

Neo Everyday Account and Prepaid Mastercard® Disclosures and Fees

Effective: December 4, 2023

This package contains two separate Disclosure Statements: the Neo Everyday Account Disclosure Statement (“**Account Disclosure Statement**”) and the Neo Prepaid Mastercard Cardholder Disclosure Statement (“**Access Card Disclosure Statement**”). We may refer to these documents together as the “**Disclosure Statements.**”

The Disclosure Statements are provided by Neo Financial Technologies Inc. (“**Neo**”) on behalf of Peoples Bank of Canada (“**we**”, “**us**”, or the “**Bank**”) in connection with the Neo Everyday Account (the “**Account**”) offered by the Bank, and the Neo Everyday Access Card issued by Neo.

Account Disclosure Statement

This Account Disclosure Statement sets out the fees that apply to the Account, summarizes certain provisions of the agreement for the Account (the “**Agreement**”), and forms a part of the Agreement. We may change the information set out below in accordance with the Agreement. The information and rates set out [here](#) are correct as of December 4, 2023 and are subject to change in accordance with the Agreement.

Fees and Features for the Neo Everyday Account

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

Transaction Limits for the Neo Everyday Account

Dollar Limit Maximums (Outgoing)	
Neo to Neo Transaction Maximum	\$5,000.00
Neo to Neo Daily Maximum	\$10,000.00
Neo to Neo Weekly Maximum	\$20,000.00
Neo to Neo Monthly Maximum	\$30,000.00
ET (Electronic Transfers)	\$30,000.00 per outbound transaction to linked external bank \$100,000.00 per inbound transaction from an external bank account
Bill Pay	\$25,000.00 per payment
<i>Interac</i> e-Transfer® Transaction Maximum	\$3,000.00 per transaction
<i>Interac</i> e-Transfer® Transaction Daily Maximum	\$10,000.00 (within a 24-hour period)
<i>Interac</i> e-Transfer® Transaction Weekly Maximum	\$10,000.00 (within a 7-day period)
<i>Interac</i> e-Transfer® Transaction Monthly Maximum	\$20,000.00 (within a 30-day period)

Transaction Limits the Neo Everyday Account for Youth¹

Dollar Limit Maximums (Outgoing)	
Neo to Neo Transaction Maximum	\$5,000.00
Neo to Neo Daily Maximum	\$10,000.00
Neo to Neo Weekly Maximum	\$15,000.00
Neo to Neo Monthly Maximum	\$15,000.00
ET (Electronic Transfers)	\$5,000.00 outbound to linked external bank, per transaction

	\$25,000.00 limit for inbound from external bank account, per transaction
Bill Pay	\$2,500.00 per payment
<i>Interac</i> e-Transfer Transaction Maximum	\$3,000.00 per transaction
<i>Interac</i> e-Transfer Transaction Daily Maximum	\$5,000.00 (within a 24-hour period)
<i>Interac</i> e-Transfer Transaction Weekly Maximum	\$5,000.00 (within a 7-day period)
<i>Interac</i> e-Transfer Transaction Monthly Maximum	\$10,000.00 (within a 30-day period)

¹ Youth eligibility: the Account is available to youth who are at least 13 years old (for residents outside of Quebec) or at least 14 years old (in Quebec).

Interest calculations

If your Account earns interest, interest accrues on every dollar beginning the day your Account becomes active. Interest is calculated daily on the total Account closing balance and paid monthly, based on the rates per annum, as offered. Interest rates are expressed annually and may vary from time to time. You acknowledge that we may change interest rates and how we calculate interest. The current interest rate is 2.25%.

Fee Changes

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

Account Hold Policy

When you make a deposit into your Account, Neo may place a hold on that deposit to allow us to verify that the funds will be available from the account that the deposit is withdrawn from. Although the deposit will be reflected in your Account balance immediately, you may not be able to access the entire amount of your deposit until the hold period expires. This means that you will be unable to withdraw, transfer, or pay bills using funds that are being held.

The maximum length of time Neo will hold funds is 5 Business Days.

How to contact us

If you have questions, please contact Neo's member support by email at support@neofinancial.com or by calling 1 (855) 636-2265.

Access Card Disclosure Statement

This Access Card Disclosure Statement sets out the fees that apply to your use of the Access Card and forms part of the Neo Prepaid Mastercard Agreement (“**Card Agreement**”). Any information in this Access Card Disclosure Statement may be changed in accordance with the Card Agreement.

Access Card Fees and Features

Feature	Fee
Domestic cash withdrawal ¹	Free
International cash withdrawal ¹	Free
Foreign Exchange Conversion Fee ²	2.5%
Access Card replacement fee	Free
Rush Access Card replacement fee (Charged to cover shipping costs)	\$29.00

Access Card Transaction Limits

Access Card Transaction Limits	
Daily ³ card transaction limit	\$10,000.00
Tap limit per transaction	\$250.00
Maximum point of sale limit per transaction	\$10,000.00
ATM transaction limit per withdrawal	\$500.00
Daily ³ maximum ATM transaction limit for withdrawals	\$500.00

¹ Additional fee for ATM withdrawals may be charged by the ATM operator, over which Neo has no control.

² Foreign Exchange Conversion Fee is also charged on refund transactions.

³ Daily limits are based on a 24-hour day, which runs from 12:00 AM to 11:59 PM in your time zone.

Youth Access Card Transaction Limits

Youth Access Card Transaction Limits	
Daily ³ card transaction limit	\$2,500.00
Tap limit per transaction	\$250.00
Maximum point of sale limit per transaction	\$2,500.00
ATM transaction limit per withdrawal	\$500.00
Daily ³ maximum ATM transaction limit for withdrawals	\$500.00

¹ Additional fee for ATM withdrawals may be charged by the ATM operator, over which Neo has no control.

² Foreign Exchange Conversion Fee is also charged on refund transactions.

³ Daily limits are based on a 24-hour day, which runs from 12:00 AM to 11:59 PM in your time zone.

Fees

Fees are charged on the date that the transaction or event occurs (unless otherwise indicated). See the Fees and Features table above for all the fees applicable to the Account and Access Card.

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

You may be charged fees by third parties relating to your use of the Access Card. For any transactions you make in a foreign currency using your Access Card, the transaction amount is converted to Canadian dollars using the Mastercard[®] Conversion Rate in effect on the day the transaction is posted to your Account and the Mastercard Conversion Rate may include a markup by Mastercard. Neo will also add a Foreign Exchange Conversion Fee (found in the fee table above) to your converted transaction amount (including for refund transactions) for transactions made in a foreign currency.

Access Card Holds

Certain merchants may use 'holds' on your Access Card that affect your available balance. For example, some merchants (e.g., fuel stations) may pre-authorize the transaction amount for the purchase amount plus up to 30% (or more) above the purchase amount to ensure there are sufficient funds available on your Access Card. In such cases, your transaction will be declined if your Account balance will not cover the transaction amount plus the additional amount. It is your responsibility to ensure that there is a sufficient balance on the Access Card to cover transactions plus any pre-authorized amounts. This hold remains in place until the merchant sends Neo the final payment amount of your purchase, after which time, any hold that exceeds that amount will be released. The time it takes for a pre-authorization hold to be removed may vary depending on the type of merchant. The hold is typically removed between seven (7) and thirty (30) days for most standard merchants, including hotels, cruise lines, and car rental agencies. During the hold period, you will not have access to the pre-authorized amount.

How to contact Neo

If you have questions, please contact Neo's member support by email at support@neofinancial.com or by calling 1 (855) 636-2265.