

# HSBC Small Business Guide to Fees and Service Charges

## Table of Contents

What you need to know.....	2
HSBC Small Business Day to Day Accounts .....	3
Additional Services and Fees.....	4
Day-to-Day Services & Fees.....	4
Other fees .....	5
Important Account Notices.....	7
Terms and Conditions .....	8

### Have questions? Reach out.

- **By phone:** Call us at 1-877-955-4722 (HSBC).  
Open from 8am-8pm EST Monday to Friday.
- **Visit us Online at [hsbc.ca](https://www.hsbc.ca).**
- You can also find a branch at [hsbc.ca/atm](https://www.hsbc.ca/atm).

## What you need to know.

This guide includes important information you need to know about fees on our HSBC Small Business accounts. We also provide you with a side-by-side view of our HSBC Small Business chequing and savings accounts, making it simple to choose the right one for your business.

### If fees change, you'll be notified.

We'll tell you if we introduce new fees or make any changes to existing ones at least 30 calendar days before any changes occur, either through our website, via a notice posted in our branches or through our ATMs.

### Canadian fees and other currencies.

Unless otherwise stated, fees are charged in Canadian Dollars (CAD). For any accounts held in currencies other than Canadian dollars, we will charge fees in the currency of that account. If a fee is not shown in the foreign currency, we charge you the Canadian dollar fee converted to the foreign currency at our rate on the date we charge the fee.

Here are 2 examples to illustrate how fees appear and will be charged:

- **\$5/US \$5.00** – For Canadian currency accounts, the amount charged will be \$5.00 CAD. For US currency accounts, the charge will be \$5.00 USD and will appear as such on your statement.
- **\$2.50** – For Canadian currency accounts, the amount charged will be \$2.50 CAD. For US currency accounts, the charge will be \$2.50 CAD converted to the USD amount based on the rate on the day we charge the fee.

### Can't find a specific fee in this document?

Certain products or services may not have fees listed in this document. For those, fee disclosures will be provided to you in a separate document. If, for any reason, the amount of a service fee applicable to a HSBC Small Business account cannot be established at the time the account is opened, we will provide you with notice of the amount of the fee as soon as possible after the amount is determined.

Additional taxes may apply.

## HSBC Small Business Accounts

	HSBC Start Chequing	HSBC Smart Chequing	HSBC Unlimited Chequing	HSBC Small Business High Rate Savings	
	Choose the right non-interest bearing chequing account for your business.				Interest rates can be found at <a href="http://www.hsbc.ca/1/2/todays-rates/all-rates-tables">www.hsbc.ca/1/2/todays-rates/all-rates-tables</a>
<b>Fees &amp; features</b>	Monthly account fee	\$5/US \$5.00	\$30/US \$30.00	\$60/US \$60.00	Free
	Transactions included (debits <sup>2</sup> and credits <sup>1</sup> )	10	60	Unlimited	3 debits <sup>2</sup> and 3 credits <sup>1</sup>
	Fee per additional transaction	\$1/US \$1.00 per transaction	\$1/US \$1.00 per transaction	Not Applicable	\$1/US \$1.00 per transaction per additional credit <sup>1</sup> \$5/US \$5.00 per transaction per additional debit <sup>2</sup>
	Online <sup>3</sup> , Mobile <sup>4</sup> & Telephone banking	Included	Included	Included	Included
<b>Fees for items deposited*</b>	Each cheque deposited <sup>5</sup>	\$0.20/US \$0.20 per cheque	First 45 included <sup>5</sup> , \$0.20/US \$0.20 per additional cheque	First 100 included <sup>5</sup> , \$0.20/US \$0.20 per additional cheque	\$0.20/US \$0.20 per cheque
	Cash deposit fee per \$1000 deposited per month <sup>5</sup>	\$2.50/US \$2.50	First \$5,000/US \$5000 <sup>5</sup> included per month, \$2.50/US \$2.50 per additional \$1000	First \$15,000/US \$15000 <sup>5</sup> included per month, \$2.50/US \$2.50 per additional \$1000	\$2.50/US \$2.50
	Coin deposits per \$100.00** (rolled or loose coins) per month <sup>5</sup>	\$2.50	\$2.50	\$2.50	\$2.50
<b>ATM fees**^</b>	Using any HSBC Bank Canada ATM (Withdraw, Deposit)	Free	Free	Free	Free
	Each withdrawal using other Financial Institutions' ATMs in Canada	\$1.50	\$1.50	\$1.50	\$1.50
	Each withdrawal using other Financial Institutions' ATMs outside of Canada (including HSBC's worldwide network of ATMs)	\$5.00	\$5.00	\$5.00	\$5.00

\* Fees charged for items deposited and ATM fees are in addition to fees charged for transactions

\*\* Not available through ATMs

^ Some banks charge an additional convenience fee to use their ATMs

## Additional Services and Fees

In addition to the monthly account, transaction and deposit fees listed on page 3, this section provides a list of all other services offered and the related fees for each.

### Day-to-Day Services & Fees

This section lists the most common services and fees used by our customers in alphabetical order.

#### Bank Drafts

Canadian dollar, US dollar and other foreign currency, each	\$7.50
---	--------

#### Certified Cheques

Requested by account holder, per cheque	\$15.00
Requested by non-account holder, per cheque	\$20.00

#### Electronic Funds Transfer (EFT)

Allows you to efficiently process payments and collect receivables within Canada. Please speak with your Relationship Manager for specific solutions and pricing.

#### Online Tax Filing Service

A convenient way to remit federal, provincial and municipal taxes, as well as various employee payroll deductions over the Internet

One time set-up fee, per Online Tax Filing Service Profile	\$30.00
Minimum monthly administration fee (not charged for any month when filings are made)	\$2.75
Government filing, each	\$2.00

#### Stop Payments

Issued Canadian dollar or US dollar cheques or pre-authorized debits, per request:

Through Online <sup>3</sup> banking	Free
In person <sup>11</sup>	\$15.00
Foreign drafts	\$15.00
With incomplete information or encoding	\$15.00

*Plus applicable fees levied by negotiating bank*

#### Transfers between all HSBC Bank Canada Accounts

In person <sup>11</sup> through HSBC ATMs, Online <sup>3</sup> , Mobile <sup>4</sup> or Telephone banking	Free
---	------

Request made to an HSBC Bank Canada Branch by phone	\$4.50
---	--------

*Note: Standard transaction fees outlined in the **HSBC Small Business Accounts** section apply, depending on the accounts owned by the customer.*

#### Wire Transfer Fees<sup>6, 7, 8, 9, 10</sup>

##### Sending wire transfers at an HSBC Bank Canada Branch in Canada<sup>6,7,8,10</sup>

Up to and including \$30,000	\$45.00 per transfer
Greater than \$30,000	\$75.00 per transfer

##### Sending wire transfers through Online banking<sup>3,6,7,8,9,10</sup>

Up to and including \$30,000	\$20.00 per transfer
Greater than \$30,000	\$40.00 per transfer

##### Receiving money wire transfer<sup>8,9</sup>

Any value	\$15.00 per transfer
Fees for incorrectly formatted instructions (including repairs)	\$25.00

##### Cancel, recall or trace

Less than 30 days after date of transfer	Free
Between 30 and 90 calendar days after date of transfer	\$30.00 per request
Between 91 calendar days and 2 years after date of transfer	\$80.00 per request
More than 2 years after transfer	\$155.00 per request

## Other Fees

You can find all other fees listed below in alphabetical order.

### Accounts closed within 90 days of opening

Transferred to another HSBC Bank Canada branch/account or deposit instrument	Free
Any other reason	\$20.00

### Accounts Statement

Duplicate or interim statements, each	\$5.00
---------------------------------------	--------

### Account Transfer

Balance of account transferred to another financial institution	\$19.50
---	---------

### Bank Confirmation

Per hour (Minimum \$35.00)	\$50.00
----------------------------	---------

*Note: Hourly fee is charged based on the amount of time required to complete the customer request.*

### Certificate of Account Balance/Reference Letter

Per hour (Minimum \$17.50)	\$30.00
----------------------------	---------

*Note: Hourly fee is charged based on the amount of time required to complete the customer request.*

### Cheque Validation

If an HSBC customer requests that a non-HSBC cheque be confirmed with another financial institution before processing	\$5.00
---	--------

### Collection Items

Items sent to other financial institutions for collections within Canada	\$25.00
Outgoing cheque collections Canadian dollar, US dollar or foreign currency cheques payable outside of Canada	0.20% of amount Minimum-\$30.00 Max-\$150.00

*Plus applicable charges levied by the issuing and intermediary bank(s)*

### Customized Cheques

Price depends on style and quantity ordered. For more information contact your Relationship Manager	Price Varies
---	--------------

### Deposited Items Returned Unpaid (Chargebacks)

Due to non-sufficient funds	Free
For any other reason, each	\$7.00
Telephone or fax if required, each	\$7.00

### Dishonoured (NSF) Items

Each cheque or debit item (Charge supersedes the \$5.00 overdraft item handling fee)	\$45.00
--	---------

### Foreign Exchange

Foreign cheques purchased by HSBC Bank Canada (i.e. cashed, deposited) per cheque (excludes Traveller Cheques)*	\$2.50
Foreign cheques** written on a Canadian dollar account, per cheque*	\$20.00
Foreign currency pension cheques purchased by the Bank	Exchange only

*\* Plus applicable foreign exchange*

*\*\* Cheques written in currencies other than Canadian or US dollars will be treated as Collections items. Please refer to the fees for Collections items.*

*Value for US dollar and foreign currency cheques (purchased or deposited into any account) may be delayed for 1-3 business days for US dollar items and for at least 5 business days for foreign currency items to allow for clearing and international settlement*

## Other Fees (cont'd)

### Inactive Accounts

An account will become inactive if the account holder has not initiated any deposit or withdrawal transactions within a one-year period.

Automatic debits or credits processed through the account will not prevent an account from becoming inactive. Regular account service charges will continue to apply to these accounts. The following inactivity fee applies:

Annual inactivity Fees	\$30.00
------------------------	---------

Note: the first inactive account notice will be sent in January following the first year of inactivity and will continue annually. The inactivity fee only applies if you do not acknowledge the notice within 90 days of mailing. After 2 years, the inactive account will be closed once the balance in the account is less than \$30.00. For Canadian dollar accounts, any balance remaining in an account after 10 years of inactivity will be considered unclaimed and will be forwarded to the Bank of Canada. The account will be closed at that time. Foreign currency accounts will continue to receive the inactive notice annually with applicable inactivity fees. Inactive foreign currency accounts will be closed once the account balance is less than \$30.00 after the last inactive account notice is issued and there is no customer acknowledgement within 90 days of mailing.

### Night Deposit Service

Disposable bags, package of 50	\$15.00
Head door key replacement, each key	\$15.00

### Overdraft Item Handling

Per item, on any day when cheques, withdrawals and other debits <sup>2</sup> are paid over the authorized limit	\$5.00
---	--------

Where there is no authorized limit in place, overdraft interest will be charged at 21% per annum compounded monthly (equivalent to an effective annual interest rate of 23.14%)

Advances within an authorized limit will be charged at the appropriate rate; any portion which exceeds an authorized limit will be charged at 21% per annum compounded monthly (equivalent to an effective annual interest rate of 23.14%)

### Search for Records/Vouchers

Per item, within 60 days after transaction	\$5.00
Per item, More than 60 days after transaction	\$30.00 per hour (minimum \$15.00)

No fee is charged if we determine that a HSBC Bank Canada error is involved.

### Telephone Banking

Monthly fee	None
-------------	------

### Un-Encoded/Incorrectly Encoded Cheques

Items processed as cheques against the account or cheques with incorrect MICR encoding (such as with legacy accounts) or where encoding has been defaced, per item	\$5.00
--	--------

### Copy of tax receipts

Per copy of receipt	\$15.00
---------------------	---------

## Important Account Notices

### CDIC Insurance

US dollar and other foreign currency deposits are not insured under the Canada Deposit Insurance Corporation Act.

### Notice of Withdrawals

We reserve the right to require 24 hours' notice from you for withdrawals.

### Hold Funds Policy

When you make a deposit to your HSBC Small Business Account, at an HSBC Bank Canada branch, through an HSBC ATM or other method, we may hold some or all of the amount. If your deposit is subject to a hold, the full amount of the deposit will be reflected in your account balance right away. However, your ability to access those funds will be restricted. You cannot withdraw the funds we hold, and we will not use these funds to pay cheques or pre-authorized debits until the hold period ends. Our hold funds policy is applied on a customer by customer basis.

Deposit type	Deposit Method	Deposit Amount	Maximum Hold Period*
Cheques or instruments issued in Canadian dollars and drawn on a financial institution's branch in Canada	In-branch with an HSBC employee or HSBC ATM or other method	Any Amount	4 business days
Cheques or instruments issued in US dollars or other foreign currency (whether drawn on a financial institution's branch in Canada or outside Canada)	In-branch with an HSBC employee or HSBC ATM or other method	Any Amount	30 business days (to allow for clearing and international settlement)

\* If the deposit is made on a business day after 6:00 PM PT / 9:00 PM ET or on a non-business day, then the maximum hold period starts on the next business day. Business days do not include Saturday, Sunday or statutory holidays. The maximum hold period is based on the item being deposited meeting HSBC's criteria, and may be extended if such criteria are not met, if we need to investigate a cheque, or due to situations beyond our control such as a system outage or natural catastrophe. After the expiry of the hold period, you may access the funds. However, our release of the funds to you does not mean that the cheque or other instrument cannot be returned for another reason. If it is returned after the hold period we may charge the amount of the cheque or other instruments to HSBC Small Business Account.

All deposits at an ATM follow our hold funds policy, regardless of whether the contents are cash or cheques. Refer to <http://www.hsbc.ca/hold-policy> for more details.



## Terms and Conditions

<sup>1</sup> Credit transactions include credits made to an HSBC Bank Canada account from another HSBC Bank Canada account using HSBC Online<sup>3</sup> banking, Mobile<sup>4</sup> banking, HSBC ATMs, Telephone banking, IVR (automated interactive voice response system) and deposit using HSBC ATMs, night deposit service, HSBC Bank Canada branches and other HSBC accredited deposit channels.

<sup>2</sup> Debit transactions include debits from an HSBC Bank Canada account by way of withdrawals, bill payments, cheques, pre-authorized payments and payments through HSBC Online<sup>3</sup> banking, Mobile<sup>4</sup> banking, HSBC ATMs, Telephone banking, IVR (automated interactive voice response system), HSBC Bank Canada branches and other HSBC accredited channels.

<sup>3</sup> Online banking refers specifically to the HSBC*net* Business Online banking platform available to HSBC Small Business customers.

<sup>4</sup> Mobile banking refers specifically to the HSBC*net* Mobile app available to HSBC Small Business customers.

<sup>5</sup> Monthly deposit content activity is based on a calendar month, except for deposits made by HSBC Bank Canada ATMs or night deposit, which may be calculated on a different billing cycle. Please consult with your HSBC Bank Canada Relationship Manager for more details.

<sup>6</sup> For outgoing wire payments from an HSBC Small Business Account in a different currency than that of HSBC Small Business Account, the payment will be converted to the different currency at the current day's exchange rate.

<sup>7</sup> For outgoing wire payments, intermediaries, (including HSBC Group affiliates) and final beneficiary banks, may apply their own fees, which will be charged to the account of the beneficiary or the remitter, as applicable.

<sup>8</sup> By indicating that the fee is for the account of the beneficiary (BEN), fees are automatically deducted from the principal of the payment and are not separately billed to the HSBC Small Business Account.

<sup>9</sup> For inbound wire payments, intermediary fees may apply, which will be charged to the account of the beneficiary.

<sup>10</sup> For an outgoing payment from your HSBC Small Business Account to an account denominated in a different currency, we may route the payment through any intermediary (which may be an HSBC Group affiliate) that we deem reasonable under the circumstances and we shall have no liability with respect to such selection. If any outgoing payment from your HSBC Small Business Account designates an intermediary bank, we may select a different intermediary bank on your behalf, where appropriate, and we shall have no liability with respect to such selection. We may have reciprocal commercial referral arrangements with intermediaries. Intermediaries may (but are not obliged to) carry out a currency conversion. Conversions are made at the prevailing market rate chosen by the intermediary. Intermediaries may earn fees, impose fees and make a spread on the cost of buying or selling such currencies as necessary to fulfil a transaction request. You agree we are not acting as your agent in routing outgoing payments involving a currency conversion through intermediaries. Where reciprocal commercial referral arrangement with intermediaries are applicable, we will, on request, obtain and communicate the exchange rate that has been applied by the intermediary after the currency conversion has taken place.

<sup>11</sup> Refers to account services requests made in person, with an HSBC employee, at an HSBC Bank Canada branch.