

- 3) There is no evidence that there has been an illegal or fraudulent activity in connection with the government cheque.

Non-customer who does not have an account with us shall present;

- 1) Two authentic, valid, current and not significantly damaged pieces of documents prescribed in subparagraph I(1)(a)(i) through (vii), one of which indicates the person's name and address and the other the person's name and date of birth, or
- 2) One authentic, valid, current and not significantly damaged piece of document prescribed in subparagraph I(1)(a)(i) through (vii), which bears your signature and photograph, or
- 3) Any document from a reliable source that indicates your name and date of birth, if your identity is also confirmed by one of our customers in good standing or by an individual of good standing in the community where the point of service or branch is located.

Under the regulations, we are 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 we have reasonable grounds to believe that there has been an illegal or fraudulent activity in relation to the cheque or other instrument. If we refuse to cash your government cheque, we will provide you with a notice telling you that we have refused to cash the government cheque as well as a copy of this brochure, which contains information on how you can contact the FCAC.

### III. Cheque Holding Policy

Our policy is aimed to assure that funds will be available from the account at the other financial institution on which a cheque or a negotiable instrument is drawn. As a result, you may not have an immediate access to funds for cheques and other negotiable items deposited to your account. The length of the holding period can vary depending on the currency denominated and the location of the issuing financial institution.

Please refer to our Personal Banking Agreement for more details available on our website and at our branches.

### IV. First \$100 Availability

If you have met all the conditions above and deposit in person at a branch, you may have immediate access to the first \$100 of all funds deposited by a cheque on any one day to a personal deposit account. (or next business day if the cheque is deposited in any other manner)

### V. Concerns

Please let us know if you have any questions or concerns.

Shinhan Bank Canada always encourages customers to immediately contact us so we can deliver an appropriate solution. At first, you can contact our customer service representatives (CSR) by phone or by visiting your local branch.

You may call or e-mail using the following contact information;  
Telephone: 1-416-250-3500  
E-mail: 8038info@shinhan.com

### VI. Financial Consumer Agency of Canada (FCAC)

If you have a complaint about a potential violation of a consumer protection law, you may contact the FCAC in writing at:

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

For more information on regulatory issues governed by the FCAC, please call 1-866-461-3222 or visit [www.canada.ca/en/financial-consumer-agency](http://www.canada.ca/en/financial-consumer-agency)

# Your Access to Basic Banking Services

- Account Opening
- Cashing Government Cheque
- Availability of Funds deposited by cheque (incl. other negotiable items)



**Shinhan Bank**  
Canada

Shinhan Bank Canada ("We", "our", "Bank" and "SHBC") is committed to provide certain services according to the Bank Act and the Access to Funds Regulations. These Regulations ensure that basic banking services are available to all individuals and that funds deposited by cheques or other negotiable items are released within a reasonable time. Under these regulations, you may open a retail deposit account, cash certain government cheques even if you are not our customer, or have first \$100 availability deposited by cheque. This brochure is meant to help you understand the conditions you must meet prior to those services and other important information you may need to know about our services.

## I. Account Opening

- 1) When you open a new account with us, you must do the following;
  - a) Present two authentic, valid, current and not significantly damaged pieces of documents described below - one of which indicates the person's name and address and the other the person's name and date of birth.
    - i) Identification ("ID") issued by the Government of Canada or the government of a province, such as:
      - (1) Canadian passport
      - (2) Driver's license
      - (3) Canadian Citizenship Card
      - (4) Certificate of Canadian Citizenship in the form of a paper document or card
      - (5) Permanent Resident Card
      - (6) Identity card usable for identification purpose under the law of the province or territory (may include BC Services Card or provincial health insurance card)
      - (7) Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM5292
      - (8) Birth certificate
    - ii) Foreign passport
    - iii) Recent statements of benefits from the Government of Canada or the government of a province, such as Canada Pension Plan (CPP) statement
    - iv) Recent Canadian public utility bills, such as electricity, water, telecommunication bills

- v) Recent bank account or credit card statements, such as statement for a deposit account, an investment account (ex. RRSP, TFSA account), a credit card account, or a loan account (ex. mortgage)
  - vi) Recent notices of tax assessments issued by the Government of Canada or the government of a province or municipality, such as property tax assessment issued by a municipality
  - vii) Canadian credit file which has existed for at least six months containing valid and current information
- b) If you cannot be identified using the methods in section 1(a), you can provide any document from a reliable source that indicates your name and date of birth, if your identity is also confirmed by one of our customers in good standing or by an individual of good standing in the community where the point of service or branch is located.

- 2) We may request additional identity documents and perform additional verifications before opening the account, if necessary.
- 3) We may request following information orally or in writing, if the information is not available on ID.
  - a) Current address
  - b) Occupation or business  
Please provide descriptive occupation or business. Example of unclear and recommended occupation or business descriptions are outlined in below table.

**Table 1** Example of occupation and business description

Unclear	Recommended <sup>1</sup>
Unemployed	Unemployed Carpenter
Retired	Retired Restaurant Chef
Student	High school Student (Earl Haig)
Self-Employed	Self-Employed IT Consultant
Owner	Convenience Store Owner (Tasty)
Manager	Human Resource Manager (ABC Company)
Real Estate	Real Estate Sales Agent (Sold 21)

Finance	Mergers and Acquisitions Consultant (ABC Firm)
Trader	Seafood Importer (World International)
President	Shoes Company Owner (123 Ontario Inc.)
Banker	Loan Officer (ABC Bank)

<sup>1</sup>It is always preferred that you provide your employer/business name.

- 4) If any of the following circumstances apply to you, we will refuse to open an account for you.
  - a) If we reasonably believe that the account will be used for illegal or fraudulent purposes.
  - b) If you have a history of illegal or fraudulent activities relating to financial institutions and the most recent instance occurred less than seven years before you ask to open an account.
  - c) If you knowingly make a material misrepresentation of information you provided to us for the purpose of opening an account.
  - d) If we reasonably believe that it is necessary to refuse to open an account to protect our customers or employees from physical harm, harassment or other abuse.
  - e) If you have not provided the ID or information listed above in section 1(a) and 1(b).

Accordingly, we will provide you with a notice telling you that we have refused to open the requested, which contains information on how you can contact the Financial Consumer Agency of Canada ("FCAC").

## II. Cashing Government Cheques

If your cheque is issued by Government of Canada, we will cash the cheque without charging any fees for customers and non-customers. There are following requirements for cashing government cheques;

- 1) The government cheque is up to \$1,750.
- 2) There is no evidence that the government cheque has been altered or is counterfeit.