



Business Deposit Account Application

This application is to be used for one or more of the following accounts:

- ☐ Business Advantage Account
- ☐ \$US Business Advantage Account
- ☐ Business Guaranteed Investment Certificates (GICs)

This application is not to be used for Personal applications. For Personal applications, please use AB0168E.

For Trusts and Estates, please use AB0908E.

Manulife Bank of Canada
500 King Street North
Waterloo ON N2J 4C6
Fax: 1-866-840-6425

Questions?

*If you have questions, please contact
Manulife Bank at:
1-800-567-9170*

1 Business Information

Legal name of business		Operating As		For Quebec companies, provide the Quebec Enterprise Number (QEN) if available. QEN:	
Mailing address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>					
City	Province	Postal code	Business phone number	Fax number	
Email address			Business Website/URL		

Please indicate the type of business and submit the applicable documentation (as outlined on page 6).
Note: Business Number (BN) is required for all provinces. It is 9 digits in length and used by the business for federal taxes.

☐ Corporation	Incorporation number	Jurisdiction	BN/CRA
☐ Partnership	BN/CRA Note: If you do not have a BN, please provide SIN	☐ Sole proprietorship	BN/CRA Note: If you do not have a BN, please provide SIN
☐ Association, Society or Lodge	☐ Community account (i.e. hockey club, etc.)		
☐ Condominium Corporation	☐ Trade or Labor Union		
☐ Charity, Unincorporated Charitable Organization or Not-for-Profit Organization			

Is the Business a registered charity? ☐ Yes ☐ No
 If yes, please provide the CRA Registration number.

Does the Business solicit charitable financial donations from the public? ☐ Yes ☐ No

What is the primary function or activity of the Business?
Please refer to AB0648E for a list of options and select the one that most accurately describes the primary function of the business.

Please provide details on the expected use of the account. Complete only for Business Advantage Accounts (\$CDN and \$US)

Estimated dollar amount of the average transaction per month \$	Estimated number of transactions per month
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2 International Tax Classification

For more information, please visit www.canada.ca for the definitions of the terms used in this section and to help classify the entity.

2.1 Declaration of Tax Residence

What is the tax residence(s) of this entity? Answer all questions in this section.

Is the entity a tax resident of Canada? ☐ No ☐ Yes
 If yes, provide the Business Number (BN)

Is the entity a U.S. person? ☐ No ☐ Yes
 If yes, is the entity a specified U.S. person? ☐ No ☐ Yes
 If yes, provide Employer Identification Number (EIN).

Is the entity a tax resident of a jurisdiction(s) other than Canada or the U.S.? ☐ No ☐ Yes
 ▶ If yes, complete the information below for each jurisdiction. If you need more space, attach another page.

Jurisdiction of tax residence	Taxpayer Identification Number (TIN)
Reasons for not providing a TIN: ☐ A ☐ B ☐ C <i>specify:</i>	
Jurisdiction of tax residence	Taxpayer Identification Number (TIN)
Reasons for not providing a TIN: ☐ A ☐ B ☐ C <i>specify:</i>	

Reasons for not providing a TIN:
 A: The Business will apply or has applied for a TIN but has not yet received it.
 B: The Business's jurisdiction of tax residence does not issue TINs to its residents.
 C: Other (specify the reason).

2.2 Entity Classification – What is the classification of this entity? Complete this section for all entities.

2.2a Is the entity a financial institution?

- ☐ **No** If *no*, Go to section 2.2c.
- ☐ **Yes** If *yes*, provide the entity's Global Intermediary Identification Number (GIIN)

GIIN or if the entity does not have a GIIN, provide the reason why ► Go to section 2.2b

2.2b Does the financial institution meet all of these criteria?

- It is a resident of a non-participating jurisdiction.
- At least 50% of its gross income is from investing or trading in financial assets.
- It is managed by another financial institution.

- ☐ **No** ► Please go to section 3 – Ownership Details
- ☐ **Yes** ► Please go to section 3 – Ownership Details

2.2c Select the option that best describes the entity and go to Section 3.

- ☐ The entity is a corporation with shares that regularly trade on an established securities market or a related corporation.
- ☐ The entity is engaged in an active trade or business – less than 50% of its gross income is passive income and less than 50% of its assets produce passive income, other than an entity described in the previous option.
- ☐ The entity is a government, a central bank or an international organization (or an agency of one).
- ☐ The entity is a Canadian registered plan identified as a non-reporting financial institution by the *Income Tax Act* (Canada), for example an RPP, RRSP, RRIF, DPSP, or TFSA.
- ☐ The entity is an active non-financial entity other than an entity described in the four previous options.
- ☐ The entity is a passive non-financial entity.

3 Ownership Details

Please complete the following for individual(s) or business(es) that directly or indirectly own or control 25% or more of the Business.

If the Business is owned by another business, complete the Business Information Statement (AB0462E).

For all corporations, attach documentation that shows the ownership (totalling 100%), control and structure of the corporation (e.g. attach a corporate structure chart that shows the entity's entire chain of ownership and family of companies).

Owner #1

Name (last, first and middle initial)		Date of birth (mmm/dd/yyyy)	
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>		City	Province
			Postal code
Email address		Mobile phone number	
Occupation		% Ownership/Interest	

Answer the following if the entity:

- answered *yes* in section 2.2b, or
- is a passive non-financial entity as indicated in section 2.2c

Is Owner #1 a tax resident of Canada?

- ☐ No ☐ Yes

Is Owner #1 a U.S. citizen or U.S. resident for U.S. tax purposes?

- ☐ No ☐ Yes If *yes*, provide social security number (SSN) or individual taxpayer identification number (ITIN).

SSN or ITIN

Is Owner #1 a tax resident of a jurisdiction(s) other than Canada or the United States?

- ☐ No ☐ Yes If *yes*, please complete International Tax Reporting for Individuals form (AB0804E).

3 Ownership Details (continued)

Owner #2

Name (last, first and middle initial)		Date of birth (mmm/dd/yyyy)		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>		City	Province	Postal code
Email address		Mobile phone number		
Occupation		% Ownership/Interest		

Answer the following if the entity:

- ▶ answered yes in section 2.2b, or
- ▶ is a passive non-financial entity as indicated in section 2.2c

Is Owner #2 a tax resident of Canada?

☐ No ☐ Yes

Is Owner #2 a U.S. citizen or U.S. resident for U.S. tax purposes?

☐ No ☐ Yes If yes, provide social security number (SSN) or individual taxpayer identification number (ITIN).

SSN or ITIN

Is Owner #2 a tax resident of a jurisdiction(s) other than Canada or the United States?

☐ No ☐ Yes If yes, please complete International Tax Reporting for Individuals form (AB0804E).

Owner #3

Name (last, first and middle initial)		Date of birth (mmm/dd/yyyy)		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>		City	Province	Postal code
Email address		Mobile phone number		
Occupation		% Ownership/Interest		

Answer the following if the entity:

- ▶ answered yes in section 2.2b, or
- ▶ is a passive non-financial entity as indicated in section 2.2c

Is Owner #3 a tax resident of Canada?

☐ No ☐ Yes

Is Owner #3 a U.S. citizen or U.S. resident for U.S. tax purposes?

☐ No ☐ Yes If yes, provide social security number (SSN) or individual taxpayer identification number (ITIN).

SSN or ITIN

Is Owner #3 a tax resident of a jurisdiction(s) other than Canada or the United States?

☐ No ☐ Yes If yes, please complete International Tax Reporting for Individuals form (AB0804E).

Owner #4

Name (last, first and middle initial)		Date of birth (mmm/dd/yyyy)		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>		City	Province	Postal code
Email address		Mobile phone number		
Occupation		% Ownership/Interest		

Answer the following if the entity:

- ▶ answered yes in section 2.2b, or
- ▶ is a passive non-financial entity as indicated in section 2.2c

Is Owner #4 a tax resident of Canada?

☐ No ☐ Yes

Is Owner #4 a U.S. citizen or U.S. resident for U.S. tax purposes?

☐ No ☐ Yes If yes, provide social security number (SSN) or individual taxpayer identification number (ITIN).

SSN or ITIN

Is Owner #4 a tax resident of a jurisdiction(s) other than Canada or the United States?

☐ No ☐ Yes If yes, please complete International Tax Reporting for Individuals form (AB0804E).

4 Director information

For corporations, partnerships, condominium corporations or trade/labour unions. For occupation, please be as specific as possible; e.g. manager of sales for a software company.

Please complete the information below for all of the directors of the Business. If additional space is required, please attach a separate sheet.

Name (last, first, middle initial)	Occupation
Name (last, first, middle initial)	Occupation
Name (last, first, middle initial)	Occupation
Name (last, first, middle initial)	Occupation

5 Authorized signing officer information

Please complete the information below for each of the Authorized Signing Officers (maximum of three).

For accounts that require two or more signatures to transact, the Business will have limited transaction capabilities through online and mobile banking. To perform most transactions, including but not limited to moving money out of the account, the Signing Officers will be able to call the Customer Service Centre.

For verifying identification, please provide one valid Canadian government issued photo ID verified in person. If photo ID is not provided, please complete Identification Verification Form and Signature Card (AB0487E).

Signing Officer #1

Name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)	Occupation		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>	City	Province	Postal code	
Email address	Home phone number	Mobile phone number		
☐ Canadian Driver's Licence ☐ Canadian Passport ☐ Canadian Provincial or Territorial Identification ☐ Canadian Citizenship Card (issued prior to 2012) ☐ Other Canadian photo ID (specify) _____				
Document number	Issuing Jurisdiction (Province)	Issuing Country Canada	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)

Signing Officer #2

Name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)	Occupation		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>	City	Province	Postal code	
Email address	Home phone number	Mobile phone number		
☐ Canadian Driver's Licence ☐ Canadian Passport ☐ Canadian Provincial or Territorial Identification ☐ Canadian Citizenship Card (issued prior to 2012) ☐ Other Canadian photo ID (specify) _____				
Document number	Issuing Jurisdiction (Province)	Issuing Country Canada	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)

Signing Officer #3

Name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)	Occupation		
Home address (number, street, apartment) <i>Address cannot be PO Box. Physical address required.</i>	City	Province	Postal code	
Email address	Home phone number	Mobile phone number		
☐ Canadian Driver's Licence ☐ Canadian Passport ☐ Canadian Provincial or Territorial Identification ☐ Canadian Citizenship Card (issued prior to 2012) ☐ Other Canadian photo ID (specify) _____				
Document number	Issuing Jurisdiction (Province)	Issuing Country Canada	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)

6 Representative Information and Assertions

I confirm that I have seen the authentic, valid and current identity verification documentation presented by the Authorized Signing Officers. I have completed and attached the Third Party Identification form (AB0321E), if I have reasonable grounds to suspect the Business is opening the Account/Investment on behalf of or for the benefit of a third party. I also undertake to inform Manulife Bank if I become aware that the Account/Investment is being operated for the benefit of a third party. I confirm that I have delivered to the Business the Account Operating Agreement and the *Manulife Bank Services and Fees Guide - Business Accounts* (AB0855E) which sets out the charges applicable to the Account.

Saskatchewan Deposit Agents Only: I confirm that I am a Deposit Agent for Guaranteed Investment Certificates for Manulife Bank in the Province of Saskatchewan. I hereby declare that I hold in trust all funds or certificates delivered or issued under this Application for the Business signing.

Did the individual(s) initiate a new relationship with you for the purpose of opening this account? ☐ No ☐ Yes

If yes: ☐ Individual(s) referred by someone I know ☐ Individual(s) came to me directly

Advisor

Agent name (last and first)		Representative code
Telephone number	Ext.	Fax number
Email address		
Signature		Date (mmm/dd/yyyy)

Manulife Bank Representative

Representative name (last and first)	Sales code
Signature	Date (mmm/dd/yyyy)

Next steps:

1. Provide a copy of this application and the Business Operating Agreement to the Business.
2. Follow the appropriate instructions below for the method of the initial deposit:
 - a. Funds Transfer:** Fax the completed application and a copy of the personalized VOID cheque to the fax number on the cover page.
NOTE: The cheque must be preprinted with the Business's full name. If a preprinted cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed and stamped by the other financial institution is required.
 - b. Cheque:** Mail the completed application and the Business's initial deposit cheque to the address on the cover page.
 - c. Local Area Banking:** Fax the completed application, stamped copy of the NDDS and a photocopy of the cheque you deposited to the fax number on the cover page.
3. Ensure you attach the corresponding documentation below **and** any supplementary forms required as indicated throughout this application.

Type of Business	Identification documentation
Corporation (examples include for-profit businesses, public bodies such as municipalities, cities and hospitals and incorporated not-for profit organizations such as churches, charities and associations)	For all corporations, attach documentation that shows the ownership, control and structure of the corporation (e.g. attach a corporate structure chart that shows the entity's entire chain of ownership and family of companies). Please complete the Banking Resolution (AB0649E), and have it ratified by the Board of Directors. The Bank will confirm existence of the entity by searching various government databases. If search results are not acceptable, additional documentation may be required. Copy of CRA registration and number for registered charity.
Partnership	Copy of registration or partnership agreement.
Sole proprietorship	Copy of name registration of business with federal or provincial government.
Unincorporated charitable or not-for-profit organization (examples include a club, association, society, lodge or church)	Copy of provincial or federal registration or other constituting documents (i.e. articles of association, charter, by-laws, minutes of meetings). Copy of CRA registration and number for registered charity.
Community organization (examples include a hockey club, etc.)	Copy of document proving existence (for example, charter, minutes of meetings establishing authorities).
Condominium Corporation	Copy of Declaration registered at Land Titles office (Strata Plan in British Columbia) and Banking Resolution (AB0649E), passed by the Board of Directors.
Trade/Labour Union	Copy of Certificate of Registration of the union name with federal or provincial government. If not registered, then copy of Constitution that set out the powers and duties as well as Officers. If a local chapter of a union, then copy of charter signed by the Union's Authorized Officers authorizing local union.

Visit manulife.ca/advisors for additional assistance and tips including rate guarantees and using local area banking.

1 Business – Must be completed if the Business is an existing Manulife Bank client.

Business's name

Manulife Bank account number (for existing clients only)

2 Deposit Accounts – The total of all Deposit Amounts should equal the initial deposit.

☐ Business Advantage Account (\$CDN)

Deposit Amount	Variable interest rate	Source of deposit
\$	*	☐ Funds Transfer ☐ Cheque ☐ Local Area Banking

☐ \$US Business Advantage Account

Deposit Amount	Variable interest rate	Source of deposit
\$	*	☐ Funds Transfer ☐ Cheque

* Advantage Account variable annual interest rate(s) applicable to this account(s) is posted at manulifebank.ca, additional terms and conditions may apply. Interest is calculated daily and paid monthly.

☐ Short-Term Guaranteed Investment Certificate (30-364 days – minimum \$25,000)

Interest is compounded annually and paid at maturity. Redeemable prior to maturity. For redemptions, a 1.25% rate reduction and \$25 fee apply.

Deposit Amount	Term (days)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed Interest rate	Maturity instructions
\$					

☐ Long-Term Guaranteed Investment Certificate (1-5 years – minimum \$2,500)

Interest is compounded annually and paid at maturity, non-redeemable prior to maturity.

Deposit Amount	Term (years)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed Interest rate	Interest option	Maturity instructions
\$					☐ Annual ☐ Semi-annual ☐ Monthly ☐ Compound	
\$					☐ Annual ☐ Semi-annual ☐ Monthly ☐ Compound	
\$					☐ Annual ☐ Semi-annual ☐ Monthly ☐ Compound	

Your GIC will be issued on the Issue date and the Interest rate specified above only if Manulife Bank receives your payment on or before the Issue date. Investments are non-transferable and non-assignable. Manulife Bank will adjust the Maturity date forward if it falls on a weekend or holiday. Direct deposits will be made to the Manulife Bank account associated with this application. If no Maturity instructions are provided, the investment will be reinvested for the same term at the interest rate offered at that time. A ten (10) business day cancellation option applies.

3 Funds Transfer – Complete only for Business Advantage Accounts (\$CDN and \$US)

Attach a personalized cheque drawn on your account at a Canadian financial institution to this application made payable to the Business or marked VOID. Manulife Bank will link that account so you have the option to transfer funds to and from your new Manulife Bank account. For \$US accounts, you must attach a personalized cheque that is drawn on the Business's \$US account at a Canadian financial institution.

Transfer Instructions:

Regular fund transfers can help you reach your savings goal faster. Use the following section to authorize transfers from the account detailed on the business cheque included with your application to transfer funds into your Manulife Bank account:
(Please leave blank if you do not wish to arrange a transfer at the date of this Application.)

Amount	Product Type	Start date (mmm/dd/yyyy)	End date (mmm/dd/yyyy)	☐ One-time transfer ☐ Semi-monthly (1 st & 15 th) ☐ Bi-weekly	☐ Monthly ☐ Weekly
\$	☐ \$CDN ☐ \$US				
Amount	Product Type	Start date (mmm/dd/yyyy)	End date (mmm/dd/yyyy)	☐ One-time transfer ☐ Semi-monthly (1 st & 15 th) ☐ Bi-weekly	☐ Monthly ☐ Weekly
\$	☐ \$CDN ☐ \$US				

Note: If a personalized cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed by the Business's current financial institution is required to verify the account information. Funds transfers can only be set up with a bank account at another Canadian financial institution that offers this service. The Business undertakes to inform the Bank, in writing, of any change to the Linked Account information provided in this Application at least five (5) business days prior to the next due date of a funds transfer.

4 Additional Services – Complete only for Business Advantage Accounts (\$CDN)

- ☐ **Deposit slips** (please allow 4-6 weeks for delivery).
- ☐ **Personalized business cheques in quantities of 50** (Fees apply. Please contact us for current pricing.)
- ☐ **Tax Payment and Filing Service** (Fees apply. Please refer to the Manulife Bank Services and Fees Guide - Business Accounts and the Tax Payment and Filing Service - Terms and Conditions for more details.)

5 Electronic Statements, Notices, Alerts and Other Communications

The Business understands that the statement and email notification preferences can be changed anytime through Manulife Bank digital banking.

- ☒ The Business agrees and consents to receive **electronic** statements through Manulife Bank digital banking and to receive notices, alerts and other communications about the account to the email address on file with Manulife Bank. The Business has read and agrees to the terms and conditions for electronic statements and notices available online at www.manulifebank.ca/estatemnts. The Business understands:
- The Business will receive account statements electronically
 - The Business will receive an email notification when any new communication is available, **provided the Business has given Manulife Bank their email address**
- ☐ The Business would like to opt out of electronic statements and receive **paper** statements only (fee applies).

6 Regulatory Information

Will this account be used by or on behalf of a third party?

	Business Advantage Account (\$CDN)	\$US Business Advantage Account	Business GICs
No – This account will be used under the instruction of the account owner(s).	☐ No	☐ No	☐ No
Yes – This account will be used under the instruction of someone else.	☐ Yes	☐ Yes	☐ Yes

If **yes**, you must complete Third Party Identification form (AB0321E), and attach/submit it with your application.

What is the intended use of the account?

Business Advantage Account (\$CDN)	☐ Daily banking	☐ Investment
\$US Business Advantage Account	☐ Daily banking	☐ Investment

7 Quebec Residents Only

The Business acknowledges that the Business was provided with the French version of this application. The Business has expressly requested that this application be drawn up in English. The Business further acknowledges pursuant to Quebec laws, the Business will receive all documents provided as part of this application or required to fully complete this application in English and French and all further related documentation will be sent exclusively in English.

8 Signatures

The undersigned Authorized Signing Officer(s) of the applicant Business agrees, acknowledges and certifies, by signing this Application, that:

- The information provided is true and complete.
- In order to keep the Business file current, the Business will advise Manulife Bank of any changes to the information provided in the Application within 30 days.
- The Business hereby acknowledges that the Business has received a Business Account Operating Agreement and the *Manulife Bank Services and Fees Guide - Business Accounts* (AB0855E) that sets out the charges applicable to the Business's Account and agree to be bound by the terms and conditions governing these services as set out in the Operating Agreement and any individual who has provided their personal information consents to the collection, use and disclosure of the information, in accordance with the terms of the Personal Information Statement.
- The Business expressly consents to Manulife Bank providing this product to the Business.
- Any individual agrees that Manulife Bank may refer to their credit file, for identification purposes, when they are unable to satisfy their identification requirements with the information in this Application.
- Cheques and other vouchers will not be returned to the Business.
- The Business acknowledges that the Advisor on the account may receive compensation.
- The Bank is entitled to rely on this executed application as duly and validly authorized and binding on the Business. For businesses other than Corporations, the Bank does not need to make any further inquiry into the authority of the Authorized Officers to bind the Business.
- The Business requests that the Bank open the Account for the Business.
- An acknowledgement of the account will be sent to the Business within 15 days of receipt by Manulife Bank. If the Business does not receive such acknowledgement, the Business should make further inquiries.

Certified at	(City, town)	this		day of	(month)	,	(year)
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Please indicate how many signatures are required to transact on the Account 1 .

Authorized Signing Officer's signature	Name (last and first)	Title
Authorized Signing Officer's signature	Name (last and first)	Title
Authorized Signing Officer's signature	Name (last and first)	Title

PRINT

To be completed if a current banking resolution is *not* in place or changes are being made to the account.

To: **Manulife Bank of Canada (the “Bank”)**

The undersigned certifies:

THAT the following is a true copy of resolutions duly passed on the _____ day of _____ by the Director(s) of

Corporate Name

(hereinafter called the “Corporation”) and that said resolutions are now in full force and effect and that the Bank may act upon them until the Bank is notified in writing to the contrary:

RESOLVED:

- 1. THAT Manulife Bank of Canada (hereinafter called the “Bank”) is appointed one of the bankers of the Corporation.
- 2. THAT any _____* of the Authorized Signing Officers of the Corporation identified below (is/are) authorized on behalf of the Corporation to sign such agreements and other documents and deliver such instructions as may be required by the Bank in accordance with the Account Operating Agreement and the Business Account Application to provide the selected banking services to the Corporation.
- 3. THAT these Resolutions shall be irrevocable until alternate Resolutions shall have been passed and a certified copy delivered to the Bank.
- 4. THAT the following are the Authorized Signing Officer(s) of the Corporation:

Title	Name	Specimen signature

Certified at

(City, town)

this

day of

(month)

,

(year)

Authorized Officer of the Company signature

Title

* Indicate the number of Officers required to provide instructions on the Account.

Tax Payment & Filing Service - Terms and Conditions

- 1. Enrollment:** You will provide Manulife Bank of Canada (the “Bank”) the information required for enrollment including, but not limited to your full legal name and that of your company, email address, telephone number, mailing address, banking and billing account information. The Bank will use a third party service provider, Dye & Durham Payment Filing Services (PFS) to conduct the payments on behalf of the Bank. Your personal information will be used, protected, and disclosed in accordance with the Bank’s Privacy Policy. You are also responsible to maintain all usernames, passwords, access and account information under your control.
- 2. Processing of Payments:** Payments are processed and funds debited from your account early in the morning on the payment date. This means that if your taxes are due tomorrow, you must enter the payment today before midnight (local time). Once a payment has been initiated, it cannot be modified, only cancelled up until 11:59 pm local time on the day before the payment date. Payments entered on the due date are considered late and will be subject to government penalties. Local time refers to the primary time zone for the Province/Territory selected during enrollment.
- 3. Due Date:** Is when your payment is due to the government agency. It is calculated from information you enter when you registered the tax type you wish to pay.
- 4. Payment Date:** Is when your payment will be debited from your Manulife Bank account and submitted to the government agency. You cannot set the payment date for a weekend or a statutory holiday – it will automatically be adjusted to the next business day. You may initiate a payment up to a year in advance, but no later than midnight local time of the last business day before the due date if you wish to avoid a late payment fee and or government penalty.
- 5. Sufficient Funds:** You are responsible for ensuring that sufficient funds are in your account on the payment date. If funds are not available, the payment that you have scheduled will be reversed and a non-sufficient funds (NSF) fee may apply. The government agency may also charge you a late payment penalty. The reversed debit to your account will indicate failed payment.
- 6. Confirmation:** After a payment has been initiated, a confirmation message will display along with a confirmation number. This will be your proof of remittance.
- 7. Service Charges:** When you enroll for the service, the business account you designate will be debited an enrollment fee of \$25.00. A \$2.00 fee per transaction will apply. All fees will be debited from your account and are subject to change at any time.

Business Account Operating Agreement

Introduction and Definitions

In exchange for the Bank permitting the Business to open and operate any and all Accounts with the Bank, the Business agrees that it shall be subject to the following terms and conditions.

When used in this agreement, the “Business” means the business entity that applied for the Account and signed the Account Application (the “Application”) and the “Bank” means Manulife Bank of Canada. The words “Access Number” mean the number provided to me by Manulife Bank for internet and telephone banking purposes.

In this agreement, the expression “the Account” or “the Business’ Account” refers to any and all deposit, line of credit, \$US, Guaranteed Investment Certificate or Term Deposit accounts, including Access Numbers, the Business has with Manulife Bank. The word “Agreement” means the Account Operating Agreement including the Access Number Agreement and the Funds Transfer Agreement.

A. General Account Terms (applicable to all accounts)

1. Service Charges

The Bank may levy a service charge (the “Service Charges”) against the Business Account for the operation of the Account and may debit the Account from time to time with the amount of such charge. If any of these charges are changed or a new charge is introduced, the Bank will provide the Business with at least thirty (30) days prior notice of the change or addition.

2. Bank’s Right to Set Off Debts

Notwithstanding section 32(a) (Verification of Account), if the Business owes the Bank any debt or liability, it agrees that the Bank may charge such amount against any positive balance in the Account, in any manner the Bank deems appropriate and without any further notice to the Business.

3. Account Restriction

The Business agrees that the Bank may restrict access to the Account if the Bank has reason to believe that unauthorized or fraudulent activity is occurring on the Account.

4. Authorized Signing Officer(s)

Those persons named in the Application or for corporate accounts those persons named in the Corporate Resolutions provided to the Bank is/are authorized to undertake the following activities, subject to the conditions herein:

- to sign, endorse, make, draw, and/or accept all cheques, promissory notes, bills of exchange or other negotiable instruments, any orders for payment, debits or money, including orders or directions in informal or letter form, any contracts for letters of credit, bankers’ acceptances or forward exchange documents, security agreements and generally all instruments or documents for the purpose of binding or obligating the Business in any way in connection with the Account and transactions with the Bank whether or not an overdraft is thereby created and, instruments, and documents so signed shall be binding upon the Business;
- to receive from the Bank, and where applicable provide receipt for, all statements of account, passbooks, cheques and other debit vouchers, unpaid and unaccepted bills of exchange and other negotiable instruments and to delegate such authority to one or more other persons;
- to borrow money from the Bank upon the credit of the Business in such amounts and on such terms as may be deemed expedient by obtaining loans or advances or by way of overdraft or otherwise; and
- to negotiate with, deposit or transfer to the Bank (but for the credit of the Account only) any and all money, cheques, promissory notes, bills of exchange or other negotiable instruments, and orders for the payment of money and for the said purpose to draw, make, sign, endorse (by rubber stamp or otherwise) any and all of the foregoing, and every such signature or stamping shall be binding on the Business.

5. Type of Business

a) Sole Proprietorship

If the Business is a sole proprietorship, the sole proprietor signing the Application certifies that he/she carries on business under the name of the sole proprietorship indicated on the Application. The sole proprietor acknowledges and agrees that he/she will be liable and responsible to the Bank for all transactions entered into or to be entered into with the Bank and for every promissory note, bill of exchange, debit, draft, cheque, receipt or instrument made, drawn, accepted, endorsed (by rubber stamp or otherwise) or signed by the sole proprietor or by his/her duly constituted attorney. The sole proprietor

hereby authorizes the Bank to use his/her social insurance number for the purpose of tax reporting and administering the Account. In addition, every reference to the “Business” in the Application and in this agreement shall mean the sole proprietor.

b) Partnerships and Corporations

The Business certifies that there are no provisions in the constating documents, by-laws, unanimous shareholders agreement, partnership agreements, or documents governing the formation and governance of the Business or any other agreement, document or instrument to which the Business is bound which restrict, limit or regulate in any way the powers of the Business, or the powers of the representatives on behalf of the Business, to do any of the acts and execute any of the documents referred to in the Application and in this agreement, as such may be amended from time to time by the Bank.

6. Use of Agents

The Bank may use the services of any bank or agent as it may deem advisable in connection with the banking business of the Business. Such bank or agent is deemed to be the agent of the Business and the Bank will not, in any circumstances, be responsible or liable to the Business by reason of any act or omission of such bank or agent, however caused, in the performance of such services or by reason of the loss, theft, destruction or delayed delivery of any Instrument while in transit to or from, or in the possession of, such bank or agent.

7. Personal Information Statement

In this Statement, “you” and “your” refer to the applicant(s) or co-applicant(s) who is (are) the account holder(s). “We”, “us”, “our” and “the Bank” refer to The Manulife Bank of Canada and its related affiliates.

Why do we collect, use, and disclose your personal information?

To establish and manage our relationship with you, providing you with products and services, administering our business, and complying with legal and regulatory requirements.

By signing the application, you give your consent for us to collect, use, and disclose your personal information, as set out in this Personal Information Statement. Any alterations to the consent must be agreed to in writing by the Bank.

What personal information do we collect?

Depending on the product or service, we collect specific personal information about you such as:

- Identifying information such as your name, address, telephone number(s), email address, your date of birth, driver’s license, occupation, passport number or your Social Insurance Number (SIN)
- Financial information, investigative reports, credit bureau report, and/or a consumer report
- Information about how you use our products and services, and information about your preferences, demographics, and interests
- Other personal information we may require to administer your products or services and manage our relationship with you

We use fair and lawful means to collect your personal information.

Where do we collect your personal information from?

- Your completed applications and forms
- Other interactions between you and the Bank
- Other sources, such as:
 - Your advisor or authorized representative(s)
 - Third parties with whom we deal in issuing and administering your products or services now, and in the future
 - Public sources, such as government agencies, credit bureaus, and Internet sites
 - Other Financial institutions, your employer

What do we use your personal information for?

We will use your personal information to:

- 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 provide
- 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 make decisions and understand our customers better so we can improve the products and services we provide
- Determine your eligibility for, and provide you with details of, other products or services that may be of interest to you offered by us or our affiliates or select third parties. These could include securities, insurance products, loan and investment products, credit products and reward programs.
- Perform audits, and investigations and protect you from fraud
- Automate processing to help us make decisions about your interactions with us, such as, applications, approvals or declines

Who do we disclose your personal information to?

- Persons, financial institutions and other parties with whom we deal in issuing and administering your account now, and in the future
- Authorized employees, agents and representatives
- Your advisor and any agency which has entered into an agreement with us and has supervisory authority, directly or indirectly, over your advisor, and their employees
- Any person or organization to whom you gave consent
- 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, programming, data storage, market research, printing and distribution services and investigative agencies)

The abovementioned people, organizations and service providers are both within Canada and jurisdictions outside Canada. Therefore, your personal information may be subject to interprovincial or cross-border transfers in order to provide services to you and subject to the laws of those jurisdictions.

Where personal information is provided to our service providers, we require them to protect the information in a manner that is consistent with our privacy policies and practices.

Withdrawing your consent

You may withdraw your consent for us to use your personal information for certain uses, subject to legal and contractual restrictions.

You may not withdraw your consent for us to collect, use, retain, or disclose personal information we need to issue or administer the account unless federal or provincial laws give you this right. If you do so, an account may not be issued and we may treat your withdrawal of consent as a request to terminate the account.

If you wish 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.

Accuracy and Access

You will notify us of any change to your contact information. If your information has changed, or if you need to correct any inaccuracies to your personal information in our files.

You have the right to access and verify your personal information maintained in our files, and to request any factually inaccurate personal information be corrected, if appropriate. Requests can be sent to: **Privacy Officer Manulife, P.O. Box 1602, Del Stn 500-4-A, Waterloo, Ontario N2J 4C6 or Canada_Privacy@manulife.ca**

For more information, you can review our Manulife Bank Privacy Policy. Please note the security of email communication cannot be guaranteed. Do not send us information of a private or confidential nature by email.

8. Amendment

The Bank may, from time to time, at its discretion, amend this Agreement by giving the Business 30 days prior notice in writing. The current version of this Agreement may be obtained at any time at manulifebank.ca or by calling us during regular business hours at 1-877-765-2265.

9. Giving Notice

Any notice, including without limitation, a notice of amendment or any demand or other communication referred to in this Agreement may be forwarded to the Business by personal delivery, courier, by prepaid ordinary, registered, or certified mail or included in a monthly statement, or by email or any other electronic communication mode that the Business and the Bank agree to use, at the last known address of the Business as shown in the Bank's records. The Business agrees that it shall be deemed that they have received the same on the date of delivery, if personally delivered or if delivered by courier or on the fifth (5) business day after mailing by prepaid ordinary, registered, or certified mail, even if the Business does not actually receive it.

10. Electronic Communication

An electronic communication includes any communication by telephone, facsimile, wire, or e-mail. The Business agrees that the Bank is irrevocably authorized to act in accordance with, and to rely on, any instructions, information or correspondence transmitted by electronic communication by, or in the name of, the Business where the communication is sent by an individual purporting to be an authorized signing officer. If a facsimile is received, the Bank will act on a signature purporting to be the signature of the authorized signing officer(s). If the Business requests, the Bank will forward copies of any statements, instruments or other documents by facsimile or other electronic transmission to the number or address provided by the Business from time to time, even though such electronic communication may not be considered "secure". The Business will be deemed to have received the electronic communication on the day and time recorded by a fax machine of the Bank or on the day recorded by the server of the Bank for email.

The Business agrees that any records regarding any electronic communication will be admissible in any legal, administrative or other proceeding as if such records were the original written documents. The Bank's records will be conclusive as to the information contained in such electronic communications.

11. Request for Information or Documentation

The Bank may from time to time receive requests to provide information or documentation regarding the Business Account. The Business agrees that it will be responsible for any costs incurred by the Bank in order to comply with any warrants, subpoenas, court orders, Canada Revenue Agency requests for information or other demands that the Bank is required by law to comply with and the Business authorizes the Bank to charge such costs to the Account.

12. Bank's Right to Close the Account

The Business understands that the Bank may close the Account and cancel this Agreement at any time, with reasonable notice to the Business. If at the time of closure the Account has a positive balance, the Bank shall deliver a cheque for the balance to the Business at the last known address, as shown in the Bank's records, (unless the Bank and the Business agree to a different method of payment). For \$US Accounts, the Bank shall initiate a funds transfer to the Other Financial Institution as shown in Manulife Bank's records for the balance. Thereafter the Bank shall be completely relieved of its obligations and liabilities under this Agreement. The Business understands that it is not relieved of its obligations and liabilities under this Agreement until the Business has paid all amounts owed to the Bank, including interest, service charges or costs associated with the Account.

13. Quebec Residents Only:

The Business acknowledges that the Business was provided with the French version of this Account Operating Agreement, and have expressly requested that this Account Operating Agreement be drawn up in English. The Business has expressly requested that all further documents related to the Account and the Account Operating Agreement be drawn up in English exclusively.

14. Complaint Handling Procedures

To ensure that your questions or concerns are addressed as quickly as possible, please follow these steps:

Step 1. First, go to the source

Most problems can be resolved quickly and easily by speaking with your advisor or with our Customer Service Centre.

Call us at: 1-877-765-2265 (Toll Free Across Canada)

Email us at: manulife_bank@manulife.com

Step 2. Talk to management

If you are not completely satisfied with our staff member's response, ask to speak to the manager in the department.

Step 3. Ask for a further review

If your complaint is not resolved within 14 days at the first step, it will be transferred to the Complaints Office or if you are not satisfied with the manager's response, you can escalate your complaint to the Complaints Office for an additional review.

Call us toll free at: 1-855-891-8671

E-mail us at: Manulife_Complaint_Office@manulife.ca

Our response to you: Once the investigation has been completed, you will receive a written response explaining the reasons for the decision.

Step 4. Still not satisfied?

If the Customer Care Team is unable to resolve the problem to your satisfaction, please write to the Client Dispute Resolution Office (CDRO):

Client Dispute Resolution Office
Manulife Bank of Canada and Manulife Trust Company
500 King Street North
PO BOX 1602, Station Waterloo
Waterloo, Ontario N2J 4C6

You may also choose to e-mail us instead at
ClientDisputeResolutionOffice@manulife.ca.

The CDRO aims to resolve each complaint as quickly as possible, however, should this exceed 56 days from the date you filed your complaint at Step 1, you have the option for external recourse in Step 5. Once your complaint has been investigated by the CDRO, you will be sent a written response.

Step 5. External recourse

If after following the above steps, you continue to remain dissatisfied and wish to pursue your complaint, or your complaint has not been resolved within 56 days since you raised your complaint in Step 1, external recourse is available to you, through The Ombudsman for Banking Services and Investments (OBSI).

The Ombudsman for Banking Services and Investments

The Ombudsman for Banking Services and Investments (OBSI) is part of the Financial Services OmbudsNetwork (FSO), which is a national industry-based dispute resolution system for consumers of financial services. The OBSI deals with concerns about banking and securities investment products and services that have not been resolved through the company's dispute resolution system. Toll free telephone number: 1-888-451-4519 or from Toronto (416) 287-2877.

The Financial Consumer Agency of Canada

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

If the Business has a complaint about a consumer provision, the Business may contact the FCAC, in writing at:

The Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9
By telephone: 1-866-461-3222
FCAC website: <https://www.canada.ca/en/financial-consumer-agency.html>

15. General Provisions

- This Agreement shall remain in full force and effect until terminated by written notice signed on behalf of the Business and filed with the Bank at each branch where an Account of the Business shall be kept.
- This Agreement shall be binding upon the successors and legal representatives of the Business and on the Bank in respect of all transactions in the name of the Business.
- This agreement shall be governed by and construed in accordance with the laws of the Province or Territory as set out in the Application as the Business' head office address.

Access Numbers Agreement

16. Access Number

An Access Number may be issued by the Bank to the Business. The Business is solely responsible for determining who is authorized to use the Access Number and receive the Business' password. If an Access Number is issued by the Bank to the Business, the Business agrees to the following terms with respect to the use of an Access Number and to all the other terms of this Agreement as they may apply. Any director, partner, officer/member, owner or employee of the Business who has access to or control of and uses any passwords, codes or an Access Number relating to any account held with the Bank is hereby authorized for and on behalf of the Business to engage such services with respect to the Account.

17. Security of Access Number and Password

The Business is solely responsible for its password security. The password must be kept confidential between the Business and the Bank. The Business agrees to take reasonable steps to ensure that in the event that the Access Number is lost or stolen, the finder or thief will not also obtain the password. The Business authorizes the Bank to accept and the Business agrees to be responsible for all instructions given using the Business' Account number, Access Number and password. The Bank will not be liable to the Business for any loss or claim arising out of the Bank relying on verbal or electronic instructions

purporting to be the Business' instructions unless and until the Business has notified the Bank of a stolen/lost Access Number in accordance with section entitled "Lost or Stolen Numbers".

18. Credit Advances

The Business may use the Access Number to access an existing line of credit product with the Bank. The Business is obligated for credit advances obtained by the use of the Access Number in accordance with any line of credit agreement entered into with the Bank.

19. Transaction Verification

Any transaction generated by use of the Access Number is not completed until the Bank has verified and processed the transaction in its records according to its usual banking practice, regardless of any confirmation produced at the time of transaction. The Business will verify each transaction upon receipt of its Account statement and notify the Bank in writing of any errors, irregularities or omissions as set out in the section entitled "Verification of Account" below.

20. Liability

The Bank makes no claims or warranties with respect to the equipment or the system used for electronic banking, and the Bank shall not be liable for any failure or malfunction of the equipment or the system, except as specifically provided by law or by the Canadian Code of Practice for Electronic Transaction Services (the "Code"). The Business will be liable for all authorized uses of the Access Number, for any errors made when using the Access Number and for any unauthorized use of the Access Number to which the Business has contributed. The Business contributes to an unauthorized use of the Access Number when:

- The Business fails to notify Manulife Bank as soon as they become aware that the Access Number has been lost or stolen,
- The Business keeps a poorly disguised password in close proximity to the Access Number,
- The Business voluntarily discloses their password, which includes the use of an easily guessed password such as the name of the Business, telephone number, or sequential series such as "1234", or
- any other circumstances described in the Code.

The Business agrees to exercise safe security practices when using its Access Number when accessing Electronic Transaction Services. This includes, but is not limited to, complying with any security measures as may be recommended by its service provider relating to requirements for encryption technology, virus scanning software, a firewall system, anti-spyware software or any similar safeguards to maintain the security of the Electronic Transaction Services.

21. Lost or Stolen Numbers

The Business will notify the Bank immediately by telephone or in writing of the loss, theft or any unauthorized use of the Access Number and password. The Business will contact Manulife Bank by telephone at 1-877-765-2265 or in writing at 500 King Street North, 500 M-A, PO BOX 1602 STN WATERLOO, WATERLOO ON N2J 4C6. The Business' liability will cease only when notice of loss, theft or unauthorized use is received by the Bank.

22. Limits and Fees

The Bank has the right to limit the frequency or amounts of withdrawals or to impose fees for Access Numbers or transactions or to change its policies regarding these matters at any time without amending this agreement and the Business authorizes the Bank to charge its Account as indicated when the Access Number is used.

23. Termination

The Access Number is the property of the Bank, which may revoke, limit or suspend its use, or issue a new number at any time. In that event, any transactions processed prior to the receipt of notice of cancellation shall be bound by this agreement.

24. Dispute Resolution

In the event of a problem with the Access Number transaction the Business will first attempt to resolve the problem with Manulife Bank.

Any other dispute the Business has regarding the services provided by this Agreement will normally be resolved within 30 business days after Manulife Bank is notified in writing of the dispute. If a dispute cannot be resolved within this time, then the Business will follow the complaint handling process as outlined in the section in this Agreement entitled "Complaint Handling Procedures".

B. Terms that Apply to Deposit, \$US and Line of Credit Accounts Only (in addition to the General Account Terms above)

25. \$US Accounts

Notwithstanding anything else in this Agreement, the Business acknowledges that \$US Accounts do not include certain features and services, including ABM Access Cards or ABM access, cheque writing privileges, overdraft protection, direct deposit, pre-authorized payments or bill payment services and that any and all references to such features and services in this Agreement apply to Canadian dollar deposit accounts only. Without limiting the generality of the preceding sentence, the sections in this Agreement entitled "Overdraft Agreement" and "Stop Payments" do not apply to \$US Accounts.

26. Nature of Account

The Account will be used for investment purposes and is not a regular business operating account. The Business understands that the Bank reserves the right to close the Account should there be any misuse by the Business.

27. Debits to Account

The Bank is authorized without inquiry to honour and to pay any and all cheques, debits or other instruments duly signed for the Business by the Authorized Signing Officer(s), drawn or paid to the individual order of any person signing the same, whether encashed, tendered in payment of the person's obligation, deposited to the credit of such person or paid by an Automated Banking Machine ("ABM") withdrawal and the Bank is held harmless and indemnified by reason of such action.

The Bank may establish procedures to permit access to the Account by the Business through any medium offered from time to time by the Bank. All transactions by telephone, computer or other means (whether electronic or otherwise) will have the same legal effect as if authorized by written instructions of the Business. The Business agrees to comply with such limits and conditions for such access as may be required by the Bank from time to time.

28. Credits to Account

The Business can deposit funds to the Account by mail, direct deposit, electronic transfer, or any other method acceptable to the Bank. The Bank may credit to the Account deposits made by another person on behalf of the Business. All instruments deposited must be payable to the Business. The Business authorizes the Bank to endorse in the name of the Business any instrument deposited without endorsement. This endorsement will be deemed to be made by the Business.

29. Interest Rates and Maximum Deposit Amounts

The Bank may change its interest rates from time to time and interest rate changes will be posted on its website and telephone banking system. Current interest rates may be obtained at any time at manulifebank.ca or during regular business hours at 1-877-765-2265. Manulife Bank's posted deposit interest rates are effective for deposits up to a certain maximum amount. Information on maximum deposit amounts is available at manulifebank.ca. Manulife Bank may change its maximum deposit amounts from time to time and any changes to maximum deposit amounts will be posted on its website.

30. Hold Funds Policy

All deposits made to the Account may be subject to a hold. These deposits can be, but are not limited to, a cheque deposited to the Account or an Electronic Funds Transfer. If the deposit is subject to a hold, the full amount of the deposit will be credited to the Account immediately; however, the Business will not be able to access the funds being held for any purpose, including to honour any cheques or pre-authorized payments, until the conclusion of the "hold period".

The duration of the hold period will be for the following number of business days:

	Minimum	Maximum
Cheques or Electronic Funds Transfers drawn on another Canadian Financial Institution		
• less than or equal to \$1500.00	2	5
• greater than \$1500.00	2	8

The Business understands that the maximum hold period may not apply where there is a material increased credit risk or in exceptional circumstances, including but not limited to where (i) Manulife Bank has reasonable grounds to believe there may be illegal, fraudulent or improper activity in relation to an account; (ii) an account has been open for less than 90 days; (iii) the deposited cheque has been endorsed more than once; or (iv) the deposited cheque is considered stale-dated (after six months).

The Bank may also accept deposits from the Business on a "collection-only" basis, in which case the Business agrees that the funds will not be credited to the Account until the Bank receives payment from the other financial institution.

31. Returned Instruments

If an instrument is returned to the Bank unpaid, the Business authorizes the Bank to reverse the credit (and any interest paid on that credit) to the Account. If the instrument is in a different currency than the currency of the Account, the Business authorizes the Bank to debit the account for any cost or loss associated with the currency exchange on the unpaid instrument.

32. Verification of Account

- Statements: If the Business elects to receive written statements of account the Business shall notify the Bank in writing of any errors, irregularities or omissions within thirty (30) days of the mailing of a statement and at the expiration of the said thirty (30) days (except as to any errors, irregularities or omissions of which the Bank has been so notified) it shall be conclusively deemed as between the Bank and the Business that such statement and the amount of the balance shown is correct.
- Other Verification: Where a periodic Account statement is not provided to the Business, the Business has thirty (30) days following the date on which any debit or credit is posted to the Account by the Bank within which to notify the Bank of any error, irregularity or omission in respect of such posting or the amount thereof; and at the expiration of the said thirty (30) days (except as to any errors, irregularities or omissions of which the Bank has been so notified) it shall be conclusively deemed as between the Bank and the Business that such posting and the amount is correct.
- The Business agrees that it is responsible for all use of the Account, including forgery or material alteration of its cheques, and that Manulife Bank has no responsibility for such use, unless the Business can show that it took reasonable care to protect its cheques, where applicable, and that the Business examined the Account statement and notified Manulife Bank of the unauthorized use of the cheques or Account within the verification timeline outlined above.

33. Stop Payments

The Business can ask the Bank to stop payment of a cheque or pre-authorized payment drawn on the Business Account, provided it has not already been paid from the Account. The Business agrees that in order for the Bank to process a stop payment it must provide the exact amount and date of the item, the payee, the full account number on which it is drawn and the cheque number (if applicable). The Business acknowledges that if the information provided is incorrect, if the payment is final and irrevocable or if the Business does not give the Bank sufficient time to process the stop payment request, the Bank will not be able to stop the payment. The ability to request stop payments is not a contractual or legal right. The Business agrees that the Bank will not be responsible for any loss that might occur as a result of the Bank's failure to process a stop payment.

34. Encoded Cheques

The Business will draw encoded cheques only on the Account for which the cheques are encoded. The Bank will not be liable in any circumstances, for any loss or damage arising from the wrongful acceptance of a cheque, or wrongful refusal by the Bank to honour a cheque, drawn by the Business on an account other than the account for which the cheque is encoded.

35. Foreign Currency Transactions

Foreign currency transactions will be converted to Canadian dollars at an exchange rate determined by the Bank or the Bank's third party service provider on a date determined by the Bank and may not be the same date as the service was requested. If a foreign currency transaction is reversed from the Account for any reason, the Business accepts responsibility for any loss or costs associated with the currency exchange and authorizes the Bank to debit such charge from the Account.

36. Dormant Accounts

The Business understands that the Account will be marked as inactive if no activity (withdrawal, deposit or online transaction, initiated by the Business) occurs in the Account for a period of one year. Notification will be sent to the last known address of the Business, as shown in the Bank's records, in the second, fifth and ninth year of inactivity. The Bank may charge dormant account fees to the Account and if there are insufficient funds to cover such fees, the Business authorizes the Bank to close the Account without notice. If the Business has not contacted the Bank within ten years from the date that the Account was marked as inactive, the Account will be designated as abandoned.

The Business understands that, in accordance with federal law, if the Account has been designated as abandoned, the Bank will transfer the Account balance to the Bank of Canada and it will be the responsibility of the Business to file a claim with the Bank of Canada to obtain the balance.

37. Waiver of Protest

The Business waives in favour of the Bank presentment, notice of dishonour and protest of all bills of exchange, promissory notes, cheques, orders for payment of money, securities, coupons, notes (all or any of which are hereinafter collectively or separately referred to as "Instruments" or "Instrument" as the case may be) drawn, made, accepted or endorsed by the Business and now or hereafter delivered to the Bank at any of its branches or agencies for any purpose. The Business shall remain liable to the Bank as if presentment, notice of dishonour and protest had been duly made or given. Provided that the Bank may note or protest any Instrument because of any endorsement other than that of the Business or the Bank or for other reason if the Bank, in its discretion, considers it in the best interest of the Business or the Bank. The Bank will not, in any circumstances, be responsible or liable for failure or omission to note or protest any Instrument.

38. Funds Transfer Agreement

The Business authorizes the Bank to process funds transfers for business purposes as provided in the Application, subject to the following terms:

- a) The Bank may debit or credit the Account(s) named in the Application with the Bank and the other accounts (the "Other Account(s)") held by the Business with the named other financial institutions in the Application (the "Other Financial Institution(s)") when transferring funds between them, subject to such limits and conditions as are required by the Bank and by the Other Financial Institution(s).
- b) Authorization is provided for the benefit of the Bank and the Other Financial Institution(s) named on the Application and is provided in consideration of the Bank and the Other Financial Institutions agreeing to process funds transfers against the Business Account(s), in accordance with the rules of Payments Canada.
- c) In order to authorize the Bank to arrange electronic funds transfers or to vary or cancel an existing authorization, the Business will contact the Bank by telephone, personal computer or other electronic device as permitted by the Bank. The Business needs a password or code to initiate and authorize such transfers or changes, which the Business shall provide to the Bank. By using this password or code, and initiating a funds transfer or change, the Business acknowledges that it is authorizing the Bank to transfer funds between the Business Account(s) and the Other Account(s) at the Other Financial Institution(s), as specified by the Business or to cancel or vary an authorization as may be applicable.
- d) The funds transfer may be cancelled provided notice is received five (5) business days before the next scheduled funds transfer. A sample cancellation form, or further information on the Business' right to cancel the funds transfer is available from the Bank or by visiting www.payments.ca. The Bank may also cancel this funds transfer agreement on no less than ten (10) business days notice. Revocation of this authorization does not terminate any contract for goods or services exchanged.
- e) The Business acknowledges that provision and delivery of this Funds Transfer Agreement to the Bank constitutes delivery by the Business to the Other Financial Institutions. Any delivery of this Funds Transfer Agreement to the Bank constitutes delivery by the Business. The Business acknowledges that the Other Financial Institutions are not required to verify that a funds transfer has been issued in accordance with the particulars of this Funds Transfer Agreement including, but not limited to, the amount. The Business acknowledges that an Other Financial Institution is not required to verify that any purpose of payment for which a funds transfer was issued, which is a debit on an Other Account, has been fulfilled by the Bank as a condition to honouring a funds transfer debit issued or caused to be issued by the Bank on the Other Account.
- f) The Business acknowledges that for a one-time funds transfer, this agreement will no longer be valid once the request has been fulfilled. Any subsequent one time funds transfer request(s) requires a new funds transfer agreement.
- g) The Business must inform the Bank in writing of any change to the bank account at least five (5) business days prior to the next due date of a funds transfer.
- h) Contact Information:

Manulife Bank of Canada
500 KING STREET NORTH
WATERLOO ON N2J 4C6
Tel: 1-877-765-2265

39. Overdraft

- a) At its discretion, the Bank may make overdraft protection available to the Business. If for any reason, including action by the Bank, there is an overdraft in the Business' Account, it is deemed to be a loan made to the Business. If the Bank allows the Business to overdraw the Account the Business is liable to the Bank for the overdraft and will pay the overdraft on demand, together with interest thereon at the interest rate charged by the Bank from time to time for overdrafts.
- b) The Bank may deduct from any other of the accounts the Business may have with the Bank the amount of any payment that the Business is obliged to make to the Bank under this section and credit the amount to the Account.

C. Terms that Apply to Guaranteed Investment Certificates and Term Deposits Only (in addition to the General Account Terms above)

40. Notice

The Business agrees that all confirmations, certificates and maturity notices will be sent to the Business at the last known address as shown in the Bank's records.

41. Early Redemption

The Business understands that Guaranteed Investment Certificates cannot be redeemed or any amount withdrawn prior to the maturity date of the investment. Short term deposits are redeemable prior to maturity but will incur a \$25.00 fee and no interest will be paid prior to 30 days. After 30 days, a fee of \$25.00 and an interest discount of 1.25% will apply.

42. Transfer of Investment

The Business agrees that Guaranteed Investment Certificates and Term Deposits are non-transferable and non-assignable.

43. Maturity Instructions

The Business understands that Manulife Bank will forward a maturity notice to the Business prior to the maturity date of the account for terms of 30 days or more. The maturity notice will confirm the maturity instructions provided on the original account application. If the Business wishes to change the original maturity instructions, the Business understands that it must contact the Bank prior to the maturity date to provide new maturity instructions. If maturity instructions were not provided on the original application and the Business does not contact the Bank at least one business day prior to maturity, the Business understands that the principal and interest amounts will be automatically reinvested for the same term at the current interest rate offered at that time. The Business understands that it may cancel the automatic reinvestment only by contacting the Bank within 10 business days of the date of the automatic reinvestment.

44. Interest

The Business acknowledges that the interest rate on its Guaranteed Investment Certificate and Term Deposit varies depending on the term and interest option selected. The Business understands and agrees that the Interest Rate indicated in the Application will apply to its Guaranteed Investment Certificate and Term Deposit only if the Bank receives payment on or before the Issue Date. If payment is not received by the Bank on or before the Issue Date, the Business understands and agrees that it shall be required to amend the Application and the current interest rate offered at that time shall apply. Interest is calculated on the principal amount of the investment for the number of days in the term on the basis of 365/366 days. Interest will be paid to the Business based on the interest option selected in the original account application. If the Business has chosen to have interest paid to it, the Bank will forward the interest payments to the Business based on the instructions provided on the original account application. If the Business has chosen to have the interest paid at maturity, the final interest payment will be included with the principal and sent to the Business on the maturity date of the investment.

Business Function

Business Application

When completing the mandatory primary function or activity of the Business field on Manulife Bank business applications, you must select the option that most accurately reflects the Business' primary function from the list below.

- Accounting Services
- Actuarial
- Administration / Clerical
- Advertising / Media / Technology
- Adult Entertainment
- Advisor Agency
- Ammunition Dealer
- Amusement Park / Arcade
- Architecture
- Arms Manufacturer
- Art or Antique Dealer
- Athletics
- ATM Provider (other than FI)
- Auction House
- Aviation
- Banking
- Bar / Nightclub
- Broadcasting / Journalism
- Broker Agency
- Car, Boat, or Plane Dealership
- Casino
- Caterer
- Charity – Registered
- Charity – Unregistered
- Child Care / Daycare Service
- Cigarette Distributor
- Cleaning Service / Janitorial
- Club / Group / Organization
- Condominium Corporation
- Convenience Store
- Correctional Service
- Cosmetology
- Counseling
- Court Service
- Currency Exchange
- Customer Service
- Delivery
- Dentistry
- Editorial / Writing
- Educational Service
- Electric Generation / Distribution
- Emergency Medical Response
- Engineering Service
- Entertainment and Media Production
- Environmental Services
- Equipment Dealer
- Event Planning
- Factory Service
- Farming (crop)
- Farming (livestock)
- Financial Investment
- Fire & Rescue Service
- Fishing
- Fitness Training
- Food Service
- Foreign Financial Service
- Funeral Service
- Gambling Service
- General Contracting
- General Labour
- Government / Public Service – Federal
- Government / Public Service – Municipal
- Government / Public Service – Provincial
- Hotel Service
- Human Resources
- Import / Export
- Information Technology (IT)
- Insurance
- Judicial
- Laboratory Services
- Landscaping / Horticulture
- Law Enforcement
- Legal
- Liquor Store (Non-government – owned and operated)
- Locomotive Engineering
- Logging / Forestry
- Lottery Service
- Management Services
- Manufacturer – Finish Product
- Manufacturer – Supply Chain
- Marketing
- Massage Parlor – Registered
- Massage Parlor – Unregistered
- Medical Care Facility
- Medical / Dental Center
- Medical Sales
- Medical Services
- Military / Armed Forces / Navy Service
- Mining Oil / Gas
- Money Service Business
- Musician / Conductor
- Notary Public Service
- Not-for-Profit Service
- Offshore Corporation
- Paralegal Service
- Parking Garage (Non-government – owned and operated)
- Pawn Broker
- Pharmacy
- Photography
- Plant / Warehouse Service
- Police Service
- Precious Metals, Stones and Jewels Dealer
- Private Investigation
- Private Investment
- Publishing
- Radiology Services
- Real Estate
- Restaurant
- Retail (Other)
- Retail Clothing
- Retail Electronics
- Retail Food / Grocery
- Road Maintenance
- Sciences
- Social Services
- Telecommunications
- Telemarketing
- Theatre
- Trade Services
- Transportation
- Trapping / Hunting
- Travel Agency
- Trusts (Real Estate / Family / Personal)
- Used Automobile / Truck Dealer
- Vending Machine Provider
- Wholesale Trade – General Goods
- Wholesale Trade – Manufacturing / Construction

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Manulife Bank Services and Fees Guide

— Business Accounts

Welcome to Manulife Bank! We've made everyday banking easy with the combined chequing and savings account that gives you high interest on your business' excess cash as well as easy access to your money when you need it!



Manulife bank service charges

Effective November 16, 2020

These charges are applicable to Canadian and U.S. dollar business deposit accounts. Not all services are available for U.S. dollar accounts. Refer to your account operating agreement for services available on your account.

Daily banking transactions

Deposits

Fund transfer	no charge
Direct deposit.....	no charge
Mobile deposit.....	no charge
Mail in cheque	no charge
Interac e-Transfer®	no charge

Withdrawals

Fund transfer	no charge
Cheque	\$1.50
Pre-authorized payment	no charge
Bill payment	\$1.00
Interac e-Transfer®	\$1.00

Tax Payment and Filing Service (for \$CDN Accounts only)

One-time enrollment fee	\$25.00
Per transaction fee	\$2.00

Other services

Wire transfers – Canadian, US, or International (charges from the other financial institution may also apply)

\$10,000 or less.....	\$30.00
\$10,001–\$50,000	\$50.00
\$50,001+	\$65.00
Incoming wire transfer	\$15.00

RBC Royal Bank deposit slips	no charge
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Statements

Monthly e-Statements (\$CDN Accounts)	no charge
Monthly paper statements (\$CDN Account)	\$2.00/month
Semi-annual paper or e-Statements (\$US Accounts)	no charge
Duplicate statement (mailed)	
if statement is less than one year old	\$5.00
if statement is one year old or more	\$10.00

Overdraft interest

(Calculated on daily closing balance, charged monthly).....	21%/yr
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Non-Sufficient Funds (NSF) item processing

If payment is returned	\$45.00
If payment is made (plus overdraft interest on amount that is in overdraft)	\$5.00
Fund transfer from one account to another to cover the NSF amount.....	\$5.00

Invalid cheque deposited

(e.g. stale dated cheque)	\$7.00
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Stop payment	\$10.00
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Official cheques (in lieu of certified cheque)	\$10.00
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Outgoing cheque collection	\$50.00
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Personalized cheques

You can order cheques in quantities of 50. Ordering and pricing is available through online and mobile banking. You can also print personalized void cheques through online banking.

Non-MICR (Magnetic ink character recognition encoded cheque)

(e.g. photocopy)	\$10.00
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Foreign funds

Only Canadian and U.S. currency cheques will be accepted for deposit. Cheques must be drawn from an account held at another Canadian financial institution. All other foreign currency deposits will be returned.

To process a cheque deposit to your account that requires currency conversion (excluding travellers' cheques)	\$10.00
Returned foreign deposit	\$10.00

Searches/Notices

Bill payment tracing service.....	\$15.00
Bill payment investigation/refund.....	\$15.00
Search and photocopy an item processed within the last 90 days	\$5.00
more than 90 days ago	min of \$15, or \$35/hr
Detailed recap of account transactions	min of \$15, or \$35/hr
Confirmation of account letter	min of \$15, or \$35/hr
Audit confirmation letter.....	min of \$15, or \$35/hr

Courier charges

Standard courier charge.....	\$10.00 per mail item (e.g. official cheque, account statement, etc.)
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Dormant accounts with balances below \$100

If your account is acknowledged within 60 days of 2-, 5-, and 9-year notice.....	no charge
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If your account is not acknowledged within 60 days of 2-, 5-, and 9-year notice.....	\$20.00
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Notes

- Fees are subject to change with at least 30 days of prior written notice.
- All fees are presented on a per item basis, unless otherwise stated.
- Fees are in the currency of your account and are automatically charged to your account.

Interest payments

Interest is calculated on your daily closing balance and paid to your account monthly. Interest is payable in the currency of your account. Visit [manulifebank.ca](https://www.manulifebank.ca) for current rates.

Processing transactions

Depending on your transaction, processing times may vary. We may put the amount of your transaction on hold for a certain period in accordance with our hold funds policy. This allows us to verify that the funds are available from the account at the other financial institution. Make sure you allow sufficient time for your transactions to be processed.

You can log into online or mobile banking at any time to view any amounts that may be on hold.

Security and privacy

The security and privacy of your personal information is important to us. Your password to our online, mobile and telephone banking services is the key to your personal information and should be kept private. For more information about online security and our commitment to privacy, visit [manulifebank.ca](https://www.manulifebank.ca) or contact us to request a copy of the Manulife Bank Privacy Policy.

Transaction	Hold period (business days)
Cheque or electronic fund transfer of \$1,500 or less, drawn on another Canadian financial institution	2–5 days
Cheque or electronic fund transfer greater than \$1,500, drawn on another Canadian financial institution	2–8 days

For complete details about our hold funds policy, how we process certain transactions and the types of services available on your account, refer to your account operating agreement.

Transaction services

You have several convenient ways to access your account:

Online banking

Self serve online by signing into your account at manulifebank.ca.

Telephone banking

Easily access your account by phone. You can reach our telephone banking service by calling 1-877-765-2265.

Mobile banking

Use our mobile banking app to bank — anytime, anywhere. Manulife Bank Mobile is available for most Apple® and Android™ smartphones and tablets.

Contacting Manulife Bank

To learn more about our products or the services available on your account, contact us at:

Telephone:

1-877-765-2265

Fax:

1-877-565-2265

Email:

manulife_bank@manulife.com

Website:

manulifebank.ca

Mail:

Manulife Bank of Canada
500 King Street North,
Waterloo, ON N2J 4C6

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For more information, please visit manulifebank.ca

Business Advantage Account

