system;
- Understand more about you and how you like to do business with us;
- Analyze data to help us improve the products and services we provide
- Determine your eligibility for other products or services that you might be interested in, like securities, insurance, loans, investments, and rewards.

### **Who do we disclose your personal information to?**

- Persons, financial institutions and other parties we work with to issue and administer your account. This includes other Manulife entities;
- Authorized employees, agents and representatives;
- Your advisor and any agency that supervises your advisor;
- Any person or organization you've given consent to;
- Other institutions that may have granted you credit, credit bureaus and personal information agents with respect to your credit or financial history;
- People who are legally authorized to view your personal information;

- Service providers who require this information to perform their services for us (for example, data processing or programming).

We require our service providers to protect your information as carefully as we do.

### **How long do we keep your information?**

The longer of the time required either to manage your account, or to comply with the law.

### **Withdrawing your consent**

You can withdraw your consent for us to use your SIN for non-tax purposes. You can also withdraw your consent for us to use your personal information to offer you additional products and services, except those offers that are mailed with your statement.

We need a certain amount of your personal information to manage your account. You can always withdraw your consent, but if you withdraw so much that we can't manage your account anymore, we might consider the withdrawal to be an account termination.

To withdraw your consent, phone the Bank's customer care centre at 1-877-765-2265, or write to the Privacy Officer at the address below.

### **Manulife Bank of Canada Privacy Officer**

**500 King Street N**

**Waterloo, ON N2J 4C6**

[Privacy.office.canadian.division@manulife.com](mailto:Privacy.office.canadian.division@manulife.com)

### **7. Complaints**

We want to give you excellent customer service, so please let us know how we're doing (good or bad) by calling Manulife Bank's Customer Care Centre 1-877-765-2265.

Our Customer Care Experts will do everything they can to help you. But if you're not completely satisfied



after speaking to them, you can ask to talk to someone on our management team. You can also contact Manulife Bank's Ombudsman through our website.

If we still haven't gotten it right, another option is the independent Ombudsman of Banking Services and Investments (OBSI). Their toll-free number is: 1-888-451-4519 or from Toronto: (416) 287-2877.

Then there's the Financial Consumer Agency of Canada (FCAC) available through their [website](#) or at 1-866-461-3222.

## **8. Security of your bank accounts and cards (account numbers, passwords and PINs)**

We'll always do our best to protect your accounts. We need you to do your part too - we depend on you to keep your banking information secret. This is especially important for your online passwords and bank card PIN: you could be responsible for anything that happens if you let someone else have your passwords or PIN (even if you didn't give them permission to use that information).

You should also review your accounts and statements at least once every 30 days and let us know as quickly as you can if you see anything that looks out of place. We might hold you responsible if there was something you could have caught but missed because you didn't do the monthly review (the technical term for this is account verification).

Always call our Customer Care Centre (1-877-765-2265) right away if you have any concerns around the security of your accounts and bank card -- It's much better to be safe than sorry when it comes to this. There are some helpful tips on the [Fraud Prevention section](#) on our website.

It won't happen very often, but we can freeze the accounts in your Package and stop you from using them if we think we need to. This includes your bank card which is our property -- we can suspend or cancel it at any time. For example, we might need to do this to protect you or the Bank from fraud or something happening in your Package that isn't allowed under this Agreement.

**That's it for your Everyday Banking Account and High-Interest Savings Account.**

## Visa Platinum Card

### 9. Introduction

This Agreement applies to your Manulife Bank Visa credit card account and replaces any credit card agreement you had with us before. The fees and rates for your Visa Card are in Summary of Rates and Fees in your Package App

We can change the terms of your Visa card at any time by giving you the legally required notice. Using your card after a change means you have accepted it.

If you accept a promotional balance transfer interest rate offer or another special offer, the terms of that offer will apply to this Agreement. Once the offer ends, all the terms of this Agreement will apply as if the offer never existed.

Our Visa Rewards Program is automatically available to you with your Visa Platinum at no extra cost. You can find more information about it on [our website](#).

**For residents of Quebec only:** using the Card replaces your signature and means that you have received, understood and agreed to this Agreement. The date of the Agreement corresponds to the date the Credit Card Account is first used. The issuance of a credit card by us replaces our signature.

We will provide you with written notice of a proposed change at least 30 days before the change is stated to come into effect in the notice. This notice will contain the new provisions only, or the old and new provisions, and the effective date of the modifications. Should the amendment entail an increase in your obligations or a decrease in our obligations, you may refuse the change by terminating this Agreement without any cost or penalty or cancellation indemnity by notifying us within 30 days of the effective date of the change. Notwithstanding the foregoing, we may increase the credit rate, including the interest rate, as well as the annual fees, upon 30 days' prior notice.

### 10. Keeping your Visa Card in Good Standing

You have to keep your Visa card in good standing. This means making your minimum monthly payment on time and that all cardholders on your account are honoring all the terms of this Agreement. All cardholders and authorized users are bound by this Agreement, but only you are responsible for paying

the balance owed. Keeping your Visa card in good standing also means maintaining your Canadian resident status.

**For residents of Quebec only:** if there is more than one Cardholder, the obligations of all Cardholders are solidary and indivisible and may be claimed in its entirety from their respective heirs, legatees, and assignees.

### 11. Using your Visa Card

Your Visa card is only for personal use. You can't use it for business or investment purposes (including cryptocurrency purchases). You can't use it for any kind of gambling (including online) or for anything illegal. You also can't use your card after it expires – but you knew that.

Using your Visa card is as easy as presenting it at a checkout or using your number online. You can authorize transactions by signing, using your PIN, or submitting your card number.

You can set up pre-authorized payments but keep in mind that any changes or cancellations have to go through the person you set up the payments with, not us. We'll do our best to help but aren't responsible for your pre-authorized payments arrangements.

Cash-like transactions are treated as cash advances and are identified automatically for us by the retailer. You should ask the retailer you're dealing with whether a transaction will be considered a cash-like.

We will use the exchange rate charged to us to convert your foreign currency transactions. We will also charge the conversion fee in the Summary of Rates and Fees. Cheques, payments or ABM transactions will be converted using the rates at the time we process them.

We're not responsible for refunds and disputes you might have with retailers. You can always call us about a dispute with a merchant, and we'll try to help, but we can will only credit your account once we've received the merchant's voucher, and we can't stop payment or credit back any accrued interest.

**For residents of Quebec only:** the above provision is replaced with the following: the Primary Cardholder must ensure that we receive at least the Minimum



Payment by the payment due date indicated on the monthly statement.

**Clause required under the Consumer Protection Act (Contract extending variable credit for the use of a credit card):**

For the purposes of this contract, the sole fact that the card has been issued replaces the merchant's signature and the sole use of the card by the consumer replaces the consumer's signature.

In the event of loss or theft of a credit card, the consumer incurs no liability for a debt resulting from the use of such card by a third person after the issuer of the card has been notified of the loss or theft by telephone, telegraph, notice in writing, or by any other means. Even where such notice is not given, the liability of the consumer whose credit card has been lost or stolen is limited to the sum of \$50.

At the end of each period, the merchant, if he has a claim with regard to a consumer, must furnish the latter with a statement of account mailed at least 21 days before the date on which he may extract credit charges if the consumer does not discharge his entire obligation, credit charges for advances of money may start as of the date of the advance up until the date of payment.

The consumer may require the merchant to forward him, without charge, a copy of the vouchers for each of the transactions described in the statement of account.

Until the consumer receives a statement of account at his address, the merchant must not exact credit charges on the unpaid balance, except on advances of money.

It is in the consumer's interest to refer to sections 29, 123, 124, 126, and 127 of the Consumer Protection Act (chapter P-40.1) and, where necessary, to communication with the Office de la protection du consommateur.

## 12. Credit Limits

You'll get a monthly statement for your Visa Card – it'll show you how much you've borrowed (your balance), how much borrowing room you have left (your credit limit), and when you need to make your minimum payment. It will also show your cash limit – the limit on your cash advances, balance transfers, or convenience

cheques. You also can see this information anytime on your Package App or online.

If you go over any of your limits, you'll be charged the over-limit fees listed in the Summary of Rates and Fees. We can lower your credit limit or cash limit at any time without prior notice.

**For residents of Quebec only:** we will send you a monthly statement if you have an outstanding Balance on your account.

You will not be permitted to exceed your Credit Limit by conducting transactions, except that by entering into this Agreement, you expressly request that we permit you to exceed your Credit Limit solely in the event of pre-authorized payments, returned payments, interest charges or fees owed. If such an event occurs and we agree in our discretion to permit you to exceed your Credit Limit, we will not charge you over-limit fees.

## 13. Interest

Your monthly statement will list your current annual and daily interest rates. We may charge different interest rates on different portions of your balance.

You won't be charged interest on purchases in a month if we receive payment for the full balance shown on that monthly statement by the due date. If you don't pay the monthly balance in full, then interest charges on your purchases will appear on your next monthly statement and interest will be charged retroactively on each purchase from the purchase date until we receive a payment that covers the purchase. Any interest that is charged to purchases between the date of your last monthly statement and the date we receive the payment will appear on the next monthly statement. Fees are treated like purchases for the purposes of charging interest.

Interest is always charged on cash advances, balance transfers and convenience cheques. Interest is charged on cash advances beginning on the day they are taken. For balance transfers and convenience cheques, interest is charged beginning on the day they are posted to your Visa.

Interest is calculated by multiplying the total interest-bearing portions of your balance at the end of each day

by the daily interest rate applicable to each portion. The daily interest rate is the annual interest rate divided by the number of days in the year. Interest is calculated daily and added to your Balance monthly. We do not charge interest on interest.

**For residents of Quebec only:** After August 1, 2019, your minimum monthly payment will be the greater of:

- (a) \$10 plus any interest and fees (not including the annual fee); or
- (b) 5% of your outstanding new balance, inclusive of interest and fees

plus any amount by which the new balance exceeds your Credit Limit, and any amount past due from the prior month.

If the new balance is less than \$10, the balance is due in full. The period between the statement date and due date for payment is at least 21 days. The billing period covered by each statement can be from 20-33 days. Examples of borrowing costs (rounded to the nearest cent) assuming that all charges are purchases bearing interest at the regular rate of 19.99% for Purchases, fees and other charges or 21.99% for Cash Advances for a 30-day month and no other fees, additional payments or other charges are shown in the table below:

Av. Daily Balance Rate	Annual	Percentage
	<b>19.99%</b>	<b>21.99%</b>
\$100	\$1.64	\$1.81
\$500	\$8.22	\$9.04
\$1000	\$16.43	\$18.07
\$2000	\$32.86	\$35.15

#### 14. Paying what you owe

Manulife Bank is loaning you the money for any payments made using your Visa Card, and you have to repay it. We can demand that you pay back part of what you owe us or your full outstanding balance at any time.

Your monthly statement will show your minimum monthly payment and due date. You have to make that payment on time, even if your monthly statement is late. If your account has an amount past due, that portion of the minimum payment is due immediately. Missing a due date for your

minimum monthly payment will affect your interest rate, credit limit, cash limit, or any promotional offers. It can also mean that we will close your account and demand that you pay your balance immediately.

Payments are not credited to your Visa Card until we receive them, so choose a method that gets your payment to us on time. If we receive your payment outside our normal business hours, it will be treated like we received it on the next business day. Keep in mind that our business hours don't include weekends and holidays and that payments made by cash or cheque may go through hold periods – it's your responsibility to get us your payment on time. Your statement date and due date won't be the same every month, so remember to review your statement.

If you don't make a payment or pay your balance when we demand it, we can collect on all amounts you owe us without further notice to you and you will be responsible for all our legal fees. If we think it's appropriate, we can also collect by debiting any other accounts you have with Manulife Bank or another business in the Manulife Group of Companies.

**For residents of Quebec only:** We may redeem all or any portion of any matured fixed term deposit you have with Manulife Bank or an affiliate and apply the funds against your Balance;

**The following stipulation applies for residents of Quebec only in the event we require that the total Balance be paid immediately.**

Clause required under the Consumer Protection Act. (Clause of forfeiture of benefit of the term)

Before availing himself of this clause, the merchant must forward the consumer a notice in writing and unless he is exempted in accordance with section 69 of the General Regulation, he must forward him a statement of account. Within 30 days following the receipt by the consumer of the notice and, where necessary, of the statement of account, the consumer may:

- (i) either remedy the fact that he is in default;
- (ii) or present an application to the court to have the terms and conditions of payment prescribed in this contract changed.

It is in the consumer's interest to refer to sections 104 to 110 of the Consumer Protection Act (chapter P-40.1) as well as to section 69 of the General Regulation made under that Act and, where necessary, to communicate with the Office de la protection du consommateur.

### 15. Keeping your Visa Card Secure

You have to keep all your Visa Card information secret and safe. Don't use passwords that are easy to guess, don't give your card to anyone to use, and if your card is lost or stolen change your PIN and contact us right away. You should also make sure to permanently clear any personal banking information from your mobile phone or SIM card before you sell or recycle it.

Review your statement every month to make sure that only your authorized transactions show up. If you think there's been a mistake, or something looks out of place, let us know within 30 days.

You won't be responsible for unauthorized transactions if your Visa card is lost or stolen as long as you have kept your PIN and card safe, and you have done the monthly review for suspicious looking transactions.

**For residents of Quebec only:** the Primary Cardholder is not liable for any debt resulting from the use of the Card by a third person after we receive notice - written, verbal or by any other means - from a Cardholder that the Card was lost or stolen. If a Card is lost or stolen, where such notice is not given, Transactions and any resulting interest, fees and losses are limited to the sum of \$50.

### 16. Assignment

This Agreement gives us rights and imposes obligations on us. We can sell these to someone else without notice to you and without your consent (this means we can "assign" your Visa card to a third party without your consent). We can also sell your outstanding balances to another party without your consent. If we do this, all the terms of your Visa card will still be the same, but they will be with another party instead of us. You can't assign or in any way transfer your rights and obligations under this Agreement to anyone else.

**For residents of Quebec only:** we may notify you of any assignment as described in this paragraph.

### 17. Cancelling your Visa Card

You can cancel your Visa card by calling our Customer Care Centre at 1-877-765-2265 . We can cancel your card at any time without notifying you in advance.

Cancelling your Visa card will have no effect on the rights and obligations under this Agreement until all amounts you owe us are paid in full. Your responsibilities and liabilities will continue and so will ours until that time. We can demand that you pay all outstanding amounts immediately and can collect on them without further notice to you.

**For residents of Quebec only:** even if your Visa card Account is in Good Standing, we may terminate this Agreement and your Visa card upon 60 days prior written notice.