

Frequently Asked Questions about June 1, 2025 Service Fee Changes	
Questions	Responses
What's changing and why?	Servus takes great care in reviewing our accounts and fees regularly to ensure we provide our members with good value and cover the costs of our services. After our latest review, we've decided to make some changes to the fees for personal and business banking accounts. While some fees will be increasing, many will stay the same. Overall, our services remain competitive with other financial institutions, and we strive to continue offering you the best possible value.
Which personal accounts are affected and what is changing?	The monthly fee for the Basic personal account will increase to \$3.95. The transaction fee for Pay-As-You-Go (PAYG) personal accounts will increase to \$1.75 per transaction.
Which business accounts are affected and what is changing?	The Business Essentials account fees will be as follows on June 1: \$20: Up to 30 transactions \$40: Up to 60 transactions \$75: Up to 150 transactions \$110: Unlimited transactions The Business Pay-As-You-Go (PAYG) account per-use transaction fee will increase to \$1.75 per transaction.
How will this affect me?	The changes we're making will affect each person a bit differently, based on the accounts they have with our credit union. If you happen to have one or more of the accounts mentioned earlier, your fees will be adjusted as described, and you'll see the new charges on your June member statement.
What if I'm not sure whether this applies to me?	If you're wondering whether these changes might affect you, don't worry! We're here to lend a hand. Feel free to visit your local branch or give us a call at 1-877-378-8728. We'd love to chat and help you out.
Can I switch to a different account type?	Yes. We have a variety of account options and changing your account plan is a quick and easy process. Some members may benefit from switching to a different plan – we can help you find the right one. If you would like to make changes to your account or discuss and review which account would best suit your needs, we encourage you to visit your local branch, at our Member Contact Centre at 1-877-378-8728. Let's make sure you're getting the best value. Our team can walk you through your options.
How do our fees compare to other financial institutions?	We always make sure to compare our account options and service fees with others to keep them competitive. We truly believe our accounts offer great value, especially when you think about the personal touch, community support, and special member perks that come with being part of our credit union.