

# Business Banking Guide

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# At Coast Capital, your business is our business.

You'll notice we do things a little differently here. We're a member-owned cooperative and that means if it matters to you, it matters to us. All Coast Capital members are owners, so the success of our members really is our top priority and we actually care how things turn out. We're here to help you navigate through it all with over 80 years of experience in delivering honest, realistic and personalized advice that puts you first.

In this guide, you'll find our most popular business products and services. For a complete list of all our offerings and service fees, please visit [coastcapitalsavings.com/businessfees](https://coastcapitalsavings.com/businessfees).

## Need expert advice you can trust?

Let's work together to understand your situation, needs and goals so that our team can provide the right advice and financial solutions for you. Call us or book an appointment today.

**Metro Vancouver:** 604.517.7000

**Greater Victoria:** 250.483.7000

**Toll-Free:** 1.888.517.7000 (option 3 to speak directly with our Business Banking team)

You can also visit us online at

[coastcapitalsavings.com/business](https://coastcapitalsavings.com/business)

# Business Accounts

## The Deposit-for-free Business Account

Just getting your business off the ground? This chequing account could be right for you. This account is most beneficial if you average one transaction a day. You can make as many deposits<sup>1</sup> as you like for a low monthly fee and you pay just \$1 for each withdrawal<sup>2</sup> like bill payments, in-branch withdrawals and transfers between Coast Capital accounts, and Point Of Sale (POS) transactions within Canada. Coast Capital or THE EXCHANGE<sup>®</sup> Network ATM withdrawals are also \$1 each.

Monthly  
fee:  
**\$6**

### What you get:

- No deposit content fees
- Unlimited in-branch and ATM deposits<sup>1</sup>
- Unlimited transfers via online, mobile and telephone banking between Coast Capital accounts
- Free access to business deposit ATMs which instantly credit deposits made to your account
- Free eStatements
- Paper Statements additional \$3 per membership per month (optional)

## The One Small Fee, the Rest is Free Business Account®

Is business thriving? The One Small Fee, the Rest is Free Business Account keeps things running smoothly. This chequing account gets you unlimited deposits<sup>1</sup> and withdrawals<sup>2</sup> for just \$38 a month, which is great if you average over one transaction a day.

Monthly  
fee:  
**\$38**

### What you get:

- No deposit content fees
- Unlimited in-branch deposits<sup>1</sup>, transfers between Coast Capital accounts, withdrawals<sup>2</sup> and bill payments
- Unlimited transfers between Coast Capital accounts and bill payments via online, mobile and telephone banking
- Unlimited deposits and withdrawals using Coast Capital or The EXCHANGE Network ATMs
- Free eStatements or paper statements

<sup>1</sup> Deposits include in-branch deposits, pre-authorized credits, Coast Capital Savings® business depository ATM deposits, regular ATM deposits and electronic deposits.

<sup>2</sup> Withdrawals include cheques, Coast Capital Savings® and THE EXCHANGE® Network ATM withdrawals, Interac Direct Payment, pre-authorized payments, online, mobile, telephone banking and in-branch bill payments, in-branch transfers between Coast Capital Savings accounts, and in-branch withdrawals. Non-EXCHANGE® ATM fee: \$2.50 each; additional fees may be charged by third parties as part of the transaction amount. International ATM Fee: \$5.00 each plus 2% administration fee on transaction amount. International POS fee: \$2.15 each plus 2% administration fee on transaction amount. The 'transaction amount' is the international ATM or POS payment instruction that we receive in Canadian Dollars and pay from your account to settle the transaction. The 'transaction amount' is converted to Canadian Dollars by third party participants in the electronic network used to process the transaction at rates which are not set by us. Third party fees or commissions may also be included in the transaction amount.

## Coast Community Chequing

Coast Community Chequing is designed for non-profit organizations and registered charities and societies that benefit our communities. With no monthly fee, this account provides unlimited deposits<sup>1</sup> and withdrawals<sup>2</sup> plus pays interest with three escalating interest rate tiers.

### What you get:

- Unlimited deposits<sup>1</sup> and withdrawals<sup>2</sup>
- Tiered interest rates based on balance<sup>3</sup>
- Free eStatements or paper statements

Monthly  
fee:  
**\$0**

## US Business Chequing

If you have customers or suppliers across the border and need to make US dollar transactions, this account can reduce the expense of converting Canadian and US dollars.

### What you get:

- First transaction (cheque-clearing, in-branch transfer between Coast Capital accounts, withdrawal or deposit) per month is free
- Additional transactions are 95¢ USD each (cheque-clearing, in-branch transfer between Coast Capital accounts, withdrawal or deposit)
- Manage funds and write cheques in US dollars
- Free eStatements or paper statements

Monthly  
fee:  
**\$0**

<sup>1</sup> Deposits include in-branch deposits, pre-authorized credits, Coast Capital Savings® business depository ATM deposits, regular ATM deposits and electronic deposits.

<sup>2</sup> Withdrawals include cheques, Coast Capital Savings® and THE EXCHANGE® Network ATM withdrawals, Interac Direct Payment, pre-authorized payments, online, mobile, telephone banking and in-branch bill payments, in-branch transfers between Coast Capital Savings accounts, and in-branch withdrawals. Non-EXCHANGE® ATM fee: \$2.50 each; additional fees may be charged by third parties as part of the transaction amount. International ATM Fee: \$5.00 each plus 2% administration fee on transaction amount. International POS fee: \$2.15 each plus 2% administration fee on transaction amount. The 'transaction amount' is the international ATM and POS payment instruction that we receive in Canadian Dollars and pay from your account to settle the transaction. The 'transaction amount' is converted to Canadian Dollars by third party participants in the electronic network used to process the transaction at rates which are not set by us. Third party fees or commissions may also be included in the transaction amount.

<sup>3</sup> Refer to [coastcapitalsavings.com/Rates](http://coastcapitalsavings.com/Rates) for our current rates and how interest will be calculated.

## Coast Business Savings

With Coast Business Savings, the more money you have in your account, the more interest we'll pay you. Our escalating interest rate tiers make sure of that. And if you have big things to save for, like equipment or software, you can even open sub-accounts to help you manage your savings.

### What you get:

- Unlimited deposits<sup>1</sup>
- Tiered interest rates<sup>2</sup>
- Free transactions if you maintain a minimum monthly balance of \$1,000 (or 90¢ for most transactions<sup>3</sup>)

Monthly  
fee:  
**\$0**

1 Deposits include in-branch deposits, pre-authorized credits, Coast Capital Savings® business depository ATM deposits, regular ATM deposits and electronic deposits.

2 Refer to [coastcapitalsavings.com/Rates](http://coastcapitalsavings.com/Rates) for our current rates and how interest will be calculated.

3 Transactions include, Coast Capital Savings® and THE EXCHANGE® Network ATM withdrawals, Interac Direct Payment, pre-authorized payments, online, mobile, telephone banking and in-branch bill payments, in-branch transfers between Coast Capital Savings accounts, and in-branch withdrawals. Non-EXCHANGE® ATM fee: \$2.50 each; additional fees may be charged by third parties as part of the transaction amount. International ATM Fee: \$5.00 each plus 2% administration fee on transaction amount. International POS fee for Coast Business Savings: \$2.15 each plus 2% administration fee on transaction amount. International POS fee for High-interest Business Savings Account: \$5.00 each plus 2% administration fee on transaction amount. The 'transaction amount' is the international ATM and POS payment instruction that we receive in Canadian Dollars and pay from your account to settle the transaction. The 'transaction amount' is converted to Canadian Dollars by third party participants in the electronic network used to process the transaction at rates which are not set by us. Third party fees or commissions may also be included in the transaction amount.

# Cash Management

## Let's optimize how you manage your money, together.

Our Business Banking Team is here to curate a personalized cash management plan for your business with the right solutions and services to make running a business a little easier. From getting the right credit card to managing your account online and finding payment and receivable solutions that won't break the bank, let's work together to help you succeed.

### Visa Desjardins Business Cards

Through our partners at Desjardins, we offer Visa\* credit cards for businesses of every size. If you're self-employed or own a small- or medium-sized business, Visa Desjardins Business Cards offer competitive rates and a credit limit based on your needs.

#### What you get:

- 1% cashback credit on all purchases<sup>1</sup>
- Liability insurance up to \$100,000 to cover unauthorized expenditures<sup>2</sup>
- Customizable cardholder credit limits
- Online account access

Got a business with bigger credit card needs?

We can help with that too. We offer corporate and purchasing cards ideal for managing your business and expenses. Just contact one of our business experts for more information.



## Merchant Payment Solutions

Does your business process debit or credit card payments? Global Payments offers the latest in point-of-sale terminals to deliver the flexibility your business needs and customers want. As a business member, enjoy no deposit fees<sup>3</sup>, 24/7/365 multi-lingual support and streamlined acceptance for all card types, including American Express<sup>4</sup>. Through Global Payments, you can choose from pricing based on transaction volume or a Small Business Processing Rate package.

Whether you've got an online business, a retail store or provide a service, we can help you find a solution and price plan that fits your business needs.

\* Visa Int./Fédération des caisses Desjardins du Québec, authorized user.

1 Business purchases charged to one or more Coast Visa Business cards that total between \$12,000 and \$500,000 in one year will be eligible for a 1% cashback credited to the Business cardholder's account on the anniversary date of the account opening. Cash advances, Business cheques, interest charges, merchandise returns, administrative charges and other purchase fees are not included.

2 Certain conditions apply. Please refer to your Visa Desjardins Business card documentation.

3 Exception applies for US Business Chequing accounts.

4 Merchant must meet American Express OptBlue® program requirements – certain conditions apply.

## Remote Deposit Service

With Remote Deposit, a web-based service, you can use a desktop cheque scanner to securely deposit CAD and USD denominated cheques right from your office or home. Simply scan, validate and deposit batches of cheques remotely into your account. It is fast, secure, available 24 hours a day, and can handle deposits of large volumes of cheques all without you needing to leave your office or take a picture of each item.

## Customer Automated Funds Transfer

We offer Automated Funds Transfer (AFT), a web-based service that allows you to automatically deliver or receive payments to and from accounts held at other financial institutions. You may also know this service as electronic funds transfer, pre-authorized debit or pre-authorized payment.

With AFT, you can choose to either upload files to the secure database or enter data directly in the AFT system. You can also opt for standard (manual) release or a “set it and forget it” auto-release, as a way to send or receive funds.

### What you can do:

- Set up recurring payments or billing
- Set up single transactions for a future date
- Set up different user approval rights
- Set up file, transaction and monthly limits

### Fees:

Pricing for AFT service is based on monthly transaction volume and/or file activity.

<b>One-time set up fee</b>	up to \$200
<b>Standard AFT Fees</b>	minimum \$35/month
<b>Auto-release AFT</b>	\$50/month plus 12¢/transaction

## Business Digital Banking

We know that as a business owner, you're busy getting the job done. That's why we offer our business members award-winning digital banking with convenient features customized specifically for them. So instead of waiting in line-ups, you'll save time for the more important tasks. Here are just a few ways Coast Online® Banking and the Coast Mobile® Banking app can help your business.

### Transaction management

Complete dual signature transactions with one click. You can approve transactions anywhere through digital banking.

### Delegates

Delegate an employee, accountant or lawyer to take over day-to-day business transactions on your behalf.

### Single login access

Consolidate an unlimited amount of memberships in one place and switch between personal and business accounts with one login.

## Get started

Follow our step-by-step guide and start using digital banking today at [coastcapitalsavings.com/getting-started](https://coastcapitalsavings.com/getting-started)

Have questions? Reference our support materials at [coastcapitalsavings.com/businessdigitalsupport](https://coastcapitalsavings.com/businessdigitalsupport)

# Business Lending

## Strengthen the foundation of your business with financing.

Our business financing and lending solutions can provide you with the funding you need to improve cash flow, make big purchases or prepare for unexpected situations. Whether you're in a short-term crunch, need to make a big purchase or want to improve your cash flow, we offer different financing tools that you can leverage to find financial peace of mind.

### Lines of credit

We'll help you set a line of credit linked directly to your business chequing account so you can decide when and how much you need to borrow. And with all lines of credit, you pay interest only on what you use.

### Term loans

Need to finance your operations? We can help when you're ready to purchase, modernize, or expand. We offer competitive fixed and variable interest rates and flexible payment options to help manage your cash flow.

### Commercial mortgages

Building or buying a new office? At Coast Capital, we understand that just as every real estate development project is different, so is every member and every business. That's why we'll create a tailored financing solution for you. We offer fixed

or floating interest rate terms and financing for new and existing properties. Plus, we offer full-service construction and term lending for office, industrial and retail spaces. We also can help finance residential subdivision and multi-residential properties.

## **Equipment financing**

Finding the right equipment for your business is just as important as finding the right financing. We help all sorts of businesses purchase assets like trucks, trailers, material handling equipment and machine tools. Through our subsidiary Coast Capital Equipment Finance®, you'll have access to a full range of asset-based financing services through capital leases, conditional sales contracts, as well as loan and security agreements. We offer a broad range of equipment financing options from \$50,000 to \$2,000,000 and even have lease financing available from Alberta to Quebec and the Maritimes.

# Business Investing

## Maximize your hard-earned savings.

How you invest is just as important as how much you invest. That's why we take the time to understand your unique goals to make sure your money is working as hard as possible.

## Wealth Management

Our Wealth Team creates strategies that help ensure personal and business financial success. We offer advice you can trust about the right financing solutions and strategies to ensure you're on the path to meet your short and long-term goals.

## GICs (Guaranteed Investment Certificates)

Is your business looking to invest? With guaranteed returns, variable terms and redeemable options, we can make sure money's there when you need it, and earning interest when you don't.

## Mutual funds<sup>1</sup> and other investments

Mutual funds offer the potential for higher returns. We have solutions that let you invest according to your risk level and goals. We even have tax-efficient monthly income funds designed with the specific goal of providing a regular income.



1 Worldsource Financial Management Inc. provides advice and service relating to mutual funds. Mutual fund values change frequently and past performance may not be repeated. Commissions, trailing commissions, management fees and expenses may all be related with mutual fund investments. Important information about mutual funds is contained in the relevant fund facts and simplified prospectus. Please read the fund facts carefully before investing.

# Other Business Banking Services and Fees <sup>1</sup>

Service	Fee
ATM and POS Payments <sup>2</sup>	
Coast Business Chequing Accounts	
THE EXCHANGE®	\$1.00 Free with the One Small Fee, the Rest is Free Business Account
Interac <sup>3</sup>	\$2.50
International ATM	\$5 each plus 2% administration fee on transaction amount <sup>4</sup>
POS payments within Canada	\$1.00 Free with the One Small Fee, the Rest is Free Business Account
International POS payments	\$2.15 <sup>5</sup> each plus 2% administration fee on transaction amount <sup>4</sup>
Coast Business Savings Accounts	
THE EXCHANGE®	90¢ \$5 with the High-interest Business Savings Account
Interac <sup>3</sup>	\$2.50
International ATM	\$5 each plus 2% administration fee on transaction amount <sup>4</sup>
POS payments within Canada	90¢ \$5 with the High-interest Business Savings Account
International POS payments	\$2.15 each plus 2% administration fee on transaction amount <sup>4</sup> \$5 each plus 2% administration fee on transaction amount <sup>4</sup> with the High-interest Business Savings Account

1 These fees apply to banking services which are not part of the features included with your account.

2 Surcharges from other financial institution ATMs may apply.

3 ® Trade-Mark of Interac Inc. used under licence.

4 The 'transaction amount' is the international ATM and POS payment instruction that we receive in Canadian Dollars and pay from your account to settle the transaction. The 'transaction amount' is converted to Canadian Dollars by third party participants in the electronic network used to process the transaction at rates which are not set by us. Third party fees or commissions may also be included in the transaction amount.

5 Not available with the Coast US Business Chequing account.

Service	Fee
<b>Bank Drafts and Office Cheques</b>	
Canadian office/certified cheques: Members	\$10
Non-members	\$15
US drafts	\$7.50 CAD
Foreign drafts	\$7.50 CAD
<b>Bill Payment Reversal (done via Coast-by-Phone®, Coast Mobile® Banking or Coast Online)</b>	
Same day request before 2pm	Free
Same day request after 2pm or later (request made by a member or a vendor)	\$15 each
<b>Business Deposit Books</b>	
Available for ordering through branch catalogue at any of our branches.	
<b>Cheque Clearing</b>	
Canadian funds cheque	\$1.00 Free with the One Small Fee, the Rest is Free Business Account
US funds cheque on US account	95¢ USD
Unqualified clearing items:	
Cheque written on a savings account	\$10
Cheque written in US funds on a Canadian chequing account	\$15
<b>Cheque Image Retrieval and Information Search</b>	
Retrieve cheque image if cleared ≤ 18 months	\$2/cheque Free by using Coast Online Banking
Retrieve cheque image if cleared > 18 months	\$7.50/cheque
Info search/demands on customer records by person acting under statutory authority	\$35/hour + applicable disbursements (e.g., legal fees, third party retrieval charges) Minimum charge is \$35, payable upfront with a non-refundable deposit



Service	Fee
<b>Cheque Orders</b>	
Available for ordering through branch catalogue at any of our branches	
<b>Closing an Account</b>	
90 days or over	Free
Under 90 days	\$25
<b>Coin Orders</b>	
Per roll	15¢
<b>Dormant Accounts</b>	
No activity within 2 years	
Any balance	\$50/annually (no activity after 24 months)
<b>Foreign Currency Orders</b>	
(excluding US and UK)	\$5
<b>Paper Statements</b>	
The Deposit-for-free Business Account <sup>1</sup>	\$3/membership per month
<b>Information Search and Statement Replacement</b>	
Member information requests/ searches: <ul style="list-style-type: none"> <li>• Information retrievals</li> <li>• Statement replacement through archives</li> <li>• Account information letters</li> <li>• Bank confirmations — from accountant/auditor</li> </ul>	\$35/hour (\$35 minimum) Additional charges may apply
Interim statement produced at branch	\$3/monthly statement
<b>INTERAC® e-Transfer</b>	
Receiving an e-Transfer	Free
Sending an e-Transfer	\$1.50
<b>Non-Sufficient Funds (NSF) and Overdraft</b>	
Cheque or pre-authorized payment (PAP) returned due to insufficient funds (NSF)	\$48/item
Overdrawing savings/chequing account without a line of credit	\$5/item plus interest (prime + 18% per year)

<sup>1</sup> Memberships which contain a One Small Fee, the Rest is Free Business Account\* will not be charged this fee.

Service	Fee
Exceeding limit on line of credit	\$5/item plus interest (prime + 18% per year)
Overdrawing \$US Savings/ Chequing Accounts without a Line of Credit or exceeding limit on a \$US Line of Credit	\$5/item plus interest ( 21.75% per year)
Chargeback (deposited items returned unpaid)	\$7.50
<b>Safety Deposit Boxes</b>	
Size and availability vary by branch	
Rental Fee	Starts at \$60 (taxes included)
Replacing safety deposit box key	\$25
Drilling boxes	Cost
<b>Stop Payments</b>	
Each item	\$18
<b>Transferring Balance of Account</b>	
Including office cheque fee	\$25
<b>Wire Transfers (all fees are in Canadian dollars)</b>	
Incoming wires Under \$500 CAD \$500 CAD and over	Free \$10
Outgoing wires to other Canadian financial institutions	\$20
Outgoing wires to International financial institutions (< \$10,000 CAD)	\$25
Outgoing wires to International financial institutions (≥ \$10,000 CAD)	\$40
Wire transfer recalls or amendments	\$50
Wire returns	\$10

All information contained in this guide is accurate at the time of printing.  
Coast Capital Savings Federal Credit Union will provide notice of changes as required  
by the *Bank Act*.

For a complete list of our products and/or service fees, visit [coastcapitalsavings.com](http://coastcapitalsavings.com).

## How to contact us.

We're everywhere you are—in-person and remotely. You'll find our branches in the Metro Vancouver, Fraser Valley, Vancouver Island and Okanagan regions of British Columbia. And if you prefer to contact us from the comfort of your own home, we can complete almost any financial transaction or service remotely over the phone.

To get in touch with our Business Banking Team directly, call **1.888.517.7000** and select option 3, between 8am to 5:30pm, Monday to Friday.

**Metro Vancouver: 604.517.7000**

**Greater Victoria: 250.483.7000**

**Toll-free: 1.888.517.7000** (option 3 for Business Banking)

**[coastcapitalsavings.com/business](https://coastcapitalsavings.com/business)**

