



中国工商银行 (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

Access to Basic Banking Services (ABBS)

Industrial and Commercial Bank of China (Canada) (the “Bank” or “we” or “us”) is governed by the *Bank Act* and the *Financial Consumer Protection Framework Regulations* (the “FCPF Regulations”) which ensure that basic banking services are available to all individuals in Canada. Under the *Bank Act* and the FCPF Regulations, an individual (“you”) may open a retail deposit account (an “Account”) with us, or cash Government of Canada cheques or other instruments (“Government Cheques”) even if you are not currently our customers, provided you meet certain conditions.

This brochure sets out those conditions and also contains other important information you need to know about access to basic banking services.

I. Account Opening

Know Your Customer (KYC)

In order to open an Account with the Bank, you must meet our Bank’s KYC standard.

First of all, you should complete the customer information forms, then we will verify your personal information (name, date of birth, address, etc.) and the reason(s) why you wish to

establish a banking relationship with us. Finally, we will perform due diligence procedures prior to opening an Account.

Identification Requirements

In order to open an Account with us, you must present **acceptable identification**, namely:

1. Any two (2) documents from a reliable source, examples given in Part III, one (1) of which indicates your name and address and the other indicates your name and date of birth; or
2. One (1) document from a reliable source that indicates your name and date of birth, if your identity is also confirmed by a customer in good standing with the Bank or by an individual who is of good standing in the community where the point of service or branch of the Bank is located.

Any documents from a reliable source must be original, valid and cannot be expired or significantly damaged.

Refusal to Open Account

We are not obligated to open an Account with you in all instances. There are legitimate reasons why we may refuse to open an Account, including:

- We have reasonable grounds to believe that the Account will be used for *illegal or fraudulent purposes*;

- You have a history of illegal or fraudulent activity in relation to providers of financial services and the most recent instance of such an activity occurred less than 7 years;
- We have reasonable grounds to believe that you knowingly provided a material misrepresentation in your Account opening information;
- We have reasonable grounds to believe that opening an Account for you would subject our employees/customers to *physical harm, harassment or other abuse*;
- If you have not provided the ID documents required for Account opening.

If we refuse to open an Account for you, we will give you a letter telling you that we have refused to open the Account, and provide you the information of the Bank’s procedures for dealing with complaints, the name of the external complaints body and the manner in which that body may be contacted and a copy of this brochure, which contains the contact information for the Financial Consumer Agency of Canada (FCAC).

II. Cashing Government Cheques

We will cash Government Cheques for you, even when you are not a customer of the Bank, if:

1. You meet one of the following ID requirements:



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- a. You present us with eligible ID documents referred to in “I. Account Opening” as described above;
 - b. You present us with one (1) piece of ID that is issued by the Government of Canada or the government of a province and that bears your signature and photograph; or
 - c. You present us with one (1) valid piece of ID from a reliable source that indicates your name and date of birth, if your identity is also confirmed by a customer in good standing with the Bank or by a natural person of good standing in the community where the branch is located.
2. The maximum amount allowed for cashing a Government Cheque is \$1,750.00.
 3. There is no evidence that the Government Cheque has been altered or is counterfeit.
 4. There is no evidence that there has been illegal or fraudulent activity in connection with the Government Cheque.

Other Important Information

We will not charge you any fees to cash your Government Cheque.

If we refuse to cash your Government Cheque, we will give you a letter telling you that we have refused to cash your Government Cheque, the information of the Bank’s procedures for dealing with complaints, the name of the external complaints body and the manner in which that

body may be contacted and a copy of this brochure, which contains information on how you can contact the FCAC.

III. Examples of a reliable source

1. Identification issued by the Government of Canada or the government of a province
2. Recent notices of tax assessments issued by the Government of Canada or the government of a province or municipality;
3. Recent statements of benefits from the Government of Canada or the government of a province;
4. Recent Canadian public utility bills;
5. Recent bank account or credit card statements;
6. Foreign passports;
7. Any prescribed document.

IV. Frequently Asked Questions (FAQ)

Q: If you present your drivers’ license as an identification document but the address is out-of-date, will the Bank accept it?

A: Yes, it will be considered valid if you give your current address, verbally or in writing. We have the right to ask you for another piece of identification to confirm your identity. We may ask you to provide supporting documents that show your current address, such as a utility bill.

Q: Can a customer open a bank account in Canada even though he/she is not a Canadian citizen and resides in another country?

A: No, the Bank is not obliged to open an account for a customer if he/she is not a Canadian citizen and resides in another country. In select instances (i.e., foreign students), we can choose to open an account for such an individual, but generally not obliged.

Q: Can a bank refuse to cash a federal government cheque?

A: Generally under Canadian law, a bank **must** cash a federal government cheque up to \$1,750 for customers and non-customers if they meet certain requirements. A **non-customer** is someone who does not have a deposit account or credit card with that bank.

The individual must present original, valid ID documents from a reliable resource, and the ID documents cannot be expired or significantly damaged (i.e., not a photocopy).

FCAC monitors compliance with regulations under the law. There are a few special situations when a bank can refuse to cash a federal government cheque. If a bank refuses to cash a federal government cheque for a customer, the bank must provide, in writing, a notice of refusal, the information of the Bank’s procedures for dealing with complaints, the name of the external complaints body and the manner in which that



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body may be contacted and FCAC contact information.

V. Concerns

Our Commitment to You

Serving every customer with fairness and respect is of the utmost importance at our Bank. Further information is available at www.icbk.ca or by visiting any of our branches.

FCAC Contact Information

Should you have any concerns about access to basic banking or wish to make a complaint, you may contact the FCAC as follows:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa, ON K1R 1B9

English toll free line:
1-866-461-3222

French toll free line:
1-866-461-2232

Online:
www.canada.ca/en/financial-consumer-agency