

Better Banking

Guide

- Personal Accounts
- Everyday Banking Plans

Effective August 1, 2009

No matter where you're at in life, your goals and priorities will be different than the next person's. We think different is good. That's why we've made sure BMO Bank of Montreal® offers **accounts** and **Banking Plans** specific to where you are in life. And in just *three simple steps*, you can find the best ones to match your everyday banking needs. Here's how:

1
STEP

Select your
personal accounts

2
STEP

Select your
Banking Plan

3
STEP

Get **started**



Welcome to
Everyday Banking

Chances are you do some form of banking almost every day – paying bills, shopping, checking your balance or transferring funds from one account to another. At BMO Bank of Montreal, we’re making your everyday banking even more rewarding and convenient.

- Open multiple chequing and savings accounts (excluding Smart Saver Account) for one monthly Banking Plan fee¹
- Bank for free, if you qualify (see page 6 & 7 for details)
- Maximize your savings by choosing an Everyday Banking Plan – for one monthly fee
- Collect AIR MILES^{®†} reward miles
- Track all your accounts on one consolidated monthly statement
- Eliminate the monthly fee for overdraft protection, if you qualify (see page 13 & 14 for details)
- Take advantage of PowerSwitch[®] – a simple and free service available to all BMO Bank of Montreal customers (see page 14 for details)
- Send and receive funds online with our secure INTERAC^{**} Email Money Transfer

In this guide, you’ll find all the information you need to make the most of your everyday banking – including our diverse range of products and services that offer the ease, convenience and flexibility customers have come to expect².

Of course, we’re always here to help – you can contact us online, by phone or by visiting one of our branches.

¹ Up to 20 Primary Chequing, Interest Chequing or Premium Rate Savings accounts are eligible to be opened under the Banking Plan of your choice for one monthly fee, subject to the Banking Plan’s monthly transaction limits.

² Some products and services are only available to BMO customers. Our ability to offer these services is subject to our providers’ policies to comply with applicable regulations. In some instances, the use of these services may be restricted and not available to all customers.

Contents

Three steps to Better Banking:

STEP 1

Select your personal accounts	2
– Primary Chequing	
– Smart Saver Account	
– Premium Rate Savings	
– Interest Chequing	

STEP 2

Select your Banking Plan	5
– Features of all Banking Plans	
– How to get free banking	

STEP 3

Get started	8
– Identification requirements	
– Cashing Government of Canada cheques	
– Privacy	

Accessing your money	10
----------------------	----

Managing your money	12
– Account statement	
– Account Tracker [®]	
– Direct Deposit	
– Pre-authorized bill payment	
– Overdraft protection	
– PowerSwitch	
– Travel services	
– Personal Financial Manager Software	

Everyday Banking Plans and accounts no longer offered	15
---	----

Other services and fees	18
-------------------------	----

Glossary of terms	22
-------------------	----

Your satisfaction is important	24
--------------------------------	----

How to contact us	Back Cover
-------------------	------------



1

STEP | Select your personal accounts

*We're all unique, and we all have different priorities depending on where we're at in life. Let the following chart guide you to the **personal account(s)** that meets your unique needs.*

Personal accounts

Everyone uses their bank accounts in different ways. BMO Bank of Montreal has personal accounts to allow you to bank the way you want; save for something special, do your everyday banking and invest for the future. We offer **four personal accounts**, each with a choice of helpful options¹:

- maintain any of your accounts in U.S. dollars (except for Smart Saver Account)
- receive one monthly statement for all your accounts
- set up a Continuous Savings Plan.

I need an account that...	Primary Chequing (see chart >)	Smart Saver (see chart >)	Premium Rate Savings (see chart >)	Interest Chequing (see next to chart >)
is eligible for a monthly Banking Plan fee waiver (free banking) ²	✓			
offers multi-channel banking (in-branch, ABM and online transactions)	✓	✓		✓
offers interest on my monthly balance		✓	✓	✓
offers a higher rate of interest on my monthly balance		✓	✓	
allows me to write cheques	✓			✓
is available in U.S. dollars	✓		✓	✓

	Primary Chequing	Smart Saver
Introduction	Ideal for your day-to-day transactional banking needs.	Ideal for those who want the convenience of online banking, can maintain a minimum balance of \$5,000, and do not need access to the account on a regular basis.
Account highlights	When this is your lead account and you maintain a minimum monthly balance under the eligible Banking Plan of your choice, your monthly Banking Plan fee is waived.	Earn our highest rate of interest.
Account features	<ul style="list-style-type: none"> • You must select an Everyday Banking Plan or link the account to an existing Everyday Banking Plan. See pages 5 & 6 for full details on Everyday Banking Plans • Account is available in Canadian or U.S. dollars • Account offers cheque writing privileges 	<ul style="list-style-type: none"> • You benefit from 1 free online, ABM, or telephone banking debit transfer from the account each month. All other debits are \$5.00 each. An \$0.85 fee for an account history inquiry at an ABM or through telephone banking applies. • The account cannot be part of an Everyday Banking Plan at a fixed monthly fee. • Account is available in Canadian dollars only. • Interest is calculated on the minimum daily closing balances of \$5,000 or more and paid monthly. • No interest paid on daily closing balance below \$5,000.
Optional features (You can add or remove available features as necessary.)	<ul style="list-style-type: none"> • Get one monthly statement – combine all of your personal accounts on one detailed monthly statement and pay no additional fees (one free with all Banking Plans) • Choose cheque (image) return (free with some Banking Plans) or optional cheque safekeeping • Add overdraft protection (subject to qualification) 	<ul style="list-style-type: none"> • Get one monthly statement – combine all of your personal accounts on one detailed monthly statement and pay no additional fees (one free with all Banking Plans) • For other long-term investment needs, our qualified BMO Bank of Montreal representatives are available to help you with mutual funds and term investments. <p><i>Simply visit bmo.com/openaccount or login to Online Banking to open a Smart Saver Account quickly and conveniently.</i></p>

Premium Rate Savings

Ideal as part of your overall investment portfolio. It provides competitive rates of return without locking in your funds.

Earn interest on your entire monthly balance.

- Individual account transaction fees apply, or include your account with an Everyday Banking Plan at a fixed monthly fee (Note: Account[s] can also be added to an existing Banking Plan with no additional monthly fee)
- Account is available in Canadian or U.S. dollars
- This is a traditional savings account for deposits, withdrawals and transfers only; no debit card purchases or bill payments are allowed
- Interest will be calculated on the daily account closing balance, and paid monthly on the last business day of the month³
- Get one monthly statement – combine all of your personal accounts on one detailed monthly statement and pay no additional fees (one free with all Banking Plans)
- Arrange for a Continuous Savings Plan
- For other long-term investment needs, our qualified BMO Bank of Montreal representatives are available to help you with mutual funds and term investments.
- Visit your local branch or contact BMO Direct for more details.

Interest Chequing

Our Interest Chequing Account is available in Canadian or U.S. dollars and can be used for day-to-day transactions such as ABM withdrawals, bill payments and debit card purchases while earning some interest on the balance maintained in the account. Ask us for complete details.

Note: Cheques made to yourself or to cash, and cashed at any BMO Bank of Montreal branch, may not be returned (original or image) but are described on your statement.

For more information on accounts no longer offered, see page 15.

¹ Options may vary by type of personal account.

² Based on minimum monthly balance.

³ Rates are subject to change without notice.

For current interest rates, please visit bmo.com/rates, call 1 877 CALL BMO or speak to a BMO Bank of Montreal branch representative.



BMO Bank of Montreal is the only bank where you can collect AIR MILES^{®†} reward miles. To find out how you can make the most of your everyday spending and savings visit **bmo.com/airmiles** or pick up the *How to Collect AIR MILES reward miles* brochure.



Banking Plans

Whether your banking needs are limited, average or more extensive, there's an **Everyday Banking Plan** for you: one that helps you minimize fees while you maximize savings. Choose one of our four Everyday Banking Plans for one fixed monthly fee.

Review the chart below for a quick comparison of the individual Banking Plan features, options and discounts tailored to meet specific banking needs.

2
STEP

Select your Banking Plan

*Now that you've chosen your personal account, the next step is to identify the **Banking Plan** that best suits your current life situation.*

I need a Banking Plan that...	Performance Plan <i>see chart ></i>	Premium Plan <i>see chart ></i>	Plus Plan <i>see chart ></i>	Practical Plan <i>see chart ></i>
offers unlimited transactions through multiple channels	✓	✓		
offers basic banking			✓	✓
offers free banking ¹ when I keep my minimum monthly balance at...	\$2,500	\$4,500	\$1,500	\$1,500
offers additional services for my travel needs		✓		
offers free banking ¹ for:				
• Youths			✓	
• Young Adults			✓	
• Students/ Recent Graduates			✓	
• Seniors	✓		✓	

Banking Plan features	Performance Plan	Premium Plan	Plus Plan	Practical Plan
Everyday Banking				
<ul style="list-style-type: none"> Monthly transaction limit (including account history inquiries) Monthly number of debit transactions using non-BMO ABM on the INTERAC network² Monthly number of INTERAC Email Money Transfers³ Cheque (image) return option⁴ Assisted-service bill payment at no extra charge 	Unlimited 1 2 ✓ ✓	Unlimited 10 2 ✓ ✓	30 1 ✓ ✓	10 ✓
Added protection				
<ul style="list-style-type: none"> Overdraft Transfer Service between personal accounts in the Banking Plan to cover overdraft at no extra charge Overdraft protection up to \$50 U.S. on U.S. dollar chequing accounts in good standing⁵ Personal Credit Reserve⁶ (up to \$2,500) with no monthly fee or per item fee⁷ Occasional Overdraft Protection Service⁵ (OOPS[®] – up to \$500) on an account in your Plan with no per-item fee 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓	
Travel needs				
<ul style="list-style-type: none"> Travellers cheques: no fee for purchase of traditional style single signature International: Monthly number of debit transactions using non-BMO ABMs on the Cirrus[®] Network² International: Monthly number of Direct Payment purchases at merchants using Maestro[®] service² Preferred exchange rate when buying or selling U.S. cash (up to \$5,000 U.S. per transaction) U.S. dollar bill payments or transfers to U.S. financial institutions through telephone banking service⁵ 	✓ ✓	✓ 5 5 ✓ ✓	✓ 	✓
Additional features				
<ul style="list-style-type: none"> Personalized cheques at no extra charge (cheque style limited) Money orders and drafts (in available currencies), certified cheques and stop payments Safety deposit box annual \$12 discount (subject to availability – one box per Banking Plan) Fee for debit transactions and/or account history inquiries in excess of monthly transaction limit (per item) 		✓ ✓ ✓		
	Not Applicable	Not Applicable	\$0.60	\$0.60
Monthly Banking Plan fee	\$13.95	\$25.00	\$8.50	\$4.00
<ul style="list-style-type: none"> Discounted banking programs <ul style="list-style-type: none"> Youth, Student, Recent Graduate and Young Adult Senior Minimum monthly balance needed to eliminate monthly fee 	\$5.45 Free \$2,500	\$16.50 \$11.05 \$4,500	Free Free \$1,500	Free Free \$1,500

Additional features applicable to all Everyday Banking Plans

- ✓ Multiple Canadian or U.S. dollar personal accounts (except for Smart Saver Account), including accounts held jointly with, or individually by, your spouse, are covered by one monthly Banking Plan fee (all accounts covered by the Banking Plan are subject to the Banking Plan's monthly transaction limit where applicable).
- ✓ Your Banking Plan must have a lead account (Canadian or U.S. dollar) from which the monthly Banking Plan fee and transaction fees that exceed the monthly transaction limit will be debited⁸.
- ✓ The monthly Banking Plan fee can be eliminated on specified Plans by maintaining the minimum monthly balance indicated at all times in your Primary Chequing account (when it has been designated as the lead account for your Banking Plan).

¹ Customer is responsible for all fees of any transactions, services and products not included in the Everyday Banking Plan. ² Included in Monthly Transaction Limit. Does not include fees that may be charged by non BMO ABMs. ³ Included in Monthly Transaction Limit. ⁴ Cheques made payable to yourself or to cash, and cashed at any BMO Bank of Montreal branch, may not be returned (original or image) but are described on your statement. ⁵ No longer offered. Available to existing account holders only, prevailing rates of interest apply. ⁶ Available to qualified

FREE BANKING¹ – Here’s how you can get it!

Youth / Young Adult Discount Program *(Save \$8.50)*

If you’re under 21, you qualify for a FREE Plus Plan that includes 30 transactions per month through any BMO channel, or an \$8.50 discount towards an Everyday Banking Plan of higher value.

Student Discount Program / Recent Graduates *(Save \$8.50)*

If you are a student, age 21 or older, you qualify for a FREE Plus Plan that includes 30 transactions per month, or an \$8.50 discount towards an Everyday Banking Plan of higher value. And to help you make the transition from student to the working world, BMO Bank of Montreal provides recent graduates with an extra year of FREE banking¹ as our way of saying

“Thank you and congratulations on your academic achievements”.

Senior Discount Program *(Save \$13.95)*

If you’re a senior, age 60 or older, you can qualify for a FREE Performance Plan, or a \$13.95 discount towards an Everyday Banking Plan of higher value. The Senior Discount Program includes unlimited transactions through any BMO channel.

Investors will like the free BMO Account Tracker¹⁰ that gives you a single consolidated statement for your BMO Term Investments, BMO Mutual Funds and BMO Bank of Montreal personal accounts. You will also receive the added protection of Overdraft Transfer Service¹⁰.

To qualify for any of our special discount programs, you must register in a BMO Bank of Montreal branch by providing proof of age. For the Senior Discount Program your date of birth must be on file as the discount is automatically applied once you turn 60. For the Student Discount Program, annual proof of full-time registration in a post-secondary university, college or registered private vocational school is also required by November 1st of each year in which you are enrolled. For the Recent Graduates discount, proof of graduation from post-secondary education is required by November 1st of the year you graduate. If you do not provide us with annual proof of full-time registration by the specified date, or proof of graduation by the specified date, the full monthly Plan fee will be applied automatically.

Youth Discount Program: Customers in the Instabanking[®] Plan with the Youth Discount Program will be automatically converted at age 16 to the Plus Plan with the Young Adult Discount Program. Customers in the Standard Plan with the Youth Discount Program will be automatically converted at age 16 to the Performance Plan with the Young Adult Discount Program. Customers in any of the Practical, Plus, i.connect[®], Enhanced or Premium Plans with the Youth Discount Program can remain in their respective Plans when they enter into the Young Adult Discount Program at age 16¹¹.

Senior Discount Program: Customers in any of the Practical, Instabanking, Plus, Standard or Performance Plans will be automatically converted at age 60 to the Performance Plan with the Senior Discount Program. Customers in any of the i.connect, Enhanced or Premium Plans, will remain in their respective Plans with the Senior Discount Program when they turn 60¹¹.

- ✓ When your Banking Plan’s monthly transaction limits are exceeded, additional fees will apply on a per-item basis (see above chart for details).
- ✓ All Everyday Banking Plans include one monthly statement or passbook¹². Each additional account statement or passbook will be charged \$2.00 per month.

- ✓ You can link your BMO InvestorLine^{®**} AccountLink[®] account and/or your BMO Nesbitt Burns^{®†} Access Service personal account to your existing Everyday Banking Plan. Debit transactions and account history inquiries completed through these accounts will be included in your monthly transaction limit.

customers; prevailing rates of interest apply. **7** No per item fee charged provided you are within your approved Personal Credit Reserve limit. **8** To transfer funds you must register each account and financial institution to which you wish to transfer funds. The registration period may take up to 10 banking days. **9** U.S. dollar Plan and transaction fees are charged in U.S. dollars. **10** Available to qualified customers. For more details on Account Tracker, see page 13. **11** For information on Banking Plans no longer offered, see pages 15 to 17. **12** Passbooks are not available for new accounts.



3

STEP

Get started

Isn't it refreshing to know that setting up your everyday banking with BMO Bank of Montreal is so easy?

Section A

- Any type of valid, provincially or territorially issued, Canadian driver's licence (permanent or temporary)¹
- Valid Canadian passport
- Certificate of Canadian Citizenship or a Certification of Naturalization in paper or card form (Note: not commemorative issue)
- Canadian Permanent Resident card or Citizenship and Immigration Canada form IMM 1000, IMM 1442 or IMM 5292

Setting up your account

Identification requirements for personal accounts

To set up your personal account, visit your local branch with two pieces of personal identification (ID) from the following list.

At least one piece must be from **Section A**. If you only have one piece from Section A, and none from Section B, your identity may be confirmed by a customer in good standing with the Bank or by an individual of good standing in the community where the Bank branch is located. Identification presented

- Birth certificate issued in Canada
- Social Insurance Number (SIN) card issued by the Government of Canada
- Old Age Security card issued by the Government of Canada with name and SIN embossed on card
- Certification of Indian Status issued by the Government of Canada
- A provincial/territorial health insurance card, as permitted to be used for identification purposes under provincial/territorial law
- A document or card, issued by any of the following authorities or their successors, bearing your photograph and signature:
 - Insurance Corporation of British Columbia
 - Alberta Registries
 - British Columbia Identification (BCID)
 - Saskatchewan Government Insurance
 - Department of Service Nova Scotia and Municipal Relations
 - Department of Transportation and Public Works of the Province of Prince Edward Island
 - Department of Service New Brunswick
 - Department of Government Services and Lands of the Province of Newfoundland and Labrador
 - Department of Transportation of the Northwest Territories
 - Department of Community Government and Transportation of the Territory of Nunavut

must be valid (not expired), original and not substantially defaced. You will also be asked to provide the following information if it is not included in the identification you present: address, occupation and date of birth. If the Bank has reasonable grounds to suspect that there is a misrepresentation of identity, you will be requested to show one piece of identification from Section A that bears your photograph and signature.



Section B

Identification from this section must bear your name:

- employee identification card, issued by a well known company, bearing your photo
- bank card with signature from a Canadian Payments Association (CPA) member financial institution
- credit card (with signature) from a CPA member financial institution
- Canadian National Institute for the Blind (CNIB) card (with signature) bearing your photograph
- Canadian University or College Student Identification Card², bears your photograph, student reference number and has a bar code
- valid foreign passport
- Foreign Drivers license bearing the name and ID reference number

For dispute procedure please refer to page 24.

Cashing Government of Canada Cheques (non-BMO Bank of Montreal Customers)

We will cash your Government of Canada cheque for up to \$1,500 with:

- two pieces of ID from Section A or B, or
- one piece of ID from Section A or B if your identity is confirmed by a customer in good standing with the Bank or by an individual of good standing in the community where the Bank branch is located, or
- one piece of ID from Section A or B that has your photo and signature

For dispute procedure please refer to page 24.

Holding of Funds

For details, please refer to the Agreements for Everyday Banking.

Privacy

At BMO Bank of Montreal, we have always been committed to respecting and protecting the privacy and confidentiality of your personal information. In any business, privacy of personal information is desirable; in banking, it is essential. For complete details about our privacy commitment to you, please pick up a copy of our Privacy Code brochure or visit bmo.com/privacy

¹ Temporary Alberta driver's licence cannot be accepted. ² This identification can not be used for cashing Government of Canada Cheques.



Accessing your money

Do your everyday banking on *your* schedule, thanks to convenient options that let you access your money whenever, wherever and however you please.

BMO Debit Card

Your BMO Debit Card connects you to your accounts by



Automated Banking Machine (ABM), INTERAC® Direct Payment service, telephone, online and at any BMO Bank of Montreal.

BMO Direct – for online and telephone banking

BMO Bank of Montreal direct banking is easy, convenient and just a phone call or a few simple mouse clicks away. Using telephone¹ and online banking, you can access a range of financial services and products from anywhere, 24 hours a day, 7 days a week. Also, our BMO Direct managers are able to answer any questions and provide professional financial advice to meet your specific everyday banking, borrowing and investment needs.

In addition to your day-to-day banking (such as paying bills, transferring funds, obtaining account balances, transaction listings, etc.) use BMO Direct to:

- transfer money via INTERAC Email Money Transfer

- order travellers cheques and foreign currency
- open a bank account
- apply for a loan or mortgage
- set up an Everyday Banking consolidated statement
- reorder cheques, change address information, request a stop payment

To register for BMO Direct:

- visit bmo.com and click on online banking,
- call 1-800-363-9992, or
- drop by a BMO Bank of Montreal branch

ABMs

BMO Bank of Montreal Instabank® machines give you convenient access to cash withdrawals, up-to-the-minute account balances, deposits, transfers and bill payments. With our Instabank machines, you can also update your passbook or get a printout of your most recent transactions. You can also use your BMO Debit Card to withdraw cash at any ABM in Canada with the INTERAC symbol and throughout the world at any ABM with the Cirrus®* or Maestro®# symbol. All of our Instabank machines have audio capability to

help customers with vision loss complete their banking transactions.

Direct payment (debit card) purchases

Why carry a lot of cash? In Canada, you can pay for purchases at any merchant displaying the INTERAC Direct Payment symbol and, throughout the world, on the Maestro network or any other network we make available.

INTERAC Email Money Transfer

Send and/or receive money quickly, conveniently, and securely using BMO Bank of Montreal's online INTERAC Email Money Transfer service:

- Send money to your child away at school.
- Pay money owed to a friend, family member or neighbour.
- Send money to yourself to deposit into an account at another financial institution.
- Contribute to an office collection for baby showers, wedding showers, etc.

Benefits:

Easy to use: You need only to be registered for online banking and know the email address² of the person you want to send money to.

¹ Service from midnight to 7:00 am is limited to emergency situations such as reporting lost Bank cards or reactivating access to online banking due to scheduled system outages. ² The recipient must bank at a Financial Institution operating in Canada, and have a Canadian address. ³ Recipients can receive INTERAC Email Money Transfer funds instantly and for free if they deposit the money online into a bank account at one of the participating Canadian financial institutions. ⁴ The destination bank may charge fees to the recipient. ⁵ BMO may charge for tracing requests. Refer to your branch for fee information.

Convenient: INTERAC Email Money Transfer is a convenient, faster way to send and receive money³.

Secure: INTERAC Email Money Transfer has the same level of security as online banking transactions. **Money is not sent by email – email is used only for notification purposes.**

Branch banking

BMO Bank of Montreal has over 900 branches across Canada offering a range of financial services.

eposttm

View and pay your bills with BMO Online Banking and epost! With epost, Canada Post's free online mail service, you can receive, pay,

print and store over 200 bills, such as phone, hydro, cable and credit cards all online. For more information and to register for epost, sign in to online banking at bmo.com, select the "Bill Payments" tab and click the "epost – View Bills" tab.

INTERAC Online

Interac[®] Online offers personal banking customers the option of paying for goods and services online directly from their BMO Bank of Montreal bank account using their BMO Debit Card. The service is secure and easy to use because it links you directly to BMO Bank of Montreal to complete the payment. Purchases made

through *Interac* Online qualify as debit card purchases and will earn AIR MILES reward miles.

Benefits:

Easy to use: If you are registered for BMO Bank of Montreal's Online Banking you can start using *Interac* Online.

Choice: You now have another payment option when shopping online.

Privacy: You do not need to provide any financial details, card numbers or login information to the online merchant.

Secure: *Interac* Online has the same high level of security and confidentiality as online banking transactions.

BMO Global Money Transfer

With BMO Global Money Transfer (BMO GMT) Personal Banking customers can send money to a

designated bank account in Portugal. It's quick and easy. As soon as you deposit money into your BMO GMT account, it's on its way. You can send

money to Portugal not only from your branch but from any BMO ABM, by phone or online at bmo.com. And when you have an EDB Plan, you can send money to Portugal for less.

BMO has a preferential arrangement with Millennium Bank allowing us to offer you lower fees for transfers to Millennium accounts than to other banks in Portugal. Ask us about other banks in Portugal that can receive BMO GMT.

BMO Global Money Transfer Fees¹⁵

SENDER	DESTINATION BANK	BMO GLOBAL MONEY TRANSFER FEE
With an Everyday Banking Plan	Millennium bcp	\$7.50
	A non-Millennium bank in Portugal	\$25.00
Pay-as-you-go (with no Everyday Banking Plan)	Millennium bcp	\$12.50
	A non-Millennium bank in Portugal	\$35.00



Managing your money

Keeping an eye on your money couldn't be easier. Now you can track, transfer, and manage your money just the way you want to – and free up more time for life's little pleasures.

From consolidated account statements to pre-authorized bill payments, overdraft protection and a line of credit, BMO Bank of Montreal is making everyday banking more flexible to fit your everyday needs.

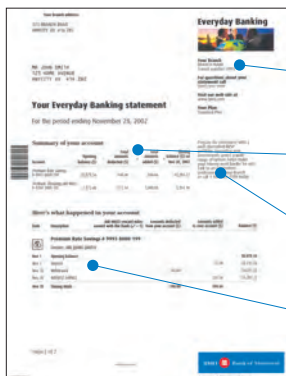
Account statement

You can receive all of your personal accounts on one consolidated monthly statement. You get a detailed view of your balances and transactions in your chequing, savings and/or U.S. accounts all on the same statement, putting you in better control of your money¹.

For more information or to have all of your accounts put onto one statement, visit your local branch; or if you are registered for BMO Direct, visit bmo.com or call 1-800-363-9992.

You can reduce the impact to the environment!

We offer you the ability to stop receiving paper copies of your Everyday Banking statements for your Personal accounts². Go to a branch to request the paperless option or, more conveniently, sign into Online Banking, select the Accounts and Plans tab followed by the Bank Statements tab and simply select the option to stop receiving paper copies of your Everyday Banking statements. If you are not already registered for Online Banking, be sure to register at bmo.com today.



All the personal bank information you need to access customer service

A consolidated summary of all your account balances

Banking news, information and tips to improve your banking efficiency

A detailed list of your transaction activity, reported separately for each account.

¹ All consolidated statements will have a designated lead account which must be a Canadian dollar account. Cheque (image) return option is only available on the lead account of the consolidated statement.
² Includes statements for Personal Banking accounts such as Primary Chequing, Interest Chequing, Premium Rate Savings and Smart Saver Accounts. By selecting to not receive a paper statement you will no longer be able to receive cheque (image) return each month. If we use your Everyday Banking statement to communicate information to you about other BMO credit arrangements, you will not be able to stop receiving these statements. We will let you know if this applies.

Account Tracker

BMO Account Tracker is a complementary money management service that provides you with a complete picture of your personal finances. BMO Account Tracker is available to customers with a total of \$25,000 or more invested in either BMO Mutual Funds, BMO Term Investments, or a combination of both. It features:

- a single consolidated statement for your BMO Term Investments, BMO Mutual Funds and BMO Bank of Montreal personal accounts
- the support of a Financial Services Manager who can answer your questions and make investment recommendations
- an initial investment review to ensure your investment plan fits your goals and objectives
- online access to your BMO Account Tracker account information and the option of purchasing BMO Mutual Funds and BMO Term Investments online

For more details or to sign up for BMO Account Tracker, call 1-800-363-9992 or visit bmo.com/account_tracker

Direct deposit

Direct deposit ensures you have access to your money the moment it's deposited. You can arrange for electronic direct deposit of most employer paycheques and government payments. Once set up, funds will automatically be deposited into your account.

Pre-authorized bill payment

There couldn't be an easier way to pay your bills. Once you've set up pre-authorized bill payment with your billing companies, your designated bills will automatically be paid from your account on the due date. Talk to your billing company or visit any BMO Bank of Montreal branch for details.

Overdraft protection

From time to time you may need the convenience of overdraft protection. Think of it as financial peace of mind for those occasions when you need a little extra to cover a cheque or bill payment. BMO Bank of Montreal offers the following overdraft protection options:

1. Overdraft Transfer Service

- Pre-arrange to have available funds transferred from one of your accounts, your BMO MasterCard card, or your Line of Credit
- A per transfer fee applies when the Service is used, in addition to the debit transaction fee (per transfer fees are waived in the Plus, Performance and Premium Plans)

2. Personal Credit Reserve (PCR)

- A PCR provides overdraft protection coverage from \$500 to \$2500 at prevailing interest rates¹.
- For coverage greater than \$2,500 consider a Line of Credit¹ with Overdraft Transfer Service
- There is no per item fee (provided you are within your approved PCR limit)
- Regular monthly fee is waived in the Plus, Performance and Premium Plans

PowerSwitch

PowerSwitch is a **simple** and **free** service available to all BMO Bank of Montreal customers. You can easily transfer an unlimited number of your existing pre-authorized debits (automatic transfers for bill payments) and/or credits (e.g., your paycheque) that are transacted from any other financial institution account(s), to your choice of any new or existing BMO Bank of Montreal account(s) (except Premium Rate Savings and Smart Saver accounts). PowerSwitch also assists in transferring your balance from your previous financial institution to your account at BMO Bank of Montreal.

Travel services

These services are available at your nearest BMO Bank of Montreal branch, or through online or telephone banking seven days a week.

- **Travellers cheques**
Enjoy peace of mind when you purchase American Express^{®**} Travellers Cheques
- **Foreign currency**
Get a secure, fair rate of exchange on foreign currency

Personal Financial Manager (PFM) software

PFM software programs are a great way to help keep your finances in order without all the paperwork. During your online banking session you can download your account information directly into PFM programs like Microsoft Money^{®##} or Quicken^{®#*}. Visit bmo.com and sign-in to online banking for more information.

¹ Subject to credit qualification.



Everyday Banking Plans and accounts no longer offered

This information is for existing Banking Plan and account holders only. Please visit your nearest BMO Bank of Montreal branch to see how our current suite of products may provide a better solution to your banking needs.

Occasional Overdraft Protection Service (OOPS!)

\$5.00 per item fee (unless waived within the Plan¹). Interest will be charged at prevailing overdraft interest rates.

Fee waivers

The following applies only to existing accounts that offer fee waivers based on minimum monthly balances. This waiver will be lost if the account becomes part of an Everyday Banking Plan or is switched/changed to another type of account (e.g., Interest Chequing switched/changed to Primary Chequing).

Account	Minimum balance
Interest Chequing ²	\$1,500

Account maintenance fee waivers

The following applies only to existing accounts that offered a \$200 account maintenance fee waiver³. This waiver will be lost if the account becomes part of an Everyday Banking Plan or is changed to another type of account.

Account	Minimum balance
Interest Chequing ²	\$200

Plan fee waivers

The following applies only to existing accounts that offer Plan fee waivers on the Standard and Enhanced Plans, based on minimum monthly balances. This waiver will be lost if the Banking Plan is changed or the account is changed to another type of account.

Plan Type	Interest Chequing ²
Standard ⁴	\$10,000
Enhanced ⁴	\$15,000

¹ The per item fee is waived for the following Plans: Plus, Standard, i.connect, Performance, Enhanced and Premium. ² Only for Interest Chequing accounts that were Investment Chequing Account, Chequable Savings Account, Daily Interest Savings Account, True Savings Account and Investment Savings Account. ³ Accounts that do not meet the minimum monthly balance requirement will be charged a \$1.00 monthly account maintenance fee. ⁴ These Banking Plans are no longer offered.

Discontinued Everyday Banking Plans

The following applies only to existing Banking Plans that are no longer offered. These features will be lost if the Banking Plan is changed.

	Instabanking Plan
Everyday Banking <ul style="list-style-type: none"> • Monthly transaction limit (including account history inquiries) • Monthly number of debit transactions using non-BMO ABM on the INTERAC network¹ • Monthly number of Email Money Transfers • Cheque (image) return option • Assisted-service bill payment at no extra charge 	20 self-serve only ✓
Added protection <ul style="list-style-type: none"> • Overdraft Transfer Service between personal accounts in the Plan to cover overdraft at no extra charge • Overdraft protection up to \$50 U.S. on U.S. dollar chequing accounts in good standing • Personal Credit Reserve (up to \$2,500) with no monthly fee or per item fee • Occasional Overdraft Protection Service² (OOPS![®] - up to \$500) on an account in your Plan with no per-item fee. 	✓
Travel needs <ul style="list-style-type: none"> • Travellers cheques: no fee for purchase of traditional style single signature • Travellers cheques: no fee for purchase of U.S. Dollar Cheques for Two • International: Monthly number of debit transactions using non-BMO ABMs on the Cirrus Network¹ • International: Monthly number of Direct Payment purchases at merchants using Maestro service • Preferred exchange rate when buying or selling U.S. cash (up to \$5,000 U.S. per transaction) • U.S. dollar bill payments or transfers to U.S. financial institutions through telephone banking service 	✓
Additional features <ul style="list-style-type: none"> • Cheques at no extra charge (cheque style limited) • Money orders and drafts (in available currencies) • Certified cheques and stop payments • Acceptance of post-dated items for deposit at no charge • Bonus interest rate on Interest Chequing³ (interest rates quoted are per annum and are subject to change) • Safety deposit box annual \$5 discount (subject to availability – one box per Plan) • Safety deposit box annual \$12 discount (subject to availability – one box per Plan) • Fee for assisted-service debit transactions and/or account history inquiries (per item) • Fee for debit transactions and/or account history inquiries in excess of monthly transaction limit (per item) 	\$1.00 \$0.60
Monthly Plan fee <ul style="list-style-type: none"> • Plan fee waiver (based on minimum monthly balance) on Primary Chequing account • Plan fee waiver (based on minimum monthly balance) on Interest Chequing account⁴ 	\$5.50 \$1,500 N/A

Standard Plan	i.connect Plan	Enhanced Plan	Senior Plan	Enhanced Plan for Seniors
50	60 self-serve only	70	40	60
2	4	4		10
✓	2	2	For Plans opened prior to Aug. 31, 1995	✓
✓	✓	✓	✓	✓
✓	✓	✓	For Plans opened prior to Aug. 31, 1995	✓
✓	✓	✓		✓
✓	✓	✓	✓	✓
✓	✓	✓	0.50% of purchase amount	✓
	2	2		2
	2	2		2
	✓	✓		✓
	✓	✓		✓
			✓	✓
			✓	✓
			✓	✓
Free	\$1.00	Free	N/A	N/A
\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
\$11.00	\$11.00	\$15.00	\$0.00	\$4.50
\$3,000	\$3,000	\$5,000	N/A	\$5,000
\$10,000	N/A	\$15,000	N/A	\$15,000

- 1** Does not include fees that may be charged by non BMO ABMs.
- 2** No longer offered. Available to existing account holders only, prevailing rates of interest apply.
- 3** Only for Interest Chequing accounts that used to be Daily Interest Savings or True Savings Accounts.
- 4** Only for Interest Chequing accounts that were Investment Chequing account, Chequable Savings account, Daily Interest Savings account, True Savings account and Investment Savings account.



Other services and fees

Here's an overview to keep you up to speed on our diverse range of everyday banking services and applicable fees.

ACCOUNT TRANSACTION FEES

The following account transaction fees apply to all personal accounts. These fees are not applicable if one of the Everyday Banking Plans is selected.

Services	Primary Chequing ³	Interest Chequing	Premium Rate Savings	Smart Saver
Self-serve				
Electronic (per item)				
Pre-authorized bill payment/debit	\$0.65	\$0.75	\$0.85	N/A
Debit card purchase ¹	\$0.65	\$0.75	N/A	N/A
INTERAC Online debit	\$0.65	\$0.75	N/A	N/A
ABM (per item)				
Cash withdrawal	\$0.65	\$0.75	\$5.00	\$5.00
Funds transfer	\$0.65	\$0.75	\$0.85	\$5.00 ⁴
Electronic bill payment	\$0.65	\$0.75	N/A	N/A
Account history inquiry	\$0.65	\$0.75	\$0.85	\$0.85
Telephone banking (per item)				
Funds transfer	\$0.65	\$0.75	\$0.85	\$5.00 ⁴
Bill payment	\$0.65	\$0.75	N/A	N/A
Account history inquiry	\$0.65	\$0.75	\$0.85	\$0.85
Online banking (per item)				
Funds transfer	\$0.65	\$0.75	\$0.85	\$5.00 ⁴
Bill payment	\$0.65	\$0.75	N/A	N/A
Cheque drawn on account (per item)	\$0.75	\$0.85	N/A	N/A
Assisted-service				
ABM (per item)				
Paper bill payment	\$1.00	\$1.10	N/A	N/A
Branch/BMO Direct manager (per item)				
Withdrawal	\$1.00	\$1.10	\$5.00	\$5.00
Funds transfer	\$1.00	\$1.10	\$1.25	\$5.00
Bill payment ²	\$1.00	\$1.10	N/A	N/A
Account history inquiry	\$1.00	\$1.10	\$1.25	\$5.00
Other services				
Account statement/passbook (per month)	\$2.00	\$2.00	\$2.00	Free

Fees funded from U.S. Dollar accounts will be collected in U.S. dollars. ¹ Additional fees may be charged by the merchant for use of point-of-sale devices. ² A bill payment handling fee of \$1.50 applies where applicable. ³ This information is for existing account holders only. Primary Chequing is no longer available without an Everyday Banking Plan. ⁴ One free Online, ABM, or telephone banking transfer from the account per month is allowed.

ADDITIONAL SERVICES AND FEES

The following fees are in addition to any applicable account transaction fees and monthly Everyday Banking Plan fees. Some of these fees may be covered by one of our Everyday Banking Plans.

	Per Item		Per Item
Accounts		Transfer/payment arrangements	
Bill payment handling charge (Assisted-service)	\$1.50	(in addition to any debit transaction fees)	
Certificate of account balance	\$10.00	Set-up or amend instructions for standing orders (regular payments/ transfers from or between accounts in the same currency)	\$4.50
Interim statement of account		Telephone instructions accepted by branch	\$4.00
Picked up at branch, mailed or faxed	\$5.00	Your account balance to another financial institution	\$20.00
Search and/or copy of personal account item (i.e., statements, vouchers, transaction receipts, cheque tracing)	\$5.00		
Account closed within 90 days of opening	\$20.00	Cheques¹	
Dormant account notice		Cheque (image) return (per month)	\$2.50
If notice is acknowledged within 60 days	No charge	Certified cheque	
After 60 days:		Requested by issuer	\$10.00
2-year notice of dormant account	\$20.00	Requested by non-issuer	\$15.00
5-year notice of dormant account	\$30.00	Stop payment	
Unclaimed Balances		Single cheque	\$12.50
10-year transfer of funds to Bank of Canada	\$40.00	Series of cheques (in sequence, per request)	\$20.00
Post-dated item held for deposit	\$3.00	Cheque negotiated for customer without a personal account (excluding Government of Canada cheques)	\$5.00

Where applicable, U.S. dollar account fee as well as fees for services conducted in U.S. dollars, are charged in U.S. dollars. U.S. coin will only be accepted at par with Canadian even when deposited to a U.S. dollar account.

¹ Cost of personalized cheque orders for personal deposit accounts will depend on quantity and type selected.



Other services and fees (continued)

	Per Item		Per Item
Foreign currency cheque¹		Sending money to others	
Item deposited to Canadian dollar account (excluding American Express [®] †† Travellers Cheques)	\$5.00	INTERAC Email Money Transfer	\$1.50
Item drawn on a Canadian dollar account	\$10.00	Money orders or Drafts (all available currencies)^{5,6,9}	\$6.50
Items returned non-sufficient funds (NSF) (cheque or pre-authorized bill payment/debit)	\$42.50	Official cheque	\$5.00
Items sent on collection²		American Express Gift Cheques	
Cheques up to \$100.00 CDN	\$10.00	Commission on total purchase	3.00%
Cheques over \$100.00 CDN	0.125%, \$25.00 min. charge and \$200.00 max. charge	Wire payments⁷	
Overdraft services		Incoming (3 rd party bank charges are the responsibility of the sender)	\$14.00
Overdraft Transfer Service		Outgoing (of wire value)	0.20%
Per transfer	\$5.00	Minimum charge	\$15.00
(fee is in addition to any debit transaction fee)		Maximum charge	\$125.00
Personal Credit Reserve (PCR)³		Plus: Communication charge	\$10.00
Fixed monthly fee	\$2.50	Financial services for travellers	
Overdraft per item charge (OPIC)		Buying/selling currency	
For each item that creates or increases overdraft ⁴	\$5.00	U.S. currency for non-BMO customers	\$2.50
Does not apply to amounts within PCR limit (fee is in addition to the fixed monthly fee in the case of PCR) ³		Purchasing sundry foreign currency	
		– delivered to a branch ⁸	\$5.00
		– delivered to a Canadian address ⁸	\$8.50
		Selling sundry foreign currency	\$5.00

1 Foreign currency items deposited and subsequently returned may incur a foreign currency loss due to rate fluctuations. **2** Other financial institutions may charge associated fees. In the event that an item is received on collection, we may charge fees. **3** Interest will be charged at prevailing overdraft interest rates. **4** BMO processes cheques against accounts in the order in which we receive them via the clearing system. Overdraft per item charges will be incurred in the same order as items are received from the clearing system. **5** Additional fees may be charged by BMO and / or other financial institutions for refunds or replacements of lost or stolen money orders or drafts. **6** The receiving financial institution may charge associated fees. **7** Other financial institutions may have associated fees for incoming and outgoing wire transfers. Inquiries/traces etc may be subject to fees other than those collected by BMO. Inquire in branch for details. **8** Fees are per \$5,000 (CDN equivalent) sundry foreign currency order. **9** U.S. Dollar money orders and drafts are available at no cost when purchased through a U.S. Dollar personal account.

	Per Item	Per Item
Purchasing travellers cheques		
Commission (on total amount and in the same currency of the travellers cheques purchased)	1.25%	
Commission on U.S. Dollar <i>Cheques for Two</i> ^{TM++} (on total purchase)	1.75%	
Minimum charge	\$3.00	
Cashing travellers cheques		
Traveller cheques cashing fee for non-BMO customers (excluding American Express Travellers Cheques)	\$3.00	
Courier fees when purchasing travellers cheques and foreign currency using Direct Banking		
Delivered to a Canadian address	\$8.50	
Safety deposit boxes¹		
Annual rental fee:		
Small	\$40.00	
Medium	\$60.00	
Large	\$100.00	
Extra large	\$200.00	
Super large	\$300.00	
Drilling of box and replacement of lost keys	at cost	
Note: Where applicable, PST/GST/HST is extra. BMO Bank of Montreal GST/HST Number: R100390095.		
Access to accounts through non-BMO Bank of Montreal channels²		
Withdrawal at non-BMO ABMs		
Inside Canada (INTERAC network)		\$1.50
Inside U.S. ³		\$3.00
Outside Canada and U.S. (Cirrus and Maestro networks) ³		\$5.00
Direct payment (debit card) purchase		
Outside Canada		\$0.50
Registered Plans		
A fee of \$50 (plus applicable taxes) may be applied to a registered plan account if you redeem it or transfer it, in whole or in part, to another institution.		
Service charges		
If there are to be any increases, a list of personal account fee changes will be sent to statement account customers 30 days in advance of the increase. Notice of changes will be posted in branches and at Instabank machines 60 days in advance of the increase.		
Taxes		
Services are identified which are subject to federal Goods and Services Tax and/or provincial sales tax. The tax paid will be indicated separately on statements, receipts, etc.		
Deposit interest rate		
Rates are subject to change from time to time. Up-to-date information is available at any BMO Bank of Montreal branch, bmo.com or by calling Direct Banking at 1-800-363-9992. Interest rates are per annum.		

Fees funded from U.S. dollar accounts will be charged in U.S. dollars.

1 All sizes not available at all branches. **2** Non-BMO channels may have their own charges for transactions. **3** Fee does not apply for use of BMO Harris Bank machines on the Cirrus network.



Glossary of terms

What does it all mean? This quick reference glossary explains some of the terms used throughout this guide.

ABM electronic bill payment: making bill payments at an Instabank machine without inserting a bill stub.

ABM paper bill payment: making bill payments at an Instabank machine by inserting a bill stub.

Account history inquiry: a request for a list of recent transactions.

Assisted-service: debit transactions or account history inquiries completed with the assistance of a staff member in a branch or through BMO Direct, or ABM paper bill payments.

BMO Direct: BMO Bank of Montreal's direct banking service which allows you to manage your finances by telephone and/or online.

Cheque: Any reference to cheque or cheque (image) return within this document may refer to the original written cheque, a printed image (copy) of the original cheque or an electronic image of the original.

Customer activity: a customer initiated transaction on their account, such as a transfer, deposit or withdrawal. An account is designated as inactive if there is no customer activity on the account for a period of 90 days.

Debit transaction(s): debit transaction(s) on personal account(s) conducted by any means of account access, including cheques, and all withdrawals of: funds, bill payments, debit card purchases, transfers of funds, and pre-authorized bill payments/debits.

Direct payment (debit card) purchase: any purchase made with funds debited directly from your account(s) using your BMO Debit Card and INTERAC Direct Payment service or Maestro service.

Everyday Banking Plan(s) or Plan(s): a group of services packaged together for one fixed monthly fee.

Everyday Banking Plan fee waiver(s): the elimination of a Banking Plan's monthly fee by maintaining a specific balance at all times during the month in a Primary Chequing account (which has been designated as the "lead account"). Debit transactions exceeding the monthly transaction limit are NOT covered by the Banking Plan fee waiver.

INTERAC Email Money Transfer: an online banking service that allows you to instantly and securely send and receive funds electronically. Funds can be sent to anyone with an email address and Canadian bank account via online banking. You are alerted by email that funds have been transferred to them and are awaiting deposit. The recipient can then follow the provided instructions to deposit the funds into their selected Canadian bank account.

Interac Online: The *Interac* Online service is a payment option that allows you to pay for goods and services on the Internet directly from your bank account at participating merchants. You use the same card number and password as you would for Online Banking and payments can be made from your choice of eligible deposit accounts linked to your BMO Debit Card.

Lead account: the personal account you have designated, from which your monthly Plan fees and excess fees are to be debited.

Monthly transaction limit(s): the maximum number of debit transactions and account history inquiries (excluding online account history inquiries) included within an Everyday Banking Plan.

Personal account(s) or account(s): any personal chequing account or savings account you may have with BMO Bank of Montreal.

Pre-authorized bill payment(s)/debit(s): automatic transfers for bill payments/debits from a Personal Account, authorized by you and arranged to take place at a specified time(s).

Self-serve: a) debit transactions by cheque, b) debit transaction (excluding ABM paper bill payments) or account history inquiry using electronic means of account access only, including Instabank machines, and other permitted automated banking machines, debit card purchases, BMO Direct (other than those assisted by a BMO Direct manager), pre-authorized bill payments/debits, and similar electronic channels we enable you to use.

Your satisfaction is important

Dispute resolution

If you have a complaint, we encourage you to let us know and give us the opportunity to resolve your concerns. We promise to address your complaint quickly, efficiently and professionally, as retaining your confidence and trust is of utmost importance.

1. Talk to a representative at the branch or office where your complaint originated, or where you normally conduct your business. If your concerns are not resolved, please involve the Manager/Supervisor.

Alternatively, contact:
BMO Bank of Montreal®
Direct Banking

Call: 1 877 CALL BMO
TTY: 1-866-889-0889
bmo.com

2. If your complaint is unresolved after following Step 1, you may escalate to the appropriate business group Senior Officer, listed below:

BMO Bank of Montreal
District Vice President
(your local branch will have specific contact details)

or

President and Chief Executive Officer
Personal and Commercial Banking
BMO Financial Group
P.O. Box 1, First Canadian Place
Toronto, ON M5X 1A1

Call: 1-800-372-5111
Fax: 416-927-6658

3. If your complaint is unresolved after following Steps 1 and 2, you may escalate to BMO Financial Group's Ombudsman. The Ombudsman's mandate is to maintain independence while reviewing your complaint. The Ombudsman will conduct a review of your complaint based on fairness, integrity and respect and make a non-binding recommendation in a timely manner.

The Ombudsman does not investigate:

- Credit granting policies or risk management decisions of the Bank
- Levels of interest rates, service charges or fees that apply to all customers
- Matters that are already before a court

BMO Financial Group Ombudsman

55 Bloor Street West, 8th Floor,
Toronto, ON M4W 3N5

Call: 1-800-371-2541
Fax: 1-800-766-8029
bmo.com

4. Contact the Ombudsman for Banking Services and Investments (OBSI). Following Step 3, you may contact the Ombudsman for Banking Services & Investments within 6 months for a further review of your complaint. OBSI is an independent service for resolving banking services and investment disputes. If you are not satisfied with BMO's decision on your complaint, it's your right to bring your case to OBSI for an impartial and informal review.

OBSI is not a regulator, and doesn't advocate for consumers or the industry. Services are free to consumers.

Ombudsman for Banking Services and Investments
P.O. Box 896, Stn. Adelaide
Toronto, Ontario M5C 2K3

Call: 1-888-451-4519
Fax: 1-888-422-2865
E-mail: ombudsman@obsi.ca
www.obsi.ca

Financial Consumer Agency of Canada (FCAC)

FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary commitments and codes of conduct. For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees, interest rates and branch closures. If you have a complaint about a potential violation of a consumer protection law or a voluntary commitment or code of conduct relating to bank account, credit and insurance products, you may contact the FCAC at:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9

Call (English): 1-866-461-FCAC (3222)

(Français): 1-866-461-ACFC (2232)

Fax: 1-866-814-2224

For a complete listing of federal consumer protection laws, voluntary commitments and codes of conduct, you may visit the FCAC website at www.fcac-acfc.gc.ca

BMO Bank of Montreal is a marketing name used by Bank of Montreal.

^{TM/®} Trade-marks/registered trade-marks of Bank of Montreal.

©* MasterCard is a registered trademark of MasterCard International Incorporated. Bank of Montreal is a licenced user of the trade-mark of MasterCard International Inc., the registered trade-mark of INTERAC Inc., and the registered trade-mark of Cirrus System, Inc.

©*** Registered trade-mark of Bank of Montreal, used under licence. Member CIPF.

©† Nesbitt Burns is a registered trade-mark of BMO Nesbitt Burns Corporation Limited, used under licence.

©# Bank of Montreal is a licenced user of the Maestro trade-mark owned by Maestro International Incorporated.

©†/™† Trademarks of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Inc. and Bank of Montreal.

©††/™†† Trademarks of American Express Company.

©## Registered trademark of Microsoft Corporation.

©#* Registered trademark of Intuit Inc.

™† Trademark of Canada Post Corporation, used under licence.

How to contact us

We want your everyday banking to be as convenient and easy to understand as possible. If you have questions or concerns, we're here to help.

You can contact us by:

Calling 1-877-CALL-BMO

Visiting bmo.com/personal

Dropping by any BMO Bank of Montreal branch

Additional services



Wheelchair access: BMO Bank of Montreal can provide you with the location of the nearest branch with wheelchair access. For this service, please contact us at the above number.



TeleTypewriter (TTY) line: BMO Bank of Montreal is equipped with a TTY line to assist those who are deaf or hearing impaired. For this service, please contact us at 1-866-889-0889.

Lost or stolen BMO Debit Cards

If your BMO Debit Card is lost or stolen, be sure to notify us as soon as possible (within 24 hours). During business hours, contact your local BMO Bank of Montreal branch. Outside of business hours, contact a BMO Direct manager at 1-877-CALL-BMO.



5061208 (08/09)