

BASIC BANKING

PROVIDING SERVICES ACCORDING TO THE “ACCESS TO BASIC BANKING REGULATIONS ”

“Access to Basic Banking Service Regulations “ was introduced by the Federal Government of Canada. These regulations are aimed at ensuring that basic banking services are available to all individuals. Under these regulations, an individual may open a personal deposit account with a bank or cash certain government cheques as a non-customer, as long as particular conditions are met. This brochure sets out those conditions and also contains other important information you need to know about “Access to Basic Banking”.

I. Account Opening

1. The conditions to be met by an individual who requests a member bank to open a personal deposit account are as follows :
 - a. the individual shall present to the member bank;
 - i) two pieces of identification from among those set out in Schedule A or B of this document, at least one of which is from among those set out in Schedule A of this document; or
 - ii) one piece of identification from among those set out in Schedule A of this document, if the identity of the individual is also confirmed by a client in good standing with the member bank or by an individual of good standing in the community where the member bank is situated;
 - b. the individuals shall disclose, verbally or in writing, the information listed in Schedule C of this document if the information is not available on the pieces of identification presented by the individual; and
 - c. if the member bank requests, the individual shall consent to the member bank’s verifying the pieces of identification presented by the individual and to the member bank’s verifying whether any of the following circumstances apply to the individual:
 - i) if the member bank has reasonable grounds to believe that the personal deposit account will be used for illegal or fraudulent purposes;
 - ii) 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 personal deposit account is made;
- iii) if the member bank has reasonable grounds to believe that the individual, for the purpose of opening the personal deposit account, knowingly made a material misrepresentation in the information provided to the member bank; or
 - iv) if the member bank has reasonable grounds to believe that it is necessary to refuse to open the personal deposit account in order to protect the customers or employees of the member bank from physical harm, harassment or other abuse.
2. If the member bank, based on its verification of the circumstances set out in the above paragraphs 1. (c) (i) – (iv) or the pieces of identification, or based on information, if any, provided by the individual that is related to the request, has reasonable grounds to suspect that the individual is misrepresenting his or her identity, the individual shall present to the member bank one piece of identification from among those set out in Schedule A of this document that bears the individual's photograph and signature.

II. Cashing Certain Government of Canada Cheques and other Instruments

1. An individual who is not a customer of the member bank who wishes that bank to cash certain Government of Canada cheques and other instruments shall present to the member bank;
- a. two pieces of identification from among those set out in Schedule A or B of this document; or
 - b. one piece of identification from among those set out in Schedule A or B of this document if;
 - i. that piece bears the signature and photograph of the individual; or
 - ii. the identity of the individual is also confirmed by a client in good standing with the member bank or by an individual of good standing in the community where the member bank is situated.
2. An individual is considered not to be a customer of a member bank if the individual does not have a personal deposit account with any branch of the member bank and does not hold a credit card issued by the member bank.
3. State Bank Of India (Canada) will not charge any fees for cashing a Government of Canada cheque.

Schedule A

1. Driver's License issued in Canada as permitted to be used for identification purposes under provincial law
2. Canadian passport
3. Certificate of Canadian Citizenship or Certification of Naturalization in the form of a paper document or card but not a commemorative issue
4. Permanent Resident Card or Citizenship and Immigration Canada Form IM 1000, IMM 1442 and IMM 5292
5. Birth Certificate issued in Canada
6. Social Insurance Number card issued by the Government of Canada
7. Old Age Security card issued by the Government of Canada bearing the Social Insurance Number of the person named on the card
8. Certificate of Indian Status issued by the Government of Canada
9. Provincial or Territorial Health Insurance card as permitted to be used for identification purposes under provincial or territorial law
10. A document or card, bearing the individual's photograph and signature, issued by any of the following authorities or 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. Department of Service New Brunswick
 - g. Department of Government Services and Lands of the Province of Newfoundland and Labrador
 - h. Department of Community Government and Transportation of the Territory of Nunavut
 - i. Department of Transportation of the Northwest Territories

Schedule B

1. Employee identity card, issued by an employer that is well known in the community, bearing the individual's photograph
2. Bank or automated banking machine or client card, issued by a member of the Canadian Payments Association in the name of, or bearing the name of, the individual and bearing the individual's signature
3. Credit card, issued by a member of the Canadian Payments Association in the name of, or bearing the name of, the individual and bearing the individual's signature
4. Canadian National Institute for the Blind (CNIB) client card bearing the individual's photograph and signature
5. Foreign passport

Schedule C

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. What is a " member bank " ?

A. A member bank is a bank that a member institution as defined in Section 2 of the Canada Deposit Insurance Corporation Act. State Bank Of India (Canada) is a member bank.

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

A. Yes. Under the Access to Basic Banking Services Regulations, even if an individual provides the required identification and information, a member bank can still refuse to open a personal deposit account for that individual :

- a. if the member bank has reasonable ground to believe that the personal 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 personal deposit account is made;
- c. if the member bank has reasonable grounds to believe that the individual, for the purpose of opening the personal 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 personal 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 \$1,500.00 for an individual who is not a customer of the bank. Under the Access to Basic Banking Regulations, a member bank is not obliged 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.

V. Concerns

If you have any questions of concerns regarding the Access to Basic Banking Regulations or wish to make a complaint, you may contact the Financial Consumer Agency of Canada (FCAC) at :

Mail :

Financial Consumer Agency of Canada (FCAC)
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9

Toll Free :

English: 1-866-461-FCAC (3222)
French: 1-866-461-ACFC (2232)

Toll Free Fax :

1-866-814-2224

E-Mail :

info@fcac-acfc.gc.ca

Website :

www.fcac-acfc.gc.ca