



中国工商银行 (加拿大)

INDUSTRIAL AND COMMERCIAL BANK OF CHINA (CANADA)

Access to Basic Banking Services (ABBS) Regulations

Industrial and Commercial Bank of China (Canada) (the “Bank” or “we” or “us”) is governed by the *Bank Act* and the *Access to Basic Banking Services Regulations* (the “ABBS Regulations”). The purpose of the Regulations is to ensure that basic banking services are available to all individuals in Canada. Under the *Bank Act* and the 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 for you to open an account with the Bank, you must complete our Bank’s KYC process. You must complete the customer information forms.

After this, 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 the Account.

Identification Requirements

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

1. Two (2) pieces of identification (ID) from Part A or Part B of the ABBS Regulations (listed below), at least one of which must come from Part A; or
2. One (1) piece of ID from Part A, if the prospective customer’s identity can be verified by the Bank from a reliable source or can be confirmed by a client in good standing with the Bank or an individual of good standing in the community where the Bank is located.

Your ID must be *original, valid and in good condition*.

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 Account, including:

- We have reasonable grounds to believe that the Account will be used for *illegal or fraudulent purposes*
- You have committed *illegal or fraudulent activities* in relation to a financial services firm within the past 7 years

- We believe that you knowingly provided a *material misrepresentation* in your Account opening information
- We 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 required ID 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 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:
 - a. You present us with any two (2) pieces of ID from Part A or B of the Schedule of Acceptable Identification,
 - b. You present us with one (1) piece of ID from Part A or B of the Schedule of Acceptable Identification which bears your photograph and signature, or
 - c. You present us with one (1) valid piece of ID from Part A or B and a customer of the Bank or a person in good standing in the community confirms your identity.



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2. The maximum amount of the 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 the Government Cheque and a copy of this brochure, which contain information on how you can contact the FCAC.

III. Schedules of Acceptable Identification – Parts A, B and C of the ABBS Regulations

Part A

Part A of the Schedule of Acceptable Identification includes the following:

1. Drivers' license issued in Canada
2. Canadian passport
3. Certificate of Canadian Citizenship or Certificate of Naturalization
4. A permanent resident card or Citizenship and Immigration Canada Form
5. A birth certificate issued in Canada

6. A Social Insurance Number ("SIN") card issued by the Government of Canada
7. An Old Age Security card issued by the Government of Canada bearing the SIN of the person named on the card
8. A Certificate of Indian Status by the Government of Canada
9. A provincial or territorial health insurance card as permitted by individual provincial or territorial law; and
10. A document or card, bearing the individual's photograph and signature, issued by any of the following authorities to their successors:
 - a. Insurance Corporation of British Columbia
 - b. Alberta Registries
 - c. Saskatchewan Government Insurance
 - d. Department of Service Nova Scotia and Municipal Relations
 - e. Department of Transportation and Public Works of the Province of Prince Edward Island
 - f. Service New Brunswick
 - g. Department of Government Services and Lands of the Province of Newfoundland and Labrador
 - h. Department of Transportation of the Northwest Territories
 - i. Department of Community Government and Transportation of the Territory of Nunavut

Part B

Part B of the Schedule of Acceptable Identification includes the following:

1. An employee identity card, issued by an employer that is well known in the community, bearing the individual's photograph
2. A bank or ABM or Client card, issued by a member of the Canadian Payments Association in the name of the individual and bearing the individual's signature
3. A credit card, issued by a member of the Canadian Payments Association in the name of the individual and bearing the individual's signature
4. A Canadian National Institute for the Blind("CNIB") client card bearing the individual's photograph and signature
5. A foreign passport
6. A document from a reliable source which can be verified by the Bank

Part C

Part C of the Schedule of Acceptable Identification lists the following additional, general pieces of information which can be used for the purposes of identification:

1. The individual's name
2. The individual's date of birth
3. The individual's address, if any
4. The individual's occupation, if any



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 citizen and resides in another country?

A: No. Under ABBS Regulations, the Bank is not obliged to open an account for a customer if he/she is not a 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. A **non-customer** is someone who does not have a

deposit account or credit card with that bank. To cash the cheque, you will have to show:

- Two pieces of identification from those set out in Part A or B of the Schedule of Acceptable Identification; or
- One piece of identification from Part A or B of the Schedule of Acceptable Identification if:
 - it bears your photograph and signature, or
 - your identity is also confirmed by a client in good standing with the Bank or by an individual of good standing in the community where the Bank's branch is located.

You must present original, valid and in good condition ID (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 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 your 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, 6th 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