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# Business Banking Guide

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**coastcapital**

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# We're member owned. So what matters to you, matters to us.

As a financial cooperative, 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. Our dedicated Business Advisors are here to help you through it all, with over 80 years of experience in delivering clear, simple, and personalized financial advice to maximize your results.

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)

## Connect with us.

Let's work together to understand your business' situation, needs and goals so that our team can provide the right advice and financial solutions for you.

To get in touch with our Business Banking Team directly, Monday to Friday between 8am to 5:30pm PT.

**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 \$1.25 for each withdrawal<sup>2</sup> like bill payments, in-branch withdrawals and many more transactions within Canada. Coast Capital or THE EXCHANGE® Network ATM withdrawals are also \$1.25 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 \$4.50 per membership per month (optional)

### Additional Fees:

- Sending an INTERAC® e-Transfer \$1.50 each; receiving e-Transfers is free
- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

## 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

### Additional Fees:

- Sending an INTERAC® e-Transfer \$1.50 each; receiving e-Transfers is free
- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

<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 that are not set by us. Third party fees or commissions may also be included in the transaction amount.

## Coast Community Chequing

This account is designed for non-profit organizations, registered charities and incorporated 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.

Monthly  
Fee:  
**\$0**

### What you get:

- Unlimited deposits<sup>1</sup> and withdrawals<sup>2</sup>
- Free eStatements or paper statements

### Additional Fees:

- Sending an INTERAC® e-Transfer \$1.50 each; receiving e-Transfers is free
- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

## 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.

Monthly  
Fee:  
**\$0**

### 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

### Additional Fees:

- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

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

2 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 that are not set by us. Third party fees or commissions may also be included in the transaction amount.

## 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>
- Low transactions fee (\$2.50 for most transactions<sup>2</sup>)
- Free eStatements

Monthly  
Fee:  
**\$0**

### Additional Fees:

- Sending an INTERAC® e-Transfer \$1.50 each; receiving e-Transfers is free
- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

## High-Interest Business Savings

Your money doesn't have to be locked away to make a return. Deposit or withdraw funds at any time, while your money earns daily interest.

### What you get:

- Unlimited deposits<sup>1</sup>
- Tiered interest rates<sup>3</sup>
- 2 free transactions per month<sup>2</sup>
- Free eStatements

Monthly  
Fee:  
**\$0**

### Additional Fees:

- Sending an INTERAC® e-Transfer \$1.50 each; receiving e-Transfers is free
- Fees listed at [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) that are not part of the features included with this account

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

2 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 that are not set by us. Third party fees or commissions may also be included in the transaction amount.

3 Refer to [coastcapitalsavings.com/rates/personal-and-business](https://coastcapitalsavings.com/rates/personal-and-business) for our current rates and how interest will be calculated.

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# Cash Management

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## 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.

### Coast Capital Business Credit Cards

Whether you're self-employed or own a small/medium sized business, our Mastercard® Business credit cards offer competitive rates and a credit limit based on your business needs.

For your convenience, we offer three different business credit cards. Contact our Business Banking Team or visit [coastcapitalsavings.com/businesscreditcards](https://coastcapitalsavings.com/businesscreditcards) to explore the options available to you.

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### No matter your choice, your business card comes with:

- 90 days purchase protection<sup>1</sup>
- Double the manufacturer's warranty (up to one year)<sup>1</sup>
- Online account access
- Customizable cardholder credit limits

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### 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>2</sup>, 24/7/365 multi-lingual support and streamlined acceptance for all card types, including American Express<sup>3</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.

## 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 needing to leave your office or take a picture of each item.

1 Insurance coverage is underwritten by American Bankers Insurance Company of Florida (ABIC). ABIC, its subsidiaries, and affiliates carry on business in Canada under the name of Assurant®. Assurant® is a registered trademark of Assurant, Inc. Details of insurance coverage, including definitions, benefits, limitations and exclusions, are in the Certificate of Insurance. The Certificate of Insurance is available here - [collabriacreditcards.ca/affiliate\\_coast-capital-savings/insurance-page.aspx](https://collabriacreditcards.ca/affiliate_coast-capital-savings/insurance-page.aspx)

Insurance coverage is subject to change.

2 Exception applies for US Business Chequing accounts.

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

## Customer Automated Funds Transfer

We offer PaymentStream™ 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.

Say you own a gym - you can set up a transaction file for payroll to pay your employees bi-weekly, another for receiving monthly membership fees and another for paying your suppliers bi-weekly. Once you set it up, you can just sit back and relax.

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

Visit [coastcapitalsavings.com/service-fees/business-service-fees](https://coastcapitalsavings.com/service-fees/business-service-fees) for list of AFT fees.

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# Business Digital Banking

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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.

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## 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 manage business transactions on your behalf, with your approval.



## Single Login Access

Consolidate your memberships in one place and switch between personal and business accounts with one login.

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## Get started.

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

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

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# Business Lending

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## 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.

**Are you in trades?** Get approved for a line of credit in as little as 30 minutes.

### 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 British Columbia to Quebec and the Maritimes.

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# Business Investing

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## 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 financial 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 Coast Capital Savings Federal Credit Union provides advice and services related to deposit, loan, and mortgage products. Coast Capital Wealth Management Ltd. provides investment and financial planning services. Coast Capital Financial Management Ltd. provides advice and services related to segregated funds, annuities, and life insurance products. Worldsource Financial Management Inc. provides advice and services 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 to 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
<b>ATM and POS Payments<sup>2</sup></b>	
<b>Coast Business Chequing Accounts</b>	
THE EXCHANGE® Network ATM withdrawals	\$1.25 with the Deposit for Free Account
Interac® ATM network charge <sup>3</sup>	\$2.50
International ATM	\$5 each plus 2% administration fee on transaction amount <sup>4</sup>
POS payments within Canada	\$1.25 with the Deposit for Free Account
International POS payments	\$2.15 <sup>5</sup> each plus 2% administration fee on transaction amount <sup>4</sup>
<b>Coast Business Savings Accounts</b>	
THE EXCHANGE® Network ATM withdrawals	\$2.50 with the Coast Business Savings Account
	\$5 with the High-interest Business Savings Account
Interac® ATM network charge <sup>3</sup>	\$2.50
International ATM	\$5 each plus 2% administration fee on transaction amount <sup>4</sup>
POS payments within Canada	\$2.50 with the Coast Business Savings Account
	\$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 that 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	\$10 CAD
Foreign drafts	\$10 CAD
<b>Bill Payment Reversal (done via Coast-by-Phone®, Coast Mobile® Banking or Coast Online)</b>	
Same day request before 2pm PT	Free
Same day request after 2pm PT 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 Mobile® Banking app or 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>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™	\$4.50 membership per month <sup>1</sup>
<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 Overdrawing</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 (Coast Capital US Base + 18% per year)  <i>Visit <a href="http://coastcapitalsavings.com/service-fees/business-service-fees">coastcapitalsavings.com/service-fees/business-service-fees</a> for current interest rate</i>
Chargeback (deposited items returned unpaid)	\$7.50
<b>Safety Deposit Boxes (GST Included)<sup>1,2</sup></b>	
Size and availability vary by branch	
Safety deposit box size:	
1.5 x 5	\$60
2.5 x 5	\$80
5 x 5	\$115
2 x 10	\$115
5 x 10	\$215
10 x 10	\$350
12 x 15	\$412.50
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 <sup>3</sup>	
Under \$500 CAD	Free
\$500 CAD and over	\$15
Outgoing wires to other Canadian financial institutions	\$30
Outgoing wires to International financial institutions (< \$10,000 CAD)	\$35
Outgoing wires to International financial institutions (≥ \$10,000 CAD)	\$45
Wire transfer recalls or amendments	\$50
Wire returns <sup>4</sup>	\$10

1. Sizes and availability vary by branch.

2. Get \$10 off if you are a senior 59 years of age or older.

3. Additional charges will be deducted by the intermediary financial institution on all outgoing and incoming wire transfers.

4. Wire transfer returns are posted in Canadian dollars or the equivalent in US dollars.

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 more information on our products and service fees, visit [coastcapitalsavings.com](http://coastcapitalsavings.com)

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## How to contact us.

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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 PT, 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)

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