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Financial Service Charges
ANNUAL REPORT 2000

Financial Service Charges

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Consumer Profiles

Summary Tables

Overall Totals

Individual Profiles

• Presentation

• +\$1000 balance
• -\$1000 balance

• +\$1000 balance
• -\$1000 balance

Highlights:

- For customers who hold minimum balances of less than \$1000, there has been little or no change in service charges over 1999.
- On average, costs for customers who keep a \$1000 balance rose slightly. But for some customers, there have been significant increases. Five institutions increased fees, by amounts ranging from 40 cents up to \$11.35 a month.
- The cost of the same banking habits can vary widely depending on the institution and the service package chosen. For one of our consumer profiles, the Convenience Consumer, costs vary by as much as \$160.00 a year for those who don't keep a thousand dollar balance and \$241.00 a year for those who do.
- Electronic banking is generally cheaper than in branch banking, but prices vary considerably from one institution to another. For our Connected Consumer profile, annual service charges could be as low as zero for those who keep a thousand dollar balance and \$30.00 for those who don't, but could be as high as \$192.00 in both cases.
- There has been no significant change in costs over the last two years for the Minimal Transaction Consumer profile. Low income consumers typically fall within this profile.
- Nine institutions offer special accounts for post secondary students. However in some cases students could be better off not using them.

About The Report

This is the Office of Consumer Affairs' second annual report on financial service charges.

The purpose of the annual report is to keep track of changes in banking service charges over time. It records:

- which institutions are increasing or decreasing their prices and for what services, and
- how different types of consumer are faring in terms of price increases or reductions.

Where the Numbers Come From

The figures in this report are based on the same five typical consumer profiles used in last year's report.

1. Minimal Transaction Consumer
2. Average Transaction Consumer
3. Convenience Consumer
4. Connected Consumer
5. Prosperous Branch Consumer

The figures presented are for the lowest cost service packages available from each listed financial institution for each of the consumer profiles¹.

Results are obtained using the Office of Consumer Affairs' Financial Service Charges Calculator. The Calculator is designed to enable individual consumers to identify the lowest cost service charge package for their needs from over 100 different accounts

offered at 16 Canadian financial institutions. Figures for the Calculator are supplied by the financial institutions themselves.

1. Special accounts, such as senior and student packages, are not considered for lowest cost accounts. The Calculator excludes accounts that are no longer offered to new customers.

[\[back to Consumer Connection\]](#)

1998 Overall Table: Minimum Monthly Balances of Less than \$1000

Financial Institution	Minimal Transaction (1)	Average Transaction (2)	Convenience (3)	Connected (4)	Prosperous Branch (5)
Bank of Montreal	\$9.50	\$11.50	\$14.00	\$11.50 +	\$9.50
Canada Trust	\$9.45 +	ABM bill payment n/a	ABM bill payment n/a	\$12.95	\$9.95
CIBC	\$10.00	\$14.85	\$23.80	\$11.80	\$15.50
Citizens Bank	Branch services n/a	Branch services n/a	\$8.00	\$7.50	Branch services n/a
CS CO-OP	Branch bill payment n/a	ABM bill payment n/a	ABM bill payment n/a	\$11.95	Branch bill payment n/a
Desjardins	\$11.95 +	\$14.45	\$17.80 +	\$10.30 -	\$11.95
Hongkong Bank of Canada	\$9.25	\$11.25	\$17.25	\$11.25	\$9.25
Laurentian Bank	\$10.95	\$13.45	\$8.15	\$6.15	\$10.95
mбанx	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Metro Credit Union	\$5.95	\$11.40	\$20.10	\$11.65	\$8.95
National Bank	\$15.00 +	\$17.50 +	\$20.86 -	\$10.35 -	\$15.00 +
National Trust	\$9.50	ABM bill payment n/a	ABM bill payment n/a	\$8.80	\$9.50
President's Choice Financial	Branch Services n/a	Branch services n/a	\$10.00	\$2.50	Branch services n/a
Royal Bank	\$9.20	\$12.00	\$19.50	\$12.00 -	\$9.50
Scotiabank	\$9.95 +	\$12.45 +	\$18.70 -	\$10.00 -	\$9.95
TD Bank	\$11.60	\$12.00	\$12.00	\$5.00	\$12.00
VanCity	\$7.80	ABM bill payment n/a	ABM bill payment n/a	\$16.00	\$9.50

- Please note that since we updated our Financial Service Charges Calculator in 1998 to add new financial institutions, not all data is available for every financial institution in the 1997 Overall Tables.

1997 Overall Table: Minimum Monthly Balances of Less Than \$1000

Financial Institution	<u>Minimal Transaction (1)</u>	<u>Average Transaction (2)</u>	<u>Convenience (3)</u>	<u>Connected (4)</u>	<u>Prosperous, Branch (5)</u>
Bank of Montreal	\$9.50	\$11.50	\$14.00	\$9.50	\$9.50
Canada Trust	\$9.95	ABM bill payment n/a	ABM bill payment n/a	\$12.95	\$8.95
CIBC	\$10.00	\$14.85	\$23.80	\$11.80	\$15.50
Desjardins	\$11.55	\$14.45	\$17.65	\$12.10	\$11.95
Laurentian Bank	\$10.95	\$13.45	\$8.15	\$6.15	\$10.95
mбанx	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Metro Credit Union	\$6.00	\$12.00	\$23.65	\$12.40	\$8.75
National Bank	\$8.75	\$14.55	\$26.28	\$14.28	\$8.75
National Trust	\$9.50	ABM bill payment n/a	ABM bill payment n/a	\$8.80	\$9.50
Royal Bank	\$9.20	\$12.00	\$19.50	\$12.25	\$9.50
Scotiabank	\$7.75	\$11.95	\$19.45	\$14.90	\$9.95
TD Bank	\$11.60	\$12.00	\$12.00	\$5.00	\$12.00

A Note on the Overall Tables:

- Click on a profile name to view its Individual Profile Table.
- Number values reflect the least expensive accounts available at each financial institution for each profile.
- Account details are identified in the Individual Profile Tables.
- Student and Seniors accounts are not included in this data.

View Individual Profile Tables: 

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Financial Service Charges

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Consumer Profiles	Summary Tables	Overall Tables	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Overall Tables

Minimum Monthly Balances of Over \$1000

1998 Data **1997 Data**

1999 Overall Table: Minimum Monthly Balances of Over \$1000

Financial Institution	Minimal Transaction (1)	Average Transaction (2)	Convenience (3)	Connected (4)	Prosperous Branch (5)
Bank of Montreal	\$9.00 -	\$11.50	\$18.50 +	\$11.50	\$9.00 -
Canada Trust	\$7.00	ABM bill payment n/a	ABM bill payment n/a	\$12.95	\$9.95
CIBC	\$10.00 +	\$16.85 +	\$17.80 +	\$10.30 +	\$16.30 +
Citizens Bank	Branch services n/a	Branch services n/a	\$0.00	\$0.00	Branch services n/a
CS CO-OP	Branch bill payment n/a	ABM bill payment n/a	ABM bill payment n/a	\$11.95	Branch bill payment n/a
Desjardins	\$6.00 +	\$5.50 +	\$10.00	\$4.45	\$7.50 +
HSBC	\$5.00	\$7.25	\$16.25	\$8.40	\$6.25
Laurentian Bank	\$6.00	\$9.00 +	\$9.45 +	\$6.95 +	\$7.50
mбанx	\$22.95 +	\$18.95 +	\$14.95 +	\$9.95	\$28.45 +
Metro Credit Union	\$4.00	\$8.20	\$20.10	\$9.35	\$5.00
National Bank	\$8.00	\$7.50	\$12.00	\$4.75	\$8.75 -
President's Choice Financial	Branch Services n/a	Branch services n/a	\$10.00	\$2.50	Branch services n/a
Royal Bank	\$9.20	\$12.00	\$19.50	\$12.00	\$9.50
Scotiabank	\$5.20	\$5.10	\$10.00	\$2.50	\$6.50
TD Bank	\$5.20	\$5.10	\$10.00	\$2.50	\$6.50
VanCity	\$5.00	ABM bill payment n/a	ABM bill payment n/a	\$16.00	\$6.25

1998 Overall Table: Minimum Monthly Balances of Over \$1000

Financial Institution	Minimal Transaction (1)	Average Transaction (2)	Convenience (3)	Connected (4)	Prosperous, Branch (5)
Bank of Montreal	\$9.50	\$11.50	\$14.00	\$11.50 -	\$9.50
Canada Trust	\$7.00 -	ABM bill payment n/a	ABM bill payment n/a	\$12.95	\$9.95 +
CIBC	\$6.00	\$5.50	\$10.00	\$2.50	\$7.50
Citizens Bank	Branch services n/a	Branch services n/a	\$0.00	\$0.00	Branch services n/a
CS CO-OP	Branch bill payment n/a	ABM bill payment n/a	ABM bill payment n/a	\$11.95	Branch bill payment n/a
Desjardins	\$5.20	\$5.10	\$10.00 +	\$4.45 +	\$6.50 +
Hongkong Bank of Canada	\$5.00	\$7.25	\$16.25	\$8.40	\$6.25
Laurentian Bank	\$6.00	\$8.00	\$7.50	\$5.00	\$7.50
mбанx	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Metro Credit Union	\$4.00	\$8.20	\$20.10	\$9.35	\$5.00
National Bank	\$8.00 +	\$7.50 +	\$12.00 +	\$4.75	\$10.00 +
National Trust	\$5.20	ABM bill payment n/a	ABM bill payment n/a	\$5.20	\$6.50
President's Choice Financial	Branch Services n/a	Branch services n/a	\$10.00	\$2.50	Branch services n/a
Royal Bank	\$9.20	\$12.00	\$19.50	\$12.00 -	\$9.50
Scotiabank	\$5.20	\$5.10 -	\$10.00	\$2.50 -	\$6.50
TD Bank	\$5.20	\$5.10	\$10.00	\$2.50	\$6.50
VanCity	\$5.00	ABM bill payment n/a	ABM bill payment n/a	\$16.00	\$6.25

- Please note that since we updated our Financial Service Charges Calculator in 1998 to add new financial institutions, not all data is available for every financial institution in the 1997 Overall Tables.

1997 Overall Table: Minimum Monthly Balances of Over \$1000

Financial Institution	Minimal Transaction (1)	Average Transaction (2)	Convenience (3)	Connected (4)	Prosperous, Branch (5)
Bank of Montreal	\$9.50	\$11.50	\$14.00	\$9.50	\$9.50
Canada Trust	\$8.95	ABM bill payment n/a	ABM bill payment n/a	\$12.95	\$8.95
CIBC	\$6.00	\$5.50	\$10.00	\$2.50	\$7.50
Desjardins	\$5.20	\$5.10	\$9.20	\$3.65	\$5.70
Laurentian Bank	\$6.00	\$8.00	\$7.50	\$5.00	\$7.50
mбанx	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Metro Credit Union	\$4.00	\$7.20	\$16.40	\$7.60	\$5.00
National Bank	\$5.20	\$5.10	\$10.00	\$4.75	\$6.50
National Trust	\$5.20	ABM bill payment n/a	ABM bill payment n/a	\$5.20	\$6.50
Royal Bank	\$9.20	\$12.00	\$19.50	\$12.25	\$9.50
Scotiabank	\$5.20	\$5.60	\$10.00	\$4.95	\$6.50
TD Bank	\$5.20	\$5.10	\$10.00	\$2.50	\$6.50

A Note on the Overall Tables:

- Click on a profile name to view its Individual Profile Table.
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- Account details are identified in the Individual Profile Tables.
- Student and Seniors accounts are not included in this data.

View Individual Profile Tables: 

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Financial Service Charges

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Consumer Profiles

Summary Tables

Overall Tables

Individual Profiles

• Presentation

• +\$1000 balance
• -\$1000 balance

• +\$1000 balance
• -\$1000 balance

Individual Profiles

Minimal Transaction Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Metro Credit Union	\$5.95 Regular Chequing	\$5.95 - Regular Chequing	\$6.00 Regular Chequing
VanCity	\$7.80 Chequing/Savings Account	\$7.80 Chequing/Savings Account	*Data added in 1998
National Bank	\$8.75 - Progress Account with Unifree Service Plus	\$15.00 + Progress Account with Unifree Service Plus	\$8.75 Progress Account with Unifree Service
Bank of Montreal	\$9.00 - Standard Plan	\$9.50 Standard Plan	\$9.50 Standard Plan
Royal Bank	\$9.20 Signature Plus®	\$9.20 Signature Plus®	\$9.20 Signature Plus®
HSBC	\$9.25 Performance Package	\$9.25 Performance Package	* Data added in 1998
Canada Trust	\$9.95 + Full Serve Account	\$9.45 + Savings Account	\$8.95 Full Serve Plan
Scotiabank	\$9.95 Scotia Value® Account	\$9.95 + Scotia Value® Account	\$7.75 Scotia Basic Banking Account
CIBC	\$10.00 MenuPlus™ Minimize Fees -Value Pack	\$10.00 MenuPlus™ 10-Pack	\$10.00 MenuPlus™ 10-pack
Laurentian Bank	\$10.95 Day by Day Interest Plus with SuperSaver Plan	\$10.95 Day by Day Interest Plus with SuperSaver Plan	\$10.95 Day by Day Interest Plus with SuperSaver Plan
TD Bank	\$11.60 TD Moneybuilder	\$11.60 TD Moneybuilder	\$11.60 TD Moneybuilder
Desjardins	\$11.95 Combination Plan	\$11.95 + Combination Plan	\$11.55 Build-Up Savings Account
mбанx	\$22.95 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
Citizens Bank	(Branch services n/a)	(Branch services n/a)	* Data added in 1998

CS CO-OP	(Branch bill payment n/a)	(Branch bill payment n/a)	* Data added in 1998
President's Choice Financial	(Branch services n/a)	(Branch services n/a)	* Data added in 1998

• **View this Profile for Minimum Balances of +\$1000**

View Individual Profile Tables: **1 2 3 4 5**

How to use the table:

- Number values reflect the least expensive monthly service charges for accounts available at each financial institution.
- Student and Seniors accounts are not included in this data.
- Please Note: Financial institutions are ordered by service charge costs in this table. Where different financial institutions offer the same charges, the order is alphabetical.

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Financial Service Charges

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Consumer Profiles

Summary Tables

Overall Tables

Individual Profiles

• Presentation

• +\$1000 balance
• -\$1000 balance

• +\$1000 balance
• -\$1000 balance

Individual Profiles

Minimal Transaction Consumer

Minimum Balance Over \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Metro Credit Union	\$4.00 Daily Interest Chequing	\$4.00 Daily Interest Chequing	\$4.00 Daily Interest Chequing
HSBC	\$5.00 Performance Activity	\$5.00 Performance Activity	*Data added in 1998
VanCity	\$5.00 Chequing/Savings Account	\$5.00 Chequing/Savings Account	*Data added in 1998
Scotiabank	\$5.20 Scotia Powerchequing® Account	\$5.20 Scotia Powerchequing® Account	\$5.20 Scotia Powerchequing® Account
TD Bank	\$5.20 TD Moneybuilder	\$5.20 TD Moneybuilder	\$5.20 TD Moneybuilder
Desjardins	\$6.00 + Personal Chequing Account	\$5.20 Personal Chequing Account	\$5.20 Personal Chequing Account
Laurentian Bank	\$6.00 Day by Day Interest Plus	\$6.00 Day by Day Interest Plus	\$6.00 Day by Day Interest Plus with SuperSaver Plan
Canada Trust	\$7.00 Value Account	\$7.00 Value Account	\$7.00 Full Serve Plan
National Bank	\$8.00 Progress Account	\$8.00 Progress Account	\$8.00 Progress Account
Bank of Montreal	\$9.00 - Standard Plan	\$9.50 Standard Plan	\$9.50 Standard Plan
Royal Bank	\$9.20 Signature Plus®	\$9.20 Signature Plus®	\$9.20 Signature Plus®
CIBC	\$10.00 + MenuPlus™ Minimize Fees - Value Pack	\$6.00 MenuPlus™ Maximize Rewards	\$6.00 MenuPlus™ Maximize Rewards
mbanx	\$22.95 + i.connect	\$13.00 mbanx™	\$13.00 mbanx™
Citizens Bank	(Branch services n/a)	(Branch services n/a)	*Data added in 1998
	(Branch bill payment	(Branch bill payment	* Data added in

CS CO-OP	(Branch bill payment n/a)	(Branch bill payment n/a)	* Data added in 1998
President's Choice Financial	(Branch services n/a)	(Branch services n/a)	* Data added in 1998

● **View this Profile for Minimum Balances of +\$1000**

View Individual Profile Tables: **1 2 3 4 5**

How to use the table:

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Consumer Profiles	Summary Profiles	Overall Totals	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Individual Profiles

2 Average Transaction Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
HSBC	\$11.25 Performance Package	\$11.25 Performance Package	*Data added in 1998
Metro Credit Union	\$11.40 Regular Chequing	\$11.40- Regular Chequing	\$12.00 Regular Chequing
Bank of Montreal	\$11.50 Standard Plan	\$11.50 Standard Plan	\$11.50 Standard Plan
Royal Bank	\$12.00 Royal Certified Service®	\$12.00 Royal Certified Service®	\$12.00 Royal Certified Service®
TD Bank	\$12.00 Premium Service	\$12.00 Premium Service	\$12.00 Premium Service
Scotiabank	\$12.45 Scotia Value® Account	\$12.45 + Scotia Value® Account	\$11.95 Scotia Value® Account
Laurentian Bank	\$13.45 Day by Day Interest Plus with SuperSaver Plan	\$13.45 Day by Day Interest Plus with SuperSaver Plan	\$13.45 Day by Day Interest Plus with SuperSaver Plan
Desjardins	\$14.45 Combination Plan	\$14.45 Combination Plan	\$14.45 Combination Plan
National Bank	\$14.55 - Progress Account with Unifree Service Plus	\$17.50 + Progress Account with Unifree Service Plus	\$14.55 Progress Account with Unifree Service
CIBC	\$16.85 + MenuPlus™ Minimize Fees - Value Pack	\$14.85 MenuPlus™ 20-pack	\$14.85 MenuPlus™ 20-pack
mбанx	\$18.95 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
Canada Trust	(ABM bill payment n/a)	(ABM bill payment n/a)	(ABM bill payment n/a)
Citizens Bank	(Branch services n/a)	(Branch services n/a)	*Data added in 1998
		(ABM bill	*Data added in

CS CO-OP	(ABM bill payment n/a)	(ABM bill payment n/a)	*Data added in 1998
President's Choice Financial	(Branch services n/a)	(Branch services n/a)	*Data added in 1998
VanCity	(ABM bill payment n/a)	(ABM bill payment n/a)	*Data added in 1998

● **View this Profile for Minimum Balances of +\$1000**

View Individual Profile Tables: **1 2 3 4 5**

How to use the table:

- Number values reflect the least expensive monthly service charges for accounts available at each financial institution.
- Student and Seniors accounts are not included in this data.
- Please Note: Financial institutions are ordered by service charge costs in this table. Where different financial institutions offer the same charges, the order is alphabetical.

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Financial Service Charges

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Consumer Profiles	Summary Tables	Overall Tables	Industry Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Industry Profiles

2 Average Transaction Consumer

Minimum Balance Over \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Scotiabank	\$5.10 Scotia Powerchequing® Account	\$5.10 - Scotia Powerchequing® Account	\$5.60 Scotia Powerchequing® Account
TD Bank	\$5.10 TD Moneybuilder	\$5.10 TD Moneybuilder	\$5.10 TD Moneybuilder
Desjardins	\$5.50 + Personal Chequing Account	\$5.10 Personal Chequing Account	\$5.10 Personal Chequing Account
HSBC	\$7.25 Performance Activity	\$7.25 Performance Activity	*Data added in 1998
National Bank	\$7.50 Progress Account	\$7.50 + Progress Account	\$5.10 Progress Account
Metro Credit Union	\$8.20 Daily Interest Chequing	\$8.20 + Daily Interest Chequing	\$7.20 Daily Interest Chequing
Laurentian Bank	\$9.00 + Day by Day Interest Plus	\$8.00 Day by Day Interest Plus with TimeSaver Plan	\$8.00 Day by Day Interest Plus with SuperSaver Plan
Bank of Montreal	\$11.50 Standard Plan	\$11.50 Standard Plan	\$11.50 Standard Plan
Royal Bank	\$12.00 Royal Certified Service®	\$12.00 Royal Certified Service®	\$12.00 Royal Certified Service®
CIBC	\$16.85 + MenuPlus™ Minimize Fees - Value Pack	\$5.50 MenuPlus™ Maximize Rewards	\$ 5.50 MenuPlus™ Maximize Rewards
mбанx	\$18.95 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
Canada Trust	(ABM bill payment n/a)	(ABM bill payment n/a)	(ABM bill payment n/a)
Citizens Bank	(Branch services n/a)	(Branch services n/a)	*Data added in 1998
CS CO-OP	(ABM bill payment n/a)	(ABM bill payment n/a)	*Data added in 1998
President's	(Branch services	(Branch services	* Data added in

Choice Financial	(Branch services n/a)	(Branch services n/a)	* Data added in 1998
VanCity	(ABM bill payment n/a)	(ABM bill payment n/a)	* Data added in 1998

• [View this Profile for Minimum Balances of +\\$1000](#)

View Individual Profile Tables: [1](#) [2](#) [3](#) [4](#) [5](#)

How to use the table:

- Number values reflect the least expensive monthly service charges for accounts available at each financial institution.
- Student and Seniors accounts are not included in this data.
- Please Note: Financial institutions are ordered by service charge costs in this table. Where different financial institutions offer the same charges, the order is alphabetical.

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Financial Service Charges

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Consumer Profiles	Summary Tables	Overall Tables	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Individual Profiles

3 Convenience Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Citizens Bank	\$8.00 Chequing/Savings	\$8.00 Chequing/Savings	*Data added in 1998
President's Choice Financial	\$10.00 PC Bank Account	\$10.00 PC Bank Account	*Data added in 1998
Laurentian Bank	\$10.10 + Day by Day Interest Plus with <i>TimeSaver Plan</i>	\$8.15 Day by Day Interest Plus with <i>TimeSaver Plan</i>	\$8.15 Day by Day Interest Plus with <i>TimeSaver Plan</i>
TD Bank	\$12.00 Premium Service	\$12.00 Premium Service	\$12.00 Premium Service
mбанx	\$14.95 + i.connect	\$13.00 mбанx TM	\$13.00 mбанx TM
HSBC	\$17.25 Performance Package	\$17.25 Performance Package	*Data added in 1998
CIBC	\$17.80 - MenuPlus TM Minimize Fees - Power Pack	\$23.80 MenuPlus TM 30-pack	\$23.80 MenuPlus TM 30-pack
Desjardins	\$17.80 Autonomous Plan	\$17.80 + Autonomous Plan	\$17.65 Autonomous Plan
Bank of Montreal	\$18.50 + Enhanced Plan	\$14.00 Enhanced Plan	\$14.00 Enhanced Plan
Scotiabank	\$18.70 Basic Banking Plan	\$18.70 - Basic Banking Plan	\$19.45 Scotia Value®
Royal Bank	\$19.50 Royal Certified Service® or Signature Plus® Flat Fee (Option 4)	\$19.50 Royal Certified Service® or Signature Plus® Flat Fee (Option 4)	\$19.50 Signature Plus® Flat Fee (Option 4)
Metro Credit Union	\$20.10 Two-Four Chequing	\$20.10 - Regular Chequing	\$23.65 Regular Chequing
National Bank	\$21.30 + Progress Account with Direct Access PLUS	\$20.86 - Progress Account with Direct Access PLUS	\$26.28 Progress Account with Direct Access PLUS
	(ABM bill payment)	(ABM bill payment)	(ABM bill)

Canada Trust	n/a)	n/a)	payment n/a)
CS CO-OP	(ABM bill payment n/a)	(ABM bill payment n/a)	* Data added in 1998
VanCity	(ABM bill payment n/a)	(ABM bill payment n/a)	* Data added in 1998

• **View this Profile for Minimum Balances of +\$1000**

View Individual Profile Tables: **1 2 3 4 5**

How to use the table:

- Number values reflect the least expensive monthly service charges for accounts available at each financial institution.
- Student and Seniors accounts are not included in this data.
- Please Note: Financial institutions are ordered by service charge costs in this table. Where different financial institutions offer the same charges, the order is alphabetical.

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Financial Service Charges

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Consumer Profiles	Summary Tables	Overall Tables	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Individual Profiles

3 Convenience Consumer

Minimum Balance Over \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Citizens Bank	\$0.00 Chequing/Savings	\$0.00 Chequing/Savings	*Data added in 1998
Laurentian Bank	\$9.45 + Day by Day Interest Plus with TimeSaver Plan	\$7.50 Day by Day Interest Plus with TimeSaver Plan	\$7.50 Day by Day Interest Plus with TimeSaver Plan
Desjardins	\$10.00 Personal Chequing Account	\$10.00 + Personal Chequing Account	\$9.20 Personal Chequing Account
President's Choice Financial	\$10.00 PC Bank Account	\$10.00 PC Bank Account	*Data added in 1998
Scotiabank	\$10.00 Scotia Powerchequing® Account	\$10.00 Scotia Powerchequing® Account	\$10.00 Scotia Powerchequing® Account
TD Bank	\$10.00 TD Moneybuilder	\$10.00 TD Moneybuilder	\$10.00 TD Moneybuilder
National Bank	\$12.00 Progress Account	\$12.00 + Progress Account	\$10.00 Progress Account
mбанx	\$14.95 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
HSBC	\$16.25 Performance Activity	\$16.25 Performance Activity	*Data added in 1998
CIBC	\$17.80 + MenuPlus™ Minimize Fees Power Pack	\$10.00 MenuPlus™ Maximize Rewards	\$10.00 MenuPlus™ Maximize Rewards
Bank of Montreal	\$18.50 + Enhanced Plan	\$14.00 Enhanced Plan	\$14.00 Enhanced Plan
Royal Bank	\$19.50 Royal Certified Service® or Signature Plus® Flat Fee (Option 4)	\$19.50 Royal Certified Service® or Signature Plus® Flat Fee (Option 4)	\$19.50 Signature Plus® Flat Fee (Option 4)
Metro Credit Union	\$20.10 Two-Four Chequing	\$20.10 + Daily Interest Chequing	\$16.40 Daily Interest Chequing
Canada Trust	(ABM bill payment)	(ABM bill payment)	(ABM bill payment)

	n/a)	n/a)	n/a)
CS CO-OP	(ABM bill payment n/a)	(ABM bill payment n/a)	* Data added in 1998
VanCity	(ABM bill payment n/a)	(ABM bill payment n/a)	* Data added in 1998

● [View this Profile for Minimum Balances of +\\$1000](#)

View Individual Profile Tables: **1 2 3 4 5**

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Financial Service Charges

ANNUAL REPORT 2000

Consumer Profiles	Summary Tables	Overall Tables	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Individual Profiles

4 Connected Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
President's Choice Financial	\$2.50 PC Bank Account	\$2.50 PC Bank Account	*Data added in 1998
Citizens Bank	\$7.50 Investment Savings Account	\$7.50 Investment Savings Account	*Data added in 1998
TD Bank	\$7.50 + Access Plan	\$5.00 Access Plan	\$5.00 Access Plan
Laurentian Bank	\$8.10 + Day by Day Interest Plus with SuperSaver Plan	\$6.15 Day by Day Interest Plus with TimeSaver Plan	\$6.15 Day by Day Interest Plus with TimeSaver Plan
mбанx	\$9.95 - i.connect	\$13.00 mbанx TM	\$13.00 mbанx TM
National Bank	\$10.00 - Progress Account with Direct Access PLUS	\$10.35 - Progress Account with Direct Access PLUS	\$14.28 Progress Account with Direct Access PLUS
Scotiabank	\$10.00 Basic Banking Plan	\$10.00 - Basic Banking Plan	\$14.90 Scotia Value [®] Account
CIBC	\$10.30 - MenuPlus TM Minimize Fees - Power Pack	\$11.80 MenuPlus TM 30-pack	\$11.80 MenuPlus TM 30-pack
Desjardins	\$10.30 Autonomous Plan	\$10.30 - Autonomous Plan	\$12.10 Autonomous Plan
HSBC	\$11.25 Performance Package	\$11.25 Performance Package	*Data added in 1998
Bank of Montreal	\$11.50 Standard Plan	\$11.50 + Standard Plan	\$9.50 Initial Plan
Metro Credit Union	\$11.65 Regular Chequing	\$11.65 - Regular Chequing	\$12.40 Regular Chequing
CS CO-OP	\$11.95 Silver	\$11.95 Silver	*Data added in 1998
	\$12.00	\$12.00 -	\$12.25

Royal Bank	Royal Certified Service®	Royal Certified Service®	Signature Plus® Flat Fee (Option 4)
Canada Trust	\$15.45 + Infinity Account	\$12.95 Full-Serve Plan	\$12.95 Self Serve Plan
VanCity	\$16.00 Package Account	\$16.00 Package Account	*Data added in 1998

● **View this Profile for Minimum Balances of +\$1000**

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Financial Service Charges

ANNUAL REPORT 2000

Consumer Profiles	Summary Tables	Overall Totals	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Connected Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
President's Choice Financial	\$2.50 PC Bank Account	\$2.50 PC Bank Account	*Data added in 1998
Citizens Bank	\$7.50 Investment Savings Account	\$7.50 Investment Savings Account	* Data added in 1998
TD Bank	\$7.50 + Access Plan	\$5.00 Access Plan	\$5.00 Access Plan
Laurentian Bank	\$8.10 + Day by Day Interest Plus with SuperSaver Plan	\$6.15 Day by Day Interest Plus with TimeSaver Plan	\$6.15 Day by Day Interest Plus with TimeSaver Plan
mбанx	\$9.95 - i.connect	\$13.00 mбанx TM	\$13.00 mбанx TM
National Bank	\$10.00 - Progress Account with Direct Access PLUS	\$10.35 - Progress Account with Direct Access PLUS	\$14.28 Progress Account with Direct Access PLUS
Scotiabank	\$10.00 Basic Banking Plan	\$10.00 - Basic Banking Plan	\$14.90 Scotia Value® Account
CIBC	\$10.30 - MenuPlus TM Minimize Fees - Power Pack	\$11.80 MenuPlus TM 30-pack	\$11.80 MenuPlus TM 30-pack
Desjardins	\$10.30 Autonomous Plan	\$10.30 - Autonomous Plan	\$12.10 Autonomous Plan
HSBC	\$11.25 Performance Package	\$11.25 Performance Package	*Data added in 1998
Bank of Montreal	\$11.50 Standard Plan	\$11.50 + Standard Plan	\$9.50 Initial Plan
Metro Credit Union	\$11.65 Regular Chequing	\$11.65 - Regular Chequing	\$12.40 Regular Chequing
CS CO-OP	\$11.95 Silver	\$11.95 Silver	*Data added in 1998
	\$12.00	\$12.00 -	\$12.25

Canada Trust	\$12.95 Infinity Account	\$12.95 Full Serve Plan or Infinity Plan	12.95 Self Serve Plan or Infinity Plan
VanCity	\$16.00 Package Account	\$16.00 Package Account	*Data added in 1998

• [View this Profile for Minimum Balances of +\\$1000](#)

View Individual Profile Tables: [1](#) [2](#) [3](#) [4](#) [5](#)

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Financial Service Charges

ANNUAL REPORT 2000

Consumer Profile

Summary Tables

Overall Totals

Individual Profiles

• Presentation

• +\$1000 balance

• +\$1000 balance

• -\$1000 balance

• -\$1000 balance

Individual Profile

5 Prosperous, Branch Consumer

Minimum Balance Less Than \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
National Bank	\$8.75 - Progress Account with Unifee Service Plus	\$15.00 + Progress Account with Unifee Service Plus	\$8.75 Progress Account with Unifee Service
Metro Credit Union	\$8.95 Regular Chequing	\$8.75 + Regular Chequing	\$8.75 Regular Chequing
Bank of Montreal	\$9.00 - Standard Plan	\$9.50 Standard Plan	\$9.50 Standard Plan
HSBC	\$9.25 Performance Package	\$9.25 Performance Package	*Data added in 1998
Royal Bank	\$9.50 Royal Certified Service®	\$9.50 Royal Certified Service®	\$9.50 Royal Certified Service®
VanCity	\$9.50 Package Account	\$9.50 Package Account	*Data added in 1998
Canada Trust	\$9.95 Full Serve Account	\$9.95 Full Serve Plan	\$9.95 Full Serve Plan
Scotiabank	\$9.95 Scotia Value® Account	\$9.95 Scotia Value® Account	\$9.95 Scotia Value® Account
Laurentian Bank	\$10.95 Day by Day Interest Plus with SuperSaver Plan	\$10.95 Day by Day Interest Plus with SuperSaver Plan	\$10.95 Day by Day Interest Plus with SuperSaver Plan
Desjardins	\$11.95 Combination Plan	\$11.95 Combination Plan	\$11.95 Combination Plan
TD Bank	\$12.00 Premium Service	\$12.00 Premium Service	\$12.00 Premium Service
CIBC	\$16.30 + MenuPlus™ Minimize Fees - Value Pack	\$15.50 MenuPlus™ 20-pack	\$15.50 MenuPlus™ 20-pack
mбанx	\$28.45 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
Citizens Bank	(Branch services n/a)	(Branch services n/a)	*Data added in 1998

CS CO-OP	(Branch bill payment n/a)	(Branch bill payment n/a)	* Data added in 1998
President's Choice Financial	(Branch services n/a)	(Branch services n/a)	* Data added in 1998

● **View this Profile for Minimum Balances of +\$1000**

View Individual Profile Tables: **1 2 3 4 5**

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Financial Service Charges

ANNUAL REPORT 2000

Consumer Profile	Summary Tables	Overall Tables	Individual Profiles
	• Presentation	• +\$1000 balance • -\$1000 balance	• +\$1000 balance • -\$1000 balance

Individual Profiles

5 Prosperous, Branch Consumer

Minimum Balance Over \$1000:

Financial Institution	1999 Service Charges	1998 Service Charges	1997 Service Charges
Metro Credit Union	\$5.00 Daily Interest Chequing	\$5.00 Daily Interest Chequing	\$5.00 Daily Interest Chequing
HSBC	\$6.25 Performance Activity	\$6.25 Performance Activity	*Data added in 1998
VanCity	\$6.25 Chequing/Savings Account	\$6.25 Chequing/Savings Account	*Data added in 1998
Scotiabank	\$6.50 Scotia Powerchequing® Account	\$6.50 Scotia Powerchequing® Account	\$6.50 Scotia Powerchequing® Account
TD Bank	\$6.50 TD Moneybuilder	\$6.50 TD Moneybuilder	\$6.50 TD Moneybuilder
Desjardins	\$7.50 + Personal Chequing Account	\$6.50 + Personal Chequing Account	\$5.70 Personal Chequing Account
Laurentian Bank	\$7.50 Day by Day Interest Plus	\$7.50 Day by Day Interest Plus	\$7.50 Day by Day Interest Plus with SuperSaver Plan
National Bank	\$8.75 - Progress Account with Unifree Service	\$10.00 + Progress Account	\$6.50 Progress Account
Bank of Montreal	\$9.00 - Standard Plan	\$9.50 Standard Plan	\$9.50 Standard Plan
Royal Bank	\$9.50 Royal Certified Service®	\$9.50 Royal Certified Service®	\$9.50 Royal Certified Service®
Canada Trust	\$9.95 Full Serve Account	\$9.95 + Full Serve Plan	\$8.95 Full Serve Plan
CIBC	\$16.30 + MenuPlus™ Minimize Fees - Value Pack	\$7.50 MenuPlus™ Maximize Rewards	\$7.50 MenuPlus™ Maximize Rewards
mбанx	\$28.45 + i.connect	\$13.00 mбанx™	\$13.00 mбанx™
Citizens Bank	(Branch services n/a)	(Branch services n/a)	*Data added in 1998

	n/a)	n/a)	1998
CS CO-OP	(Branch bill payment n/a)	(Branch bill payment n/a)	* Data added in 1998
President's Choice Financial	(Branch services n/a)	(Branch services n/a)	* Data added in 1998

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