

Providing Access to Basic Banking Services

HSBC Bank Canada (“HSBC” or “we” or “us”) is governed by the *Bank Act*, which includes provisions aimed at ensuring that basic banking services are available to all individuals in Canada, provided certain conditions are met. Under the *Bank Act*, an individual (“you”) may open a retail deposit account (an “Account”) with us or cash Government of Canada cheques or other instruments (“Government Cheque(s)”) even if you are not already our customer, as long as 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

Information Required

In order to open an Account with us, you must:

1. Present to HSBC one of the following:
 - a) Two documents from a reliable source (one of which must provide your name and address and the other your name and date of birth) including documents from the following list:
 - Identification issued by the federal or provincial government
 - Recent notices of tax assessments issued by the federal, provincial government or the municipality

- Recent statements of benefits from the federal or provincial governments
 - Recent Canadian public utility bills
 - Recent bank account or credit card statements
 - Foreign passports; or
- b) Any document from a reliable source that indicates your name and date of birth, and confirmation of your identity by (i) a customer in good standing with HSBC Bank Canada; or (ii) a person of good standing in the community where the point of service or branch is located.
2. Provide to us either verbally or in writing, your name, date of birth, address (if any), and occupation (if any).
3. Allow us to verify the documents and information that you have provided and to verify whether any reasons to refuse to open an Account set out below apply to you.

After we review the documents and information that you have provided, if we reasonably suspect that you have misrepresented your identity, we can require you to present a valid piece of identification from a federal or provincial government that has your photograph and signature on it.

Refusal to Open Account

There are several reasons why we will refuse to open an Account for you:

1. If we reasonably believe that the Account will be used for illegal or fraudulent purposes.
2. If you have a history of illegal or fraudulent activity relating to banks or other financial service providers, and engaged in this activity less than seven years before you ask us to open an Account.
3. If we reasonably believe that you knowingly made a material misrepresentation when you provided information to us for the purpose of opening the Account.
4. If we reasonably believe that it is necessary to refuse to open the Account to protect our customers or employees from physical harm, harassment or other abuse.
5. If you have not provided the documents or information required for the 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, a copy of this brochure, which contains information on how you can contact the Financial Consumer Agency of Canada (FCAC), and a copy of our complaint procedures.

II. Cashing Government Cheques

We will cash your Government Cheque even if you are not a customer of HSBC if:

1. You present to HSBC:
 - a) One piece of identification from a federal or provincial government that bears your signature and photograph; or
 - b) Two documents from a reliable source (one of which must provide your name and address and the other your name and date of birth) including documents from the following list:
 - Identification issued by the federal or provincial government
 - Recent notices of tax assessments issued by the federal, provincial government or the municipality
 - Recent statements of benefits from the federal or provincial governments
 - Recent Canadian public utility bills
 - Recent bank account or credit card statements
 - Foreign passports; or
 - c) Any document from a reliable source that indicates your

name and date of birth, and confirmation of your identity by (i) a customer in good standing with HSBC Bank Canada; or (ii) a person of good standing in the community where the point of service or branch is located.

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.

A non-customer is a person who does not have an Account or another account, product or service with HSBC.

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, a copy of this brochure, which contains information on how you can contact the FCAC, and a copy of our complaint procedures.

III. Commonly asked questions

Q: What is a Government of Canada cheque?

A: A Government of Canada cheque is a cheque issued to you by the federal government, such as an Employment Insurance, Old Age Security, a GST/HST credit or Canada Child Tax Benefit cheque.

Cheques from the Government of Canada are always yellow, with maple leaves and a map of Canada in the background.

Q: What is a “member bank”?

A: A member bank is a bank that is a member institution as defined in section 2 of the *Canada Deposit Insurance Corporation Act*. HSBC Bank Canada is a member bank.

Q: Are there any circumstances in which you can refuse to open a retail deposit account for me?

A: Yes. Under the *Bank Act*, even if an individual provides the required identification and information, a member bank can still refuse to open a retail deposit account for that individual:

- a) if the member bank has reasonable grounds to believe that the retail deposit account will be used for illegal or fraudulent purposes;
- b) if the individual has a history of illegal or fraudulent activity in relation to providers of financial services

and if the most recent instance of such activity occurred less than seven years before the day on which the request to open a retail deposit account is made;

- c) if the member bank has reasonable grounds to believe that the individual, for the purpose of opening the retail deposit account, knowingly made a material misrepresentation in the information provided to the member bank; or
- d) if the member bank has reasonable grounds to believe that it is necessary to refuse to open the retail deposit account in order to protect the customers or employees of the member bank from physical harm, harassment or other abuse.

Q: What kind of cheques can the bank cash for an individual who is not a bank customer?

A: In general, we can cash Government of Canada cheques up to \$1,750.00 for an individual who is not a customer of the bank. Under the *Bank Act*, a member bank is not obligated to cash a Government of Canada cheque or other instrument if there is evidence that the cheque or other instrument has been altered in any way or is counterfeit or if the member bank has reasonable grounds to believe that there has been illegal or fraudulent activity in relation to the cheque or other instrument.

IV. Concerns

Our Commitment to you

Serving every customer with fairness and respect is of the utmost importance at HSBC. Further information is available at www.hsbc.ca or visit us at your nearest branch.

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 telephone:
1-866-461-FCAC (3222)

French toll-free telephone:
1-866-461-ACFC (2232)

Website: fcac-acfc.gc.ca