



Banking Guide

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A. Introduction

Thank you for choosing SBI Canada Bank for your banking needs.

This banking guide explains the process for setting up your account and the personal banking services that we offer. You can also find the general information on your bank account, account terms & conditions, monthly account fees and service charges and other banking services that you might need on our website.

SBI Canada Bank, is hereinafter referred to as "SBIC" and the "Bank".

B. Setting up Your Account

1. In-person at the bank

Photo Identification Method

The clients opening accounts in-person at a branch are required to do the following:

- i. Submit a duly completed account opening form.
- ii. Provide one photo identification document (ID) from among those set out in Schedule A. The identification document must be original, valid, and current.

OR

Dual Process Method

- i. Submit a duly completed account opening form.
 - ii. Provide valid and current information from two different reliable sources, such as those set out in Schedule B that could be used to confirm any two of the following:
 - The name and date of birth of the applicant
 - The name and address of the applicant, or
 - The name of the client and their business relationship (such as a deposit account, loan, or a credit card) with another financial entity.
- a. The information mentioned above could be found in documents such as statements, letters, certificates, forms issued by reliable sources.
 - b. The information mentioned above should be provided through an original version or by another version of the information's original format such as a fax, a photocopy, a scan, or an electronic image. such as a fax, a photocopy, a scan, or an electronic image.
 - c. The identification documents, if presented in-person, must be a valid and current original paper document or an electronic document (either emailed to client directly by issuer or downloaded from issuer's website).
 - d. If sent via postal mail, the document must be current and valid document
 - e. If shared over email or shown on own (client's) electronic device, the document must be a valid and current electronic document i.e., either emailed to client directly by issuer through email or downloaded from issuer's website.

OR

Credit file method

Provide consent to the bank for obtaining an electronic identification file, also referred to as Credit File, or a credit Report through a credit bureau (Equifax Canada / TransUnion Canada) for the purpose of verifying the information provided by the client through the account opening form. The credit file or credit report must be based on Canadian credit history of at least three years duration. Certain information about you, as listed in Schedule C of the document provided are recorded by bank.

You shall consent to bank's verifying the information as well as identification documents presented by you as set out in Schedule A to Schedule B.

2. Online Platforms

The clients who wish to open account through our online platforms, are required to do the following:

1. Submit a duly completed account opening form through any of our online platforms.
2. Provide one photo ID from among those set out in Schedule A. The IDs may be provided in the following manner:

In-Person

- I. Visit the nearest branch of SBI Canada Bank, or
- ii. Canada Post Office. along with the “Canada Post Physical Identity Verification” document that gets generated during the account opening journey).

The client must ensure to submit the account opening form and present an original, valid, and current Photo ID for verification.

OR

Digital Verification (Available on SBICA YONO Mobile Banking Application)

The identification document must be uploaded on SBICA YONO mobile banking application along with selfie video for online verification.

If you wish to complete your identity verification through digital mode, please take the following steps:

- I. Download the SBICA YONO mobile banking application,
- II. Click on “New Customer” and provide your email address and mobile number,
- III. Enter the verification code - OTP (One-time password) sent on the mobile number provided,
- IV. Choose the Account Type, for example, Chequing/Savings/GIC or TFSA,
- V. Provide your personal details including the name, date of birth, address, country of residence along with employment information
- VI. Select the KYC verification method as “Online KYC”,
- VII. Consent to the Terms and Conditions of Online KYC

- VIII. Choose the valid ID document as set out in Schedule A from the dropdown and submit the image of the same document as guided in the mobile application,
- IX. Upload a selfie video as guided in the mobile application,
- X. Accept the Terms and Conditions and submit the application

OR

Credit file method

Provide consent to the bank for obtaining an electronic identification file, also referred to as Credit File, or a Credit Report through a credit bureau (Equifax Canada / TransUnion Canada) for the purpose of verifying the information provided by the client through the account opening form. Your credit file or credit report must be based on Canadian credit history of at least three years duration.

- a. Certain information about you, as listed in Schedule C of the document provided are recorded by bank
- b. You shall consent to bank's verifying the information as well as identification documents presented by you as set out in Schedule A to Schedule C.

C. Schedule A- Acceptable Photo IDs

- 1. Alberta Photo ID Card
- 2. British Columbia Enhanced ID
- 3. British Columbia Service Card
- 4. Canadian Citizenship Card (Issued prior to 2012)
- 5. Certificate of Indian status
- 6. Canadian National Institute of the Blind (CNIB) client card
- 7. Client's credit file in existence for at least 3 years
- 8. Driving licence issued in Canada
- 9. Foreign Passport
- 10. Manitoba Enhanced Identification Card
- 11. New Brunswick Photo ID Card
- 12. New Foundland & Labrador Photo Id
- 13. Nova Scotia ID Card
- 14. Northwest Territories General ID
- 15. Nunavut General Identification card
- 16. Old age security Card issued by the Government of Canada
- 17. Ontario Photo ID Card
- 18. Prince Edward Island Voluntary ID
- 19. Permanent Resident Card
- 20. Saskatchewan Non-Driver Photo ID
- 21. Secure Certificate of Indian Status
- 22. Yukon General ID Card

Note: Banking services are not offered to the residents of Quebec province.

D. Schedule B Dual Process Method

1. A fax, photocopy, scan, or electronic image of a government-issued photo ID
2. Account Statement (Current, Savings, TFSA, RRSP or Loan A/c etc.) issued by a member of the Canadian Payments Association
3. Birth Certificate issued in Canada
4. Credit Card Statement issued by a member of the Canadian Payments Association
5. Certificate of Canadian Citizenship
6. Cleared Cheque issued by a member of the Canadian Payments Association
7. Statement issued by CRA containing Name and Address
8. Clients Credit File in existence for at least 6 months
9. Record of Employment
10. Foreign Passport
11. Any statement, form, certificate or other source issued by a Canadian government body (federal, provincial, territorial or municipal)
11. Product from a Canadian credit bureau or other third party (containing two trade lines in existence for at least six months)
12. Permanent resident card
13. Letter or Email from a member of the Canadian Payments Association
14. Social Insurance Number Card issued by the Government of Canada
15. T4 statement
16. Travel Visa issued by a Foreign Government
17. Current Utility Bill (for example, electricity, water, telecommunications; must be current)
18. Insurance documents (home, auto, life)
19. For a currently enrolled student, a transcript or documentation issued by a school that contains a unique reference number

E. Schedule C: Information recorded by the bank during the client identification method

Identification Method	Information Recorded
Photo Identification	<ul style="list-style-type: none"> • Individual's name • Date of verification • Type of document • Document number • Province or state and country that issued the document • Expiry date (if applicable)
Credit File	<ul style="list-style-type: none"> • Individual's name • Date you consulted/searched the credit file • Name of the credit bureau • Individual's credit file number
Dual Process	<ul style="list-style-type: none"> • Individual's name • Date you verified the information • Name of the two different sources used to verify the identity of the individual • Type of information consulted • Account number or number associated with the information

F. Cashing government of Canada cheques and other instruments (for non-account holders)

SBI Canada Bank does not charge any fees for cashing a Government of Canada cheque*.

If you wish to cash Government of Canada cheques but do not maintain an account with us, we will cash the cheques as long as it is for \$1,750 or less and you show us acceptable identification documents. You will be required to present the following:

1. Two pieces of identification from among those set out in Schedule A or B of this document; or
2. One piece of identification from among those set out in Schedule A or B of this document where the following conditions are met:
 - a. That piece bears your signature and photograph; or
 - b. 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 is situated.

* Government of Canada cheque is a cheque issued by the federal government, such as an employment insurance, old age security or GST/HST credit or Canada child tax benefit cheque.

G. Coercive tied selling

SBIC does not impose undue pressure on clients or coerce them to obtain additional products or services as a pre-condition of providing the product or service you want. Please refer to our Coercive Tied Selling brochure available at our branches and on our website <https://ca.statebank/> for more details.

H. Branch closures and cessation of certain activities

Before closing a branch, ceasing to open retail deposit accounts, or disbursing cash to customers at a branch, SBIC will notify customer of the branch, public, and the other stakeholders, as applicable, for the area in which the branch is located in the following manner:

1. Not later than four (4) months before the date proposed for the closure of the branch or the cessation of the activity in case of a branch that is located in an urban area or in a rural area where there is another retail deposit-taking branch within a travelling distance of ten (10) km from the branch,
2. Not later than six (6) months before the date proposed for the closure of the branch or the cessation of the activity, in the event of closure or cessation of activity of a rural branch where there is no other retail deposit-taking branch within a travelling distance of ten (10) km from the branch.
3. The bank will give notice in the following manner:
 - a. The notice of closure or cessation of activity will be displayed prominently on the notice board of the concerned branch.
 - b. The notice will be displayed on the website of SBIC.
 - c. The notice will be sent to each customer of the branch either with their account statement or through separate mail.
 - d. The notice will also be published in a newspaper, if applicable.

I. Information about increase in service charges, interest rates or introduction of a new service charge

If SBIC increases an existing service charge or introduces a new charge applicable to personal deposit accounts, the changes are disclosed in the following manner:

1. A notice of increase is displayed at each automated teller machine on which the name of SBIC or information identifying the machine with SBIC is displayed at least 60 days in advance.
2. A notice is displayed on the bank's website 60 days in advance.
3. A notice is sent to each customer who receives a statement of account — or to any other person as directed by that person – at least 30 days in advance along with the account statement or separately.

Please refer to our website:

1. <https://ca.statebank/service-charges> to know more about bank's current service charges.
2. <https://ca.statebank/gic> to know more about current applicable Interest rates.

J. Cancellation period

You may contact the branch to cancel your account (all types of Chequing/Savings and GIC accounts) without any charges or fess, within 14 business days following the account opening date or renewal date of the previous investment unless specified in the terms and conditions specific to a product or service.

K. Balance alerts

SBIC sends an alert, referred to as the "Balance Alert", to the retail clients when the balance in the account goes below CAD 100 (or the currency of your account). If you wish to set a different amount or choose to opt out of this facility, please inform us in writing through our branches or online banking channels. You may also opt out by sending us an email.

L. Taxes

Certain products and services offered by the bank may be subject to taxes. In such cases, SBIC charge the customer account, as required.

M. Cheque hold period

The hold period as defined in this section applies to funds deposited by cheques or other instruments to a retail deposit account or to a deposit account held by an "eligible business"†.

1. Availability of the First \$100

The customers can withdraw first \$100 of all funds deposited to a retail deposit account by a cheque or other instrument in the following manner:

- Immediately, if the cheque is deposited in person with an employee at one of the branches or point of service of the Bank; or
- On the business day following the day of the deposit, if it is deposited not in-person but through any other manner.

2. Cheque or other instrument not exceeding \$1,500

- No more than four (4) business days after the day of the deposit, if it is deposited in person with an employee of the bank at one of the branches or point of service of the bank: or
- No more than five (5) business days after the day of the deposit, if it is not deposited in person, i.e. deposited in any other manner.

3. Cheque or other instrument exceeding \$1,500

- No more than seven (7) business days after the day of the deposit, if it is deposited in person with an employee of the bank at one of the branches or point of service of the bank: or
- No more than eight (8) business days after the day of the deposit if it is not deposited in person, i.e., deposited in any other manner.

Some conditions apply. Please refer to our Cheque hold policy available at our branches and on our website <https://ca.statebank/> for more details.

† An "eligible business" is defined as any business with authorized credit of less than \$1 million, fewer than 500 employees and annual revenues of less than \$50 million.

N. Deposit insurance

SBI Canada Bank is a member of Canada Deposit Insurance Corporation (CDIC). Certain products offered by SBIC, such as saving accounts, GICs, and TFSA are eligible for deposit insurance from CDIC, subject to maximum coverage limitations as outlined in CDIC brochure "Protecting Your Deposits", and provided they are payable in Canada. For a complete list of our products insured by CDIC, please visit our website <https://ca.statebank/>.

To find out information about deposit insurance from the Canada Deposit Insurance Corporation including what instruments and/or products are eligible for deposit insurance, visit their website www.cdic.ca. Information on deposit insurance is also available in the CDIC brochure entitled "Protecting Your Deposits"

O. Privacy

At SBIC we are committed to respecting and protecting the privacy and confidentiality of your personal information. For complete details about our privacy commitment to you, please refer to our Privacy Policy available at our branches or visit our website.

P. Complaint Resolution Brochure

Resolving Your Complaints

SBI Canada Bank (hereinafter referred to as the “Bank”, “SBIC”, “we” and “our”) believes in developing long-term relationships with all its customers and addressing their complaints in a fair, consistent, and timely manner.

To achieve this objective, SBIC has implemented a robust Complaints Handling Framework that includes implementing detailed policies and procedures and designating a Complaints Handling Officer (CHO), who is the most senior designated employee at our Bank to receive and deal with consumer complaints.

This brochure explains in a simple step-by-step manner how you can submit your complaint and provides the contact information for submitting your complaint. To ensure that your complaint is address in timely and effective manner, may we suggest following the process outlined in this brochure.

Step One: Contact Us

If you have any complaint about a product or service offered by the Bank, you can contact us through phone, email, our website, and by visiting one of our branches.

- **Phone:** You can call our Toll-Free Number 1-866-724-2669 and ask to speak to manager of the branch where your account is maintained. The branch manager would be able to address most of your concerns and complaints. Please note that our toll-free line is available between business days, Monday to Friday, 9 AM to 5 PM EST.
- **Email:** You can also submit your complaint over email to the respective branch. Please visit our website at <https://ca.statebank/customer-care> to find the email id of any branch.
- **Website:** You can also submit your complaint on our website <https://ca.statebank/customer-care>. We will reach out to you within 3 business days along with a formal complaint acknowledgment letter.
- **Branch.** You can also speak directly with the branch managers at the branch where you conduct your business. To find out the location, phone number of the branch, please visit <https://ca.statebank/branch-locator>.

The branch managers are experienced in addressing majority of concerns related to the products and services offered by us. They will do their best to address your concern and provide a response to you within 14 days; however, additional time might be required to resolve complex complaints that are beyond their control.

Upon expressing a complaint to the Bank, you will receive a written acknowledgment including a complaint reference number within 3 business days and a copy of Bank’s complaint resolution brochure.

Step Two: Contact the Complaints Handling Officer

If the branch staff is unable to resolve your complaint to your satisfaction, they will escalate your concern to the Complaints Handling within 14 days from the date of the complaint being received.

You may also contact the Complaint Handling Officer directly, if you are not satisfied with the solution provided by a branch.

Email : complaint_handling_officer@sbicanada.com

Mail: : Complaint Handling Officer
SBI Canada Bank
Suite # 1000, 10th Floor
220 Bay Street
Toronto, Ontario M5J 2W4

Fax : 416-504-2040

Telephone : 416-214-7640(Ex. 7640)
1866-724-2669 (Toll Free)

The Complaint Handling Officer will do their best to resolve your complaint and convey the decision of the Bank within 56 days from the date of the complaint being received; however, additional time might be required to resolve complex complaints that are beyond their control. In such cases, a written notification will be provided to you.

You can also obtain a status update of your complaint any time by writing to the Branch Head of your branch where you conduct your business or the Complaint Handling Officer.

Escalating Your Complaint

The Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.

If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body:

The Ombudsman for Banking Services and Investments (OBSI)

You can contact OBSI in the following manner:

Email : ombudsman@obsi.ca

Mail : 20 Queen Street West - Suite 2400
P.O. Box 8
Toronto, ON M5H 3R3

Telephone : 1-888- 451-4519 (Toll Free)

GTA : 416-287-2877

TTY Telephone : 1-844-358-3442

Fax : 1-888-422-2865 (Toll Free)

Fax for GTA : 416- 225-4722

Website : www.obsi.ca

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

- Web site : <http://www.canada.ca/fcac>
- Online form : <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>
- Phone:
 - For service in English : 1-866-461-FCAC (3222)
 - For service in French : 1-866-461-ACFC (2232)
 - For calls from outside Canada : 613-960-4666
 - Teletypewriter (TTY) : 1-866-914-6097 / 613-947-7771
- Video Relay Service : FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit <https://srvcanadavrs.ca/en/> to learn more.
- Mailing address : Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2

Privacy-related Concerns

Should you have any complaints or concerns regarding the collection, use, or disclosures of your personal information by the Bank, you can contact the Privacy Officer of the Bank by mail or email on the following address:

- Email : Privacy.Officer@sbicanada.com
- Mail : Privacy Officer
SBI Canada Bank
Suite # 1000, 10th Floor
220 Bay Street
Toronto, Ontario M5J 2W4
- Fax : 416-504-2040

The Office of the Privacy Commissioner of Canada (OPC)

OPC is an independent office responsible for assisting customers with their privacy concerns. If you feel that the action taken by the Privacy Officer of the Bank to resolve your privacy concerns was not appropriate, you can contact OPC at the following address:

Online	:	https://plainte-complaint.priv.gc.ca/en/register-pipeda
Mail	:	Office of the Privacy Commissioner of Canada 30 Victoria Street Gatineau, Québec K1A 1H3
Toll-free	:	1-800-282-1376
Telephone	:	819-994-5444
TTY	:	(819) 994-6591
Website	:	www.priv.gc.ca

Your Feedback

Your feedback is important for us to know how we can enhance our complaints handling process and customer experience. Please visit <https://ca.statebank/suggestion-form> to provide your valuable feedback.