



Banking that fits your life.

# Personal Account Service Fees

September 1, 2017

## For more information

**talk** to a CIBC advisor

**visit** your nearest Banking Centre

**visit** [cibc.com](http://cibc.com)

**call** 1 800 465-CIBC (2422)

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Banking that fits your life.



# CIBC Personal Banking Solutions at Your Fingertips

Looking for **fast, convenient** and **straightforward** information on your CIBC personal accounts? Inside this guide, you'll find details on CIBC personal banking account fees, policies and agreements.

We hope you find this guide helpful. If you have any questions, please contact a CIBC advisor or call **1 800 465 CIBC (2422)**.

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# Chequing Account Options

## CIBC Smart™ Account

Automatically adjusts the monthly fee based on your banking activity, so you pay only for the everyday banking you do.

### Overview<sup>†</sup>:

- Up to 12 transactions<sup>♦</sup> for \$4.95 per month
- \$1.25 for each additional transaction over 12 to no more than \$14.95 for unlimited transactions<sup>♦</sup>
- Send unlimited *Interac* e-Transfers<sup>®</sup> from this account<sup>1</sup>
- Entire monthly fee is waived if you maintain a minimum end of day balance of \$3,000 each day and a recurring direct deposit or 2 pre-authorized payments each month in this account. See "CIBC Smart Account Fee Waiver Terms and Conditions" below for details
- Free online cheque viewing
- Personalized cheques available

### Record-keeping:

- Free paperless<sup>2</sup> record-keeping
- Monthly statement – \$2.25/month
- Quarterly statement – \$0.75/month
- Monthly statement with cheques imaged<sup>3</sup> – \$2.75/month
- Interim statement – \$4.50 each

## CIBC Smart Account Fee Waiver Terms and Conditions

To benefit from the CIBC Smart Account fee waiver, the following criteria must be met each month:

- Your CIBC Smart Account must be open.
- Maintain a minimum balance of \$3,000 at the end of each day during the month in your CIBC Smart Account.
- Make at least one (1) eligible recurring direct deposit into your CIBC Smart Account; or ensure at least two (2) different eligible recurring pre-authorized debits (see Eligible Recurring Transactions below for eligibility details) are withdrawn each month from your CIBC Smart Account.

If you meet the criteria, your monthly fee will be waived.

## Eligible Recurring Transactions:

Most recurring direct deposits and pre-authorized debits are eligible. Examples of common recurring direct deposits are payroll, CPP/QPP, disability payments, dividends, and government deposits such as Employment Insurance and provincial parental insurance plan (PPIP). Examples of common recurring pre-authorized debits are pre-authorized bill payments and loan or mortgage payments where you set up pre-authorized instructions with your mortgage, loan, credit card and/or other provider directly from your CIBC Smart Account. Recurring pre-authorized fund transfers that you initiate (i.e., if you use telephone banking, ATM and/or online banking to set up) to other CIBC deposit, credit card or line of credit accounts, or to accounts at other financial institutions, are not eligible for the fee waiver. For further details, consult with your advisor or telephone banking representative to determine whether any given pre-authorized debits or direct deposits are eligible for the fee waiver.

## CIBC Everyday<sup>®</sup> Chequing Account

A basic account.

### Overview<sup>†</sup>:

- Up to 12 transactions<sup>♦</sup> for \$3.90 per month; \$1.25 for each additional transaction over 12
- Free online cheque viewing
- Personalized cheques available

### Record-keeping:

- Free paperless<sup>2</sup>, monthly statement, quarterly statement or monthly statement with cheques imaged<sup>3</sup> record-keeping
- Interim statement – \$4.50 each

<sup>‡</sup> This is a non-interest bearing account.

<sup>†</sup> Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13–18 for details.

<sup>♦</sup> See Additional Account Details on page 9 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

## Savings Account Options

### CIBC eAdvantage® Savings Account

Maximize your savings.

#### Overview†:

- Earn high interest when your balance is \$5,000 or more
- Manage your account activity online
- \$5.00 per transaction♦
- Free transfers to your other CIBC personal bank accounts through CIBC Online Banking®, CIBC Mobile Banking®, CIBC Telephone Banking and at CIBC ATMs (excludes *Interac* e-Transfer which will be treated as a transaction)
- Personalized cheques available

#### Record-keeping:

- Paperless<sup>2</sup> record-keeping is free and is the only record-keeping option available for this account

### CIBC Bonus Savings Account

Build your savings.

#### Overview†:

- Earn higher interest when your balance is \$3,000 or more
- Earn interest on every dollar saved
- One free transaction♦ per month and \$5.00 for each additional transaction
- Personalized cheques available

#### Record-keeping:

- Free paperless<sup>2</sup> record-keeping
- Monthly statement – \$2.25/month
- Quarterly statement – \$0.75/month
- Monthly statement with cheques imaged<sup>3</sup> – \$2.75/month
- Interim statement – \$4.50 each

### CIBC Premium Growth Account

Start your savings.

#### Overview†:

- Earn interest on every dollar saved
- \$1.50 per transaction♦
- Free online cheque viewing
- Personalized cheques available

#### Record-keeping:

- Free paperless<sup>2</sup> record-keeping
- Monthly statement – \$2.25/month
- Quarterly statement – \$0.75/month
- Monthly statement with cheques imaged<sup>3</sup> – \$2.75/month
- Interim statement – \$4.50 each

## Specialty Account Options

### CIBC PremierService® Account

Takes care of your banking, investing and credit needs in a complete package for one monthly fee.

#### Overview†:

- Unlimited transactions♦ on this account for \$28.95 per month
- Includes a select CIBC Credit Card with an additional credit card<sup>4</sup>
- Includes unlimited non-CIBC *Interac* bank machine withdrawals in Canada from this account each month
- Send free unlimited *Interac* e-Transfers from this account
- Includes free online cheque viewing
- Includes money orders and bank drafts
- Includes stop payments (on cheques and pre-authorized payments<sup>5</sup> only)
- No annual administration fee on CIBC Mutual Fund RRSPs■
- Includes personalized cheques
- If you apply for and are approved for **CIBC Overdraft Protection Service<sup>4</sup> (COPS)**, the COPS fee is not applicable, however you will pay interest on any overdraft amount on your account. Refer to page 10, CIBC Overdraft Protection Service (COPS), for more details on interest costs and over limit fees.

#### Record-keeping:

- Free record-keeping including paperless option<sup>2</sup>
- Interim statement – \$4.50 each

† Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13–18 for details.

♦ See Additional Account Details on page 9 for the definition of “transaction” and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

**Note on closing the account:** For clients who choose to close their CIBC PremierService Account, regular annual fees will apply on their select CIBC Credit Card and the additional card. The current regular annual fee for these Credit Cards can be found online at [cibc.com](http://cibc.com), by calling CIBC Telephone Banking at **1 800 465-CIBC (2422)** or you can inquire at any CIBC branch. These fees will be charged automatically to your Credit Card account on the first or second statement after you close your CIBC PremierService Account.

Also, the regular annual administration fee for CIBC Mutual Fund RRSPs which is available in the Fund's Simplified Prospectus<sup>■</sup> will apply for clients who choose to close their CIBC PremierService Account. Once your CIBC PremierService Account is closed the annual administration fee will be reinstated on your registered CIBC Mutual Fund account.

## CIBC US\$ Personal Account

Ideal if you receive U.S. funds or travel to the U.S. and wish to save in U.S. dollars.

### Overview<sup>†</sup>:

- Interest calculated daily on the closing balance and paid monthly
- \$0.75 U.S./transaction<sup>♦</sup> (all fees for this account are levied in U.S. funds)
- Deposit U.S. funds directly at any CIBC bank machine in Canada
- Transfer funds between CIBC US\$ Personal Accounts at any CIBC bank machine in Canada
- Withdraw U.S. funds from any CIBC U.S. currency bank machine in Canada
- Personalized cheques available

### Record-keeping:

- Free paperless<sup>2</sup> record-keeping
- Monthly statement – \$0.25 U.S./month
- Quarterly statement – \$0.75 U.S./month
- Interim statement – \$5.00 U.S. each

**Note on cheques:** Cheques can be written on US\$ Personal Accounts. The transaction fee shown is for cheques written in U.S. currency only. For U.S. dollar cheques ordered prior to December 2011, if the payee of the cheque negotiates the cheque at a financial institution outside Canada, that institution may not accept the cheque or may deduct a large fee from the cheque's face value.

**Note on Canadian dollar deposits:** If Canadian dollars are deposited into the account, the exchange rate used will be the rate prevailing at the time the transaction is processed.

## CIBC Advantage for Youth

Anyone 18 years of age or younger qualifies for free transactions<sup>♦</sup>, free *Interac* e-Transfers and premium interest for Youth on the CIBC Premium Growth Account. Free record-keeping is available, including paperless<sup>2</sup>, monthly statement or monthly statement with cheques imaged<sup>3</sup>.

**Note:** To take advantage of our youth benefits, we will ask for your birth date. Once you turn 19, your account is no longer eligible to earn premium interest for Youth and standard fees will automatically apply. This means the account will be charged fees for each transaction<sup>♦</sup> and record-keeping options other than paperless<sup>2</sup>. Before you turn 19, please visit a CIBC Banking Centre to discuss the right bank account to meet your needs.

## CIBC Smart™ for Students

Full-time college, university or CEGEP students qualify for no monthly fee, free unlimited transactions<sup>♦</sup> and *Interac* e-Transfers on the CIBC Smart Account until your graduation date (up to 4 years) plus six additional months after graduation. Free online cheque viewing and record keeping is available, including paperless<sup>2</sup>, monthly statement or monthly statement with cheques imaged<sup>3</sup>.

**Note:** To enjoy the benefits of CIBC Smart for Students, you must provide your current student card and a copy of your enrolment documentation to verify you are attending a qualifying, full-time post-secondary program (college, university, CEGEP). Your discount will remain in effect up to a maximum of 4 years (plus 6 additional months after graduation) from your program enrolment date (based on expected graduation date or the length of the program). After this, you must re-apply with proof of continued enrolment.

<sup>†</sup> Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13–18 for details.

<sup>♦</sup> See Additional Account Details on page 9 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

## CIBC Smart™ for Seniors

Clients aged 65 and older will automatically be enrolled in CIBC Smart for Seniors so you get benefits that apply to your existing or new eligible account:

- Monthly or transaction fee discount on select bank accounts
- Free bank drafts and money orders\*
- \$5.00 off the annual rental of a safety deposit box (any size)

### CIBC Smart Account

<b>Key benefits</b>	<ul style="list-style-type: none"><li>• \$4.95 monthly fee discount which means:<ul style="list-style-type: none"><li>-No monthly fee for up to 12 transactions, \$1.25 for each transaction over 12 to no more than \$10.00 for unlimited transactions<sup>†</sup></li></ul></li><li>• Free <i>Interac</i> e-Transfers<sup>1</sup> and online cheque viewing</li></ul>
<b>Record-keeping</b>	<ul style="list-style-type: none"><li>• Free paperless<sup>2</sup> option</li><li>• Regular fees apply for other record-keeping options</li></ul>

### CIBC PremierService Account

<b>Key benefits</b>	<ul style="list-style-type: none"><li>• \$4.00 monthly fee discount</li><li>• Free <i>Interac</i> e-Transfers and online cheque viewing</li></ul>
<b>Record-keeping</b>	<ul style="list-style-type: none"><li>• Free paperless<sup>2</sup> and other record-keeping options</li></ul>

### CIBC Everyday Chequing Account

<b>Key benefits</b>	<ul style="list-style-type: none"><li>• \$3.90 monthly fee discount</li><li>• Free online cheque viewing</li></ul>
<b>Record-keeping</b>	<ul style="list-style-type: none"><li>• Free paperless<sup>2</sup>, monthly statement, quarterly statement or monthly statement with cheques imaged<sup>3</sup></li><li>• Regular fees apply for other record-keeping options</li></ul>

### CIBC Premium Growth Account

<b>Key benefits</b>	<ul style="list-style-type: none"><li>• 2 free transactions/month</li><li>• Free online cheque viewing</li></ul>
<b>Record-keeping</b>	<ul style="list-style-type: none"><li>• Free paperless<sup>2</sup> and other record-keeping options</li></ul>

### CIBC US\$ Personal Account

<b>Key benefits</b>	<ul style="list-style-type: none"><li>• 2 free transactions/month</li></ul>
<b>Record-keeping</b>	<ul style="list-style-type: none"><li>• Free paperless<sup>2</sup> and other record-keeping options</li></ul>

## CIBC Everyday Chequing Account with RDSP monthly fee waiver

On the CIBC Everyday Chequing Account, the monthly fee is waived and online cheque viewing is free for eligible Registered Disability Savings Plan (RDSP) beneficiaries. Free record-keeping options are available including paperless<sup>2</sup>, monthly statement or monthly statement with cheques imaged<sup>3</sup>.

**Note:** To take advantage of the monthly fee waiver, you must provide proof of RDSP eligibility. All other standard account fees will apply.

<sup>†</sup> Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13-18 for details.

• See Additional Account Details on page 9 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

\* A transaction fee may apply.

## Additional Account Details

### Transactions:

A transaction includes cheques, withdrawals, transfers, pre-authorized payments, bill payments (including CIBC Credit Cards and CIBC Personal Lines of Credit) and debit purchases. For CIBC eAdvantage Savings Accounts, a transaction does not include transfers to your other CIBC bank account(s) using the transfer function on CIBC Online Banking®, CIBC Mobile Banking®, CIBC Telephone Banking and at CIBC ATMs in Canada. For all accounts, transfers to CIBC-branded<sup>7</sup> loans (excluding CIBC Personal Lines of Credit), mortgages and investments (registered and non-registered) are free.

### Other fees (in addition to any transaction fee if applicable) include:

- Withdrawals from non-CIBC bank machines
- *Interac* e-Transfer transactions (see pages 13 -14). The *Interac* e-Transfer fee is waived for CIBC Smart Accounts, CIBC PremierService Accounts and for clients who are enrolled in CIBC Advantage for Youth, CIBC Smart for Students, CIBC Smart for Seniors (on the CIBC Smart Account) and CIBC Advantage for Students (on the CIBC Everyday Chequing Account).
- Foreign currency transactions (including cheques written in currencies other than the account currency); see pages 15 -16.

### Statements:

Free Braille or Large Print statement available upon request.

## Details on Using Your Accounts

### CIBC Cardholder Banking Service

With the CIBC Cardholder Banking Service (previously known as the CIBC Convenience Banking Service), you can take care of your day-to-day banking needs 24/7 through CIBC bank machines in Canada, CIBC Online Banking, CIBC Mobile Banking and Telephone Banking. You can call **1 800 465-CIBC (2422)** any time to speak to a CIBC Financial Service Representative.

### CIBC Debit Cards:

When you open your account, you'll get a CIBC Debit Card which you can use to access your account. Your CIBC Debit Card includes the security of chip technology and active fraud monitoring.

For more information on CIBC Debit Cards, including card features and how to protect your Debit Card, please see the "Convenience and security for your everyday banking" brochure available at any CIBC branch or by calling Telephone Banking at **1 800 465-CIBC (2422)**.

### CIBC Overdraft Protection Service (COPS)

Protect yourself from an unexpected temporary shortfall of funds with CIBC Overdraft Protection Service. This service is available, subject to credit approval, on most Canadian dollar personal accounts and is one way to ensure you're covered in case of an overdraft.

There are two overdraft fee options available for COPS. These overdraft fee options do not apply to CIBC PremierService Accounts.

### Pay Per Use Fee:

A \$5.00 fee will be applied to your account for any business day (based on end-of-day balances) in which an overdraft is created or increased. You also pay interest on the outstanding overdraft amount. There is no charge unless the overdraft is used.

### Monthly Fixed Fee:

A fixed monthly fee of \$4.00 is applied to your account at the end of every month regardless of whether the overdraft is created or increased or how many times the overdraft is used in the month. If the overdraft is used, you also pay interest on the outstanding overdraft amount.

CIBC's overdraft interest rate is currently 21% per year and may vary from time to time. Interest will be calculated and debited monthly to your account, based on the final daily indebtedness in the account throughout the calendar month. Interest at the rate set by CIBC will apply both before and after the indebtedness becomes payable, before and after the CIBC Overdraft Protection Service Addendum is terminated, and before and after judgment is obtained against you.

If you have COPS and you are at (or over) your Overdraft Limit, and CIBC chooses to process a debit which overdraws your account, or which exceeds (or further exceeds) your Overdraft Limit, you will pay CIBC a \$5.00 charge (based on end-of-day balances), plus interest, at CIBC's then current overdraft interest rate, on the indebtedness, in addition to the overdraft fee option that applies to your account. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future.

If you are not covered by CIBC Overdraft Protection Service, and CIBC chooses to process a debit which overdraws your account (based on end-of-day balances), you will pay CIBC a \$5.00 charge, plus interest, at CIBC's then current overdraft interest rate, on the indebtedness. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future.

## Managing Your Day-to-Day Banking

Once you have your CIBC Debit Card, it's easy for you to access your money to do whatever you want – pay bills, make purchases, transfer money and more.

### Direct Deposits:

- Regular deposits, such as your pay, government cheques, investment income payments, etc. can be deposited directly into your account
- You can access your money right away with no holds applied; see page 27 for our Hold Policy on Cheque Deposits.

### Bill Payments:

- Register your bills once and pay your bills easily, quickly and conveniently
- Pay online, by phone or through a CIBC bank machine in Canada
- For your records, you'll get a confirmation number with every payment

### Pre-Authorized Payments:

Ensure your bills are automatically paid on time. All you have to do is:

- Contact the company (utility, cable, insurance, etc.)
- Tell them you want to set up pre-authorized payments
- Fill out their pre-authorized payments form
- Have your basic account information or, if you have a CIBC Advantage Debit Card®, your debit card information handy (or you may need to provide a void cheque)

### Interac e-Transfer

Send Money:

Send money to anyone with a personal Canadian dollar bank account using CIBC Online Banking and CIBC Mobile Banking.

Autodeposit:

When you register you'll get money sent via *Interac* e-Transfer automatically deposited directly into your bank account without having to answer a security question.

Request Money:

This feature allows you to request money from another person using *Interac* e-Transfer.

- Quick, easy and secure
- All you need is the person's e-mail address
- Visit [cibc.com](http://cibc.com) to find out more

**epost™:**

The epost service enables you to view selected bills online through CIBC Online Banking and CIBC Mobile Banking — safely, conveniently and at no extra charge.

You can:

- Choose to be informed by e-mail when a new bill has arrived in your epost inbox
- View, pay and even print your bills by registering for epost through CIBC Online Banking



## Personal Banking Services and Fees

The following fees and services may not be included in your monthly account or transaction fees, may be in addition to applicable transaction fees, and may count toward any monthly transaction limit applicable to your account. Refer to your

account features for details. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars.

Service	Fee Per Item
<b>Withdrawals Made at CIBC Bank USA ATMs</b>	<ul style="list-style-type: none"> <li>No ATM transaction fee<sup>‡</sup>; additional 2.5% administration fee<sup>‡</sup></li> </ul>
<b>Withdrawals Made at Non-CIBC Bank Machines</b> <ul style="list-style-type: none"> <li>In Canada (<i>Interac</i> network)</li> <li>In U.S. (Plus<sup>®</sup> and Visa<sup>®</sup> networks)</li> <li>Outside of Canada and U.S. (Plus and Visa networks or other networks we make available)</li> </ul>	<ul style="list-style-type: none"> <li>\$2.00 each<sup>‡</sup></li> <li>\$3.00 each<sup>‡</sup> plus a 2.5% administration fee<sup>‡</sup></li> <li>\$5.00 each<sup>‡</sup> plus a 2.5% administration fee<sup>‡</sup></li> </ul>
<b>Debit Purchases (and Returns/Credits) Made with Merchants and Withdrawals Made at Financial Institutions Outside Canada with a CIBC Advantage Debit Card</b> <ul style="list-style-type: none"> <li>In U.S. or other Foreign currency</li> </ul>	<ul style="list-style-type: none"> <li>Additional 2.5% administration fee<sup>‡</sup></li> </ul>
<b>Bank Drafts and Money Orders</b> <ul style="list-style-type: none"> <li>Canadian currency</li> <li>U.S. currency</li> <li>Foreign currency</li> </ul>	<ul style="list-style-type: none"> <li>\$7.50<sup>‡</sup></li> <li>\$7.50 CDN<sup>‡</sup></li> <li>\$7.50 CDN<sup>‡</sup></li> </ul>
<b>Request for Replacement of Bank Draft or Money Order</b> <ul style="list-style-type: none"> <li>Drawn in Canadian currency</li> <li>Drawn in U.S. currency or other foreign currency</li> </ul> <b>Note:</b> Some conditions apply. Please ask a CIBC advisor for details.	<ul style="list-style-type: none"> <li>No fee</li> <li>\$25.00</li> </ul>
<b>Counter Cheques</b> When you write a cheque that is not MICR-encoded for your account: <ul style="list-style-type: none"> <li>Canadian currency</li> <li>U.S. currency</li> </ul>	<ul style="list-style-type: none"> <li>\$5.00<sup>‡</sup></li> <li>0.05% of face value (\$5.00 U.S. min – \$100.00 U.S. max)<sup>‡</sup></li> </ul>
<b>Online Cheque Viewing</b> <ul style="list-style-type: none"> <li>View images of items online</li> </ul>	<ul style="list-style-type: none"> <li>\$1.50 per item viewed (free for accounts with paperless record-keeping option<sup>‡</sup>, CIBC Everyday Chequing Accounts, CIBC Smart Accounts, CIBC PremierService Accounts and CIBC Premium Growth Accounts)</li> </ul>
<b>Personalized Cheques</b>	Fees vary depending on style and quantity <sup>‡</sup>
<b><i>Interac</i> e-Transfer</b> <ul style="list-style-type: none"> <li>Sending an <i>Interac</i> e-Transfer transaction</li> <li>Sending a Request for Money (fee charged per request only upon receipt of requested money)</li> </ul>	<ul style="list-style-type: none"> <li>\$1.50<sup>‡</sup>. The <i>Interac</i> e-Transfer fee is waived for CIBC Smart Accounts, CIBC PremierService Accounts and for clients who are enrolled in CIBC Advantage for Youth, CIBC Smart for Students, CIBC Smart for Seniors (on the CIBC Smart Account) and CIBC Advantage for Students (on the CIBC Everyday Chequing Account).<sup>‡</sup></li> <li>Free<sup>‡</sup></li> </ul>
<ul style="list-style-type: none"> <li>Receiving an <i>Interac</i> e-Transfer transaction/Fulfilling a Request for Money</li> </ul>	
<b>Dishonoured (NSF) Cheque or Pre-Authorized Payment</b>	<ul style="list-style-type: none"> <li>\$45.00 each<sup>‡</sup></li> </ul>
<b>Search and Copy of Cheque or Other Item via Telephone Banking or Branch</b> <b>Note:</b> Debit memos are not returned.	<ul style="list-style-type: none"> <li>\$5.00 per item</li> </ul>
<b>Stop Payments</b> <ul style="list-style-type: none"> <li>Cheques/Pre-Authorized Payments<sup>5</sup> – Full Details Provided</li> <li>Cheques/Pre-Authorized Payments<sup>5</sup> – Full Details Not Provided</li> <li>On <i>Interac</i> e-Transfer</li> </ul>	<ul style="list-style-type: none"> <li>\$12.50 per request</li> <li>\$20.00 per request</li> <li>\$3.50 per request</li> </ul>
<b>Wire Payments</b> Outgoing Wire Payments <ul style="list-style-type: none"> <li>\$10,000 or less</li> <li>\$10,000.01 – \$50,000</li> <li>Greater than \$50,000</li> </ul>	<ul style="list-style-type: none"> <li>\$30.00 per payment<sup>10</sup></li> <li>\$50.00 per payment<sup>10</sup></li> <li>\$80.00 per payment<sup>10</sup></li> </ul>
Incoming Wire Payments <ul style="list-style-type: none"> <li>Canadian and U.S. currency</li> </ul>	<ul style="list-style-type: none"> <li>\$15.00 per payment<sup>10</sup> (charged in the same currency as the incoming payment and deducted from the incoming payment amount)</li> <li>\$15.00 CDN per payment<sup>10</sup> (converted to the same currency as the incoming payment using an exchange rate set by CIBC on a date determined by CIBC and deducted from the incoming payment amount)</li> </ul>
<ul style="list-style-type: none"> <li>Other currencies</li> </ul>	

<sup>‡</sup> In addition to transaction fee (if applicable).

## Personal Banking Services and Fees

The following fees and services may not be included in your monthly account or transaction fees, may be in addition to applicable transaction fees, and may count toward any monthly transaction limit applicable to your account. Refer to your

account features for details. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars.

Service	Fee Per Item
<b>Wire Return Fee</b>	<ul style="list-style-type: none"> <li>• \$35.00 per payment<sup>10</sup></li> </ul> <p>Wire return fee is deducted from incoming payment before funds are deposited into account.</p>
<b>Wire Payment Investigation</b>	<ul style="list-style-type: none"> <li>• \$35.00 per investigation<sup>10</sup></li> <li>• \$35.00 per investigation<sup>10</sup></li> <li>• \$35.00 per investigation<sup>10</sup></li> </ul>
<b>Inter-Branch Payments (between CIBC branches in Canada)</b>	<ul style="list-style-type: none"> <li>• \$10,000 or less</li> <li>• \$10,000.01 – \$25,000</li> <li>• \$25,000.01 – \$100,000</li> <li>• Greater than \$100,000</li> </ul> <ul style="list-style-type: none"> <li>• \$15.00 per payment</li> <li>• \$30.00 per payment</li> <li>• \$60.00 per payment</li> <li>• \$100.00 per payment</li> </ul> <p><b>Note:</b> Additional out-of-pocket expenses may apply</p>
<b>Account Closing at Your Request</b>	<ul style="list-style-type: none"> <li>• Account closed within 90 days of opening</li> </ul> <ul style="list-style-type: none"> <li>• \$20.00 per account (not applicable if funds are transferred to another CIBC-branded<sup>7</sup> product)</li> </ul>
<b>Account Transfer to Other Financial Institution</b>	<ul style="list-style-type: none"> <li>• Transfer bank account (by means of a Balance of Account form)</li> <li>• Transfer from CIBC RRSP/RRIF/LIF Daily Interest Savings Account/GIC</li> <li>• Transfer from CIBC TFSA Tax Advantage Savings Account<sup>9</sup>/GIC</li> </ul> <ul style="list-style-type: none"> <li>• \$19.50 per account</li> <li>• \$100.00 per transfer</li> <li>• \$100.00 per transfer</li> </ul>
<b>Search for Accounts</b>	<ul style="list-style-type: none"> <li>• Search for accounts of deceased or incapacitated persons</li> <li>• Letter to confirm account balance, interest, etc., if required</li> </ul> <ul style="list-style-type: none"> <li>• \$6.50 per name per branch (minimum \$22.00 plus applicable taxes)</li> <li>• \$16.50 per account (plus applicable taxes)</li> </ul>
<b>Cashing Travellers Cheques</b>	<ul style="list-style-type: none"> <li>• American Express<sup>®</sup> Travellers Cheques</li> <li>• All others</li> </ul> <ul style="list-style-type: none"> <li>• Fee waived</li> <li>• \$3.00 per transaction</li> </ul>
<b>Collection Items</b>	<ul style="list-style-type: none"> <li>• Outgoing CDN dollar item within Canada</li> <li>• Up to \$5,000</li> <li>• Over \$5,000</li> </ul> <ul style="list-style-type: none"> <li>• \$15.00 each</li> <li>• 3/20 of 1% of the item amount (minimum of \$25.00 each)</li> </ul>
Outgoing CDN dollar item outside of Canada	<ul style="list-style-type: none"> <li>• 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each<sup>1</sup>)</li> </ul>
Outgoing U.S. and foreign currency item inside or outside of Canada	<ul style="list-style-type: none"> <li>• 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each<sup>1</sup>)</li> </ul>
<b>Note:</b> Incoming collections from other financial institutions will be subject to a charge by CIBC which may be passed on by the financial institution to their client.	<p><b>Note:</b> Other financial institutions may levy additional charges on outgoing items.  <sup>1</sup> Additional out-of-pocket expenses may apply.</p>
<b>Cheques Written in Currencies Other than the Account Currency</b>	<ul style="list-style-type: none"> <li>• \$20.00<sup>2</sup> per cheque</li> </ul>
<b>Bankbook record-keeping option (no longer for sale) for accounts</b>	<ul style="list-style-type: none"> <li>• \$2.50/month</li> </ul>
<b>Copy of Statement</b>	<ul style="list-style-type: none"> <li>• \$5.00 per statement</li> </ul>

<sup>9</sup> Wire amendment fees may apply to both incoming and outgoing wire payments.

<sup>2</sup> In addition to transaction fee (if applicable).

# Personal Banking Services and Fees

The following fees are applied in Canadian dollars except where otherwise noted.

## Safety Deposit Boxes

Safety deposit boxes are available in a variety of sizes and prices; some common examples with approximate dimensions are shown in the chart below. Rent is always paid in advance.

Box Size	Price/Year**
1 1/2" x 5" x 24"	\$55.00
2 1/2" x 5" x 24"	\$75.00
3 1/4" x 5" x 24"	\$80.00
5" x 5" x 24"	\$135.00
2 1/2" x 10 3/8" x 24"	\$150.00
5" x 10 3/8" x 24"	\$300.00
10" x 10 3/8" x 24"	\$350.00

\*\* Plus applicable taxes.

**Note:** Please contact your branch or CIBC advisor for details on fees for other safety deposit box sizes.

## Safety Deposit Box Closing

If your box is closed within one year after it is opened, CIBC will refund the rent based on the months remaining, up to a maximum of 6 months.

If your box is closed after the first full year, CIBC will refund your rent pro-rated on the remaining months in the term.

## Replacement Services\*\*

Replacement of lost keys	\$15.00 per key
Drilling of box and replacement of lost keys	\$100.00

\*\* Fees will be charged in Canadian currency. Plus applicable taxes.

## Dormant (Inactive) Accounts

An interest-bearing account is considered dormant if you have not initiated any transactions for a 12-month period. A non-interest bearing account, including the CIBC Everyday Chequing Account and the CIBC Smart Account, is considered dormant if you have not initiated any transactions for a 6-month period. Dormant accounts that receive a monthly statement will automatically be switched to quarterly statements.

Status	Fee**
Dormant for 2, 3 or 4 years	\$20.00
Dormant for 5, 6, 7 or 8 years	\$30.00
Dormant for 9 years	\$40.00

\*\* Or the account balance, whichever is less.

**Note:** Fees for U.S. dollar accounts are charged in U.S. dollars. After 10 years, if your account remains dormant, your Canadian dollar balance is transferred to the Bank of Canada.

## To activate a dormant account, you can:

- Make a deposit, withdrawal, transfer or bill payment at any CIBC branch or CIBC bank machine in Canada; or
- Deposit a cheque with your mobile device using CIBC eDeposit®; or
- Make a withdrawal at any other bank machine displaying the *Interac*, Visa or Plus logo; or
- Make a debit purchase; or
- Call CIBC Telephone Banking at 1 800 465-CIBC (2422)

## Services to Non-CIBC Bank Account Clients

If a branch chooses to negotiate a CIBC cheque from a non-CIBC bank account client – \$5.00 each

**Note:** Fees do not apply to payment of Government of Canada remittances or cashing of Government of Canada cheques. See page 26 for information on how to cash Government of Canada cheques.

## Account Conversion

The following applies if you change your account type prior to the end of the final business day of the month.

**For account types with a different fee structure,** all transactions during that month (including those made before the change) will be subject to the fees under the fee structure that applies to your new account type at the end of the month. However, any fees which have already been paid or deducted from your account during the month (e.g., for money orders) will not be refunded upon conversion.

**For account types with different interest rate terms,** interest will be calculated up to and including the day prior to account conversion and paid based on the old account terms, and will be calculated from and including the day conversion takes effect and paid based on the new account terms.

## Accounts No Longer Offered

### Fees for the following accounts:

- CIBC Personal Chequing Account<sup>Δ</sup>
- CIBC EverydayPlus<sup>®</sup> Account<sup>Δ</sup>
- CIBC Waive Account<sup>®</sup>
- CIBC Chequing Savings Account<sup>††</sup>

Feature <sup>†</sup>	CIBC Personal Chequing Account	CIBC EverydayPlus Account	CIBC Waive Account	CIBC Chequing Savings Account
<b>Transactions*</b>	\$1.25 each <sup>°</sup> Note: If you maintain a minimum end of day balance of \$1,500 each day during the month on these accounts, we will waive your transaction fees <sup>‡</sup> on the account (the fees eligible for this waiver are indicated with a ◊ in this chart).	\$9.95/month for 0–25 transactions \$1.25 for transactions above 25	\$3.90/month for 0–10 transactions <sup>°</sup> \$1.25 for transactions above 10 <sup>°</sup> Note: If you maintain a minimum end of day balance of \$1,500 each day during the month on this account, we will waive your transaction fees <sup>‡</sup> and your monthly fee on the account (the fees eligible for this waiver are indicated with a ◊ in this chart).	\$1.25 each <sup>°</sup> Note: If you maintain a minimum end of day balance of \$1,500 each day during the month on these accounts, we will waive your transaction fees <sup>‡</sup> on the account (the fees eligible for this waiver are indicated with a ◊ in this chart).
<b>CIBC Smart for Seniors monthly fee discount</b>	Clients 65 years of age or over will automatically be enrolled in CIBC Smart for Seniors and receive a \$4.00 monthly fee discount.		Clients 65 years of age or over will automatically be enrolled in CIBC Smart for Seniors and receive a \$3.90 monthly fee discount.	N/A
<b>Record-Keeping:</b>				
Paperless option <sup>2</sup>	Free	Free	Free	Free
Monthly statement	\$2.25/month <sup>°</sup>	\$2.25/month	\$2.25/month <sup>°</sup>	\$2.25/month <sup>°</sup>
Quarterly statement	\$0.75/month <sup>°</sup>	\$0.75/month	\$0.75/month <sup>°</sup>	\$0.75/month <sup>°</sup>
Bankbook (no longer for sale)	\$2.50/month <sup>°</sup>	\$2.50/month	\$2.50/month <sup>°</sup>	\$2.50/month <sup>°</sup>
Monthly statement with cheques imaged <sup>3</sup>	\$2.75/month	\$2.75/month	\$2.75/month	\$2.75/month
Interim statement	\$4.50 each	\$4.50 each	\$4.50 each	\$4.50 each

<sup>Δ</sup> This is a non-interest bearing account.

<sup>†</sup> Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13–18 for details.

\* See Additional Account Details on page 9 for the definition of “transaction” and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

## Accounts No Longer Offered (continued)

If you maintain a minimum end-of-day balance of \$5,000 each day during the month on these accounts, we will waive your transaction fees<sup>12</sup> on the account (the fees eligible for this waiver are indicated with a ◊ in the chart below).

Feature†	Fee	Fee with CIBC Smart for Seniors
Transactions♦	\$1.25 each◊	Free
<b>Record-Keeping:</b>		
Paperless option <sup>2</sup>	Free	Free
Monthly statement	\$2.25/month◊	Free
Quarterly statement	\$0.75/month◊	Free
Bankbook (no longer for sale)	\$2.50/month◊	Free
Monthly statement with cheques imaged <sup>3</sup>	\$2.75/month	Free
Interim statement	\$4.50 each	\$4.50 each

## Benefits No Longer Offered

### CIBC 60 Plus Advantage®

Clients who enrolled in CIBC 60 Plus Advantage prior to September 1, 2017 continue to qualify for the following benefits<sup>6</sup>:

- On the CIBC Everyday Chequing Account, free transactions♦, no monthly fee, free online cheque viewing and free record-keeping including paperless<sup>2</sup>, monthly statement, quarterly statement or monthly statement with cheques imaged<sup>3</sup>
- On the CIBC Premium Growth Account, 2 free transactions♦ per month and free online cheque viewing
- On the CIBC US\$ Personal Account, 2 free transactions♦ per month
- On the CIBC Personal Chequing Account, CIBC Waive Account, CIBC Investor's Rate Account, CIBC Daily Interest Savings Account and CIBC Regular Savings Account, free transactions♦, no monthly fee and free record-keeping including paperless<sup>2</sup> option. Benefits are not available on the CIBC Chequing Savings Account or the CIBC EverydayPlus Account. (Note: these accounts are no longer for sale.)
- Free bank drafts and money orders\*
- \$5.00 off the annual rental of a safety deposit box (any size)

For all accounts: interim statement \$4.50 each (\$5.00 each for the CIBC US \$ Personal Account).

### Fees for the following accounts:

- CIBC Investor's Rate Account®
- CIBC Daily Interest Savings Account<sup>13</sup>
- CIBC Regular Savings Account<sup>13</sup>

### CIBC Advantage® for Students

Full-time college, university or CEGEP students who enrolled in CIBC Advantage for Students prior to September 1, 2017 continue to qualify for the following benefits:

- On the CIBC Everyday Chequing Account, free transactions♦, no monthly fee, free online cheque viewing, free *Interac* e-Transfers and free record-keeping including paperless<sup>2</sup>, monthly statement or monthly statement with cheques imaged<sup>3</sup>. Bankbook (no longer for sale) is \$2.50/month.
- On the CIBC Personal Chequing Account, CIBC Chequing Savings Account, CIBC Waive Account, CIBC Investor's Rate Account, CIBC Daily Interest Savings Account and CIBC Regular Savings Account, free transactions♦, no monthly fee, and free record-keeping including paperless<sup>2</sup>, monthly statement or quarterly statement. Bankbook (no longer for sale) is \$2.50/month and monthly statement with cheques imaged<sup>3</sup> is \$2.75/month. (Note: these accounts are no longer for sale.)

For all accounts: interim statement \$4.50 each.

† Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 13–18 for details.

♦ See Additional Account Details on page 9 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

\* A transaction fee may apply.

## Other Important Information

### Opening a Personal Bank Account

To complete a personal bank account application, you will need to provide your name, date of birth, occupation, if any, and address, if any. In addition, you will need to provide one piece of valid, original and not substantially defaced government-issued photo identification from the Acceptable Identification List below.

#### Acceptable Identification List\*:

- A driver's licence issued in Canada, as permitted to be used for identification purposes under provincial law. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted
- A Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a card but not a commemorative issue
- A Canadian Permanent Resident card
- A Certificate of Indian Status issued by the Government of Canada
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial law. This identification is not valid for Ontario, Manitoba or Prince Edward Island. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted

- A document or card, bearing your photograph and signature, issued by any of the following authorities or their successors: Insurance Corporation of British Columbia; Alberta Registries; Saskatchewan Government Insurance; Department of Service Nova Scotia and Municipal Relations; Department of Transportation and Public Works of the Province of Prince Edward Island; Service New Brunswick; Department of Government Services and Lands of the Province of Newfoundland and Labrador; Department of Transportation of the Northwest Territories; Department of Community Government and Transportation of the Territory of Nunavut

**Note:** If you cannot provide at least one piece of identification from the Acceptable Identification List above, you may provide either:

- Two pieces of identification from List A below, or
- One piece of identification from List A and one piece of identification from List B below.

Your account may be set up with limited Access to Deposited Funds Limits (see definition on page 29), and CIBC Overdraft Protection Service will not be available to you.

#### List A

- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document but not a commemorative issue
- Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada
- An Old Age Security card issued prior to January 2008 by the Government of Canada bearing your name and Social Insurance Number. In Quebec, this can only be used if you volunteer it when asked for identification

\* Note that other forms of identification may be acceptable, please contact your nearest banking centre or visit [cibc.com/identification](http://cibc.com/identification) for details.

## List B

- An employee identity card, issued by an employer that is well known in the community, bearing your photograph
- A bank card, automated bank machine card, or client card, issued by a member of the Canadian Payments Association bearing your name and signature
- A credit card, issued by a member of the Canadian Payments Association bearing your name and signature
- A Canadian National Institute for the Blind (CNIB) client card bearing your photograph and signature
- An eligible foreign Passport

Alternatively, you may present one piece of identification from List A, if your identity can be confirmed by a client in good standing with CIBC, or an individual in good standing\* in the community in which the banking centre is located.

CIBC reserves the right to refuse to open an account if one or more of the following circumstances is applicable to the individual requesting the opening of the account:

- CIBC has reasonable grounds to believe that the account will be used for illegal or fraudulent purposes,
- The individual has a history of illegal or fraudulent activity in relation to providers of financial services within the seven-year period preceding the account application date,
- CIBC has reasonable grounds to believe that the individual, for purposes of opening the account, knowingly made a material misrepresentation in the information provided to CIBC,
- CIBC has reasonable grounds to believe that it is necessary to refuse to open the account in order to protect the clients or employees of CIBC from physical harm, harassment or other abuse, or
- The individual refuses CIBC's request for consent to:
  - Verify the validity of the pieces of identification presented by the individual to CIBC, and/or
  - Verify whether any of the above circumstances are applicable to the individual.

If you have concerns, refer to page 29 for CIBC's complaint resolution process or page 32 for how to contact the Financial Consumer Agency of Canada (FCAC).

## Cashing Government of Canada Cheques

CIBC will cash Government of Canada Cheques for up to \$1,500, without charge. The minimum identification requirements to cash a Government of Canada cheque are different from the requirements for opening a personal account. In order to cash a government cheque, you will need:

- One valid, original piece of identification from any of the identification lists above (see pages 23 to 25), if the piece of identification presented has both your photograph and signature; or
- Two valid, original pieces of identification from any of the identification lists above (see pages 23 to 25); or
- One valid, original piece of identification from any of the identification lists above (see pages 23 to 25) if your identity is also confirmed by a client in good standing with CIBC or by an individual in good standing\* in the community.

If you have concerns, refer to page 29 for CIBC's complaint resolution process or page 32 for how to contact the FCAC.

CIBC will also cash certain provincial or municipal government cheques if they are drawn on CIBC or guaranteed by the government. We recommend you open a CIBC Personal Bank Account and set up Direct Deposit so the government (or companies) can deposit your funds directly into your bank account. Authorizing a Direct Deposit will ensure timely receipt in the event of postal delays.

*\* The individual in good standing in the community may be required to present identification in accordance with the first paragraph of the Opening a Personal Bank Account section (page 23)*

## Our Hold Policy on Cheque Deposits to any Personal Deposit Account

For purposes of this policy:

- “Cheque” also includes certified cheques, bank drafts, money orders and other instruments
- Saturday, Sunday and holidays are not business days

### Understanding hold periods

When you deposit a cheque in your Personal Bank Account, a hold period may apply to allow time for the cheque to clear. The funds will appear in your account at the time of deposit, but you may not be able to access them until the hold period expires. The day of deposit and hold period expiry are based on the location of your branch of account (not local time where the deposit was made).

Even after the hold period expires, there is no guarantee that a cheque will not be returned to us unpaid. If a cheque is returned unpaid for any reason at any time, either during or after the expiry of the hold period, we have the right to charge the amount of the cheque to your account.

We may also accept cheques from you on “collection”, meaning that *only* if and when CIBC receives payment from the financial institution on which the cheque is drawn will the funds be credited to your account and you have access to the funds.

### How long are funds held?

The length of the hold period for cheques depends on the currency, amount of the cheque and other factors:

- For a CDN\$ cheque drawn on a financial institution’s branch located in Canada, the normal length of time we will hold funds is four business days after the day of deposit. The maximum hold periods are as follows:

CDN\$ Cheque Amount	Way You Deposit	Maximum Hold Period
\$1,500 or less	In branch	4 business days after day of deposit
	By CIBC bank machine in Canada or any other way	5 business days after day of deposit
Greater than \$1,500	In branch	7 business days after day of deposit
	By CIBC bank machine in Canada or any other way	8 business days after day of deposit

- For a non-CDN\$ cheque drawn on a financial institution’s branch located in Canada, the normal length of time we will hold funds is 10 business days. The maximum hold period is 20 business days
- For a non-CDN\$ cheque drawn on a financial institution’s branch located outside of Canada, the normal length of time we will hold funds is 15 business days. The maximum hold period is estimated to be 30 business days

### Reasons we may hold the funds beyond the maximum period

We may extend the maximum hold periods in some circumstances, including (but not limited to) where:

- CIBC has reasonable grounds to believe that the deposit is being made for illegal or fraudulent purposes in relation to an account
- An account has been open for less than 90 days
- The cheque:
  - Is not encoded with magnetic ink character recognition or is not readable by operational systems (for example, if damaged or mutilated)
  - Has been endorsed more than once
  - Is deposited six months or more after the date of the cheque

The hold period under these circumstances is estimated to be 30 business days and could be longer for non-CDN\$ cheques drawn on a financial institution’s branch located outside of Canada.



## Access to Deposited Funds Limits

Access to Deposited Funds Limits may apply to cheque deposits you make in branch, at a CIBC bank machine in Canada or any other way. These limits are the dollar amount you will have access to until the hold period expires on your deposit. To ask about your Access to Deposited Funds Limits, call Telephone Banking 24/7 at **1 800 465-CIBC (2422)** or visit your nearest branch.

CIBC's Hold Policy and Access to Deposited Funds Limits are subject to the Personal Account Agreement, which governs your account.

## Notice of Fee Changes

If we propose to change a fee or introduce a new fee applicable to your account, we will give you notice in accordance with the "Communicating with You" and "Changing this Agreement" sections of the Personal Account Agreement.

## Our Commitment to You: To Exceed Your Expectations

### Our Process for Resolving Your Complaints

We have created a process for dealing with complaints that we believe is both effective and efficient. We expect every CIBC employee who receives a client complaint to take ownership of the issue and ensure that the complaint is resolved quickly. If you have a complaint, we encourage you to follow the complaint procedure outlined here.

#### Step 1: Where You Do Business with Us

In most cases, a complaint is resolved simply by telling us about it. You should be able to get swift results by talking to our employees or Manager where you do business with us. You can speak with us in branch or by calling Telephone Banking at **1 800 465-CIBC (2422)**.

#### Step 2: Client Care Centre

If the problem is not resolved to your satisfaction, you can contact the CIBC Client Care Centre.

### You can reach us by:

**Telephone:** 1 800 465-2255

**Fax:** 1 877 861-7801

**E-mail:** [client.care@cibc.com](mailto:client.care@cibc.com)

**Write to:** CIBC Client Care  
P.O. Box 15, Station A  
Toronto, ON M5W 1A2

### Be sure to include:

- Your name and contact information where you prefer to be reached
- The nature of your complaint
- Details relevant to the complaint and with whom you have already discussed the issue

If you are dissatisfied with the decision of the CIBC Client Care Centre, you may contact or be directed to the CIBC Ombudsman.

### Step 3: CIBC Ombudsman

Assuming you have followed the complaint escalation steps outlined above and you remain dissatisfied with Client Care's resolution, you can contact the CIBC Ombudsman. Then, if the matter falls within the CIBC Ombudsman's mandate ([cibc.com/ombudsman](http://cibc.com/ombudsman)), and providing legal action has not been taken on the matter, the CIBC Ombudsman will conduct a further investigation.

### You can reach the CIBC Ombudsman by:

**Telephone:** 1 800 308-6859 or 416 861-3313  
in Toronto

**Fax:** 1 800 308-6861 or 416 980-3754  
in Toronto

**E-mail:** [ombudsman@cibc.com](mailto:ombudsman@cibc.com)

**Write to:** CIBC Ombudsman  
P.O. Box 342  
Commerce Court  
Toronto, ON M5L 1G2

If the above steps do not resolve your complaint, you may consider escalating the matter. See the listing for Independent Consumer Support Agencies.

### Independent Consumer Support Agencies

In addition to CIBC's service commitment to you, there are a number of external agencies that monitor Canada's financial industry to ensure compliance and reliable access to financial services.

### Ombudsman for Banking Services and Investments (OBSI)

You can contact the OBSI, who is independent from CIBC and whose purpose is to review your personal or business complaint when you do not accept the decision of the CIBC Ombudsman; or when 90 days have elapsed since escalating your concerns to the CIBC Client Care Centre.

Where appropriate, the OBSI may seek the assistance of CIBC's internal complaint resolution staff – including the CIBC Ombudsman – to facilitate the earliest possible resolution to your complaint.

If you choose to contact the OBSI at the conclusion of the CIBC Ombudsman investigation, you should do so within six months from the date of CIBC's response to you, as OBSI reserves the right to decline any investigation after that time.

#### You can reach the OBSI by:

**Telephone:** 1 888 451-4519

**Fax:** 1 888 422-2865

**E-mail:** [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

**Website:** [obsi.ca](http://obsi.ca)

**Write to:** Ombudsman for Banking Services  
and Investments  
401 Bay Street  
Suite 1505, P.O. Box 5  
Toronto, ON M5H 2Y4

### The Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally regulated financial institutions, such as CIBC, to ensure they comply with federal consumer protection laws.

Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint handling procedures.

The FCAC also **helps educate consumers** and monitors voluntary codes of conduct and public commitments designed to protect the interest of consumers.

For more information about Canadian bank accounts, please visit the FCAC's Account Selector Tool at: [fcac-acfc.gc.ca/Eng/resources/toolsCalculators/Pages/BankingT-OutilsIn.aspx](http://fcac-acfc.gc.ca/Eng/resources/toolsCalculators/Pages/BankingT-OutilsIn.aspx).

**If you have a regulatory complaint or a complaint concerning a voluntary code of conduct, you can contact the FCAC by:**

**Telephone:** 1 866 461-3222

**Website:** [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca)

**Write to:** Financial Consumer Agency of Canada  
6th Floor, Enterprise Building  
427 Laurier Ave. West  
Ottawa, ON K1R 1B9

The FCAC will determine whether the financial institution is in compliance. It will not, however, resolve individual consumer complaints.

### The Privacy Commissioner of Canada

**If your concern involves a privacy issue you may contact the office of the Privacy Commissioner of Canada by:**

**Telephone:** 1 800 282-1376 (Quebec: 819 994-5444)

**Fax:** 819 994-5424

**Website:** [priv.gc.ca](http://priv.gc.ca)

## Voluntary Codes of Conduct

Voluntary Codes of Conduct are guidelines and commitments that are designed to protect you, our clients. CIBC has voluntarily adopted a number of codes. These codes can be found on [cibc.com](http://cibc.com) or you can obtain a copy of "Our Service Commitment to You" brochure at any CIBC branch.

## General Terms and Conditions

Your Personal Account Agreement contains important terms and conditions governing your account. Please be sure to read it.

CIBC may change the terms or features of any account, or replace any account with another type of account from time to time with or without notice or consent unless notice or consent is required by law.

Personal accounts are for personal use only. Businesses (including sole proprietorships) must obtain a CIBC business account.

In most cases, transactions done at a branch or bank machine in Canada, or *Interac* debit purchases after 6:00p.m. local time will have a transaction date of the next business day. Transactions done through CIBC Telephone Banking, CIBC Online Banking, CIBC Mobile Banking, bank machines outside of Canada, or Visa Debit debit purchases after 6:00p.m. (Eastern Time) will have a transaction date of the next business day.

Please note that Saturday, Sunday and holidays are not considered business days. Any fees or interest, if applicable, will be calculated from the transaction date, unless specified otherwise for certain accounts.

Fees are calculated for the calendar month up to and including the final business day of the month. Such fees are dated the final calendar day of the month but are not

posted until the first business day in the following month. Interest is credited to your account as of the last business day in the interest period. However, the interest cannot be withdrawn, and will not be printed at branch terminals or at CIBC bank machines in Canada, nor made available through CIBC Telephone Banking, CIBC Online Banking or CIBC Mobile Banking until two business days after the end of the interest period. Interest rates quoted are annual and are subject to change without prior notice and are displayed on in-branch interest rate sheets.

If your account pays interest based on the minimum monthly or minimum semi-annual balance, a deposit made on the first business day of the period is credited as if it were actually made on the first calendar day (if earlier).

Seven days prior notice may be required for withdrawals by cheque or otherwise.

U.S. currency coins deposited into any CIBC account (Canadian or U.S. dollar) will be treated as if they were Canadian currency coins.

Digital or electronic representations of cheques and other instruments, or the relevant information from the cheque or instrument, may be made or captured and used by financial institutions involved in the exchange and clearing of payments in Canada and elsewhere, in which case the original paper item may be destroyed and not returned to you. CIBC is entitled to act upon such a representation or information for all purposes as if it were the original paper item. CIBC and other financial institutions may reject any cheque or other instrument that does not comply in all respects with all applicable by-laws, regulations, rules and standards of CIBC and the Canadian Payments Association.

## Notes

- <sup>1</sup> The additional \$1.50 service fee is waived for sending *Interac* e-Transfers. Each *Interac* e-Transfer you send counts as a transaction for calculating your monthly fee.
- <sup>2</sup> "Paperless" record-keeping is a paper-free alternative to printed statements. This option enables clients to track account activity online or by phone or CIBC bank machine in Canada. Please note, no printed statements will be sent to clients selecting this option. Clients must review their account transactions through CIBC Online Banking, CIBC Mobile Banking, CIBC Telephone Banking or CIBC bank machines in Canada at least once every 30 days and examine all entries and balances at that time. If there are any errors, omissions or irregularities, clients must notify CIBC in writing within 60 days after the date on which the entry was, or should have been, posted to the account.
- <sup>3</sup> Only the front of cheques will be imaged.
- <sup>4</sup> CIBC's standard credit criteria apply.
- <sup>5</sup> Excludes stop payments on pre-authorized debits/recurring payments set up using CIBC Advantage Debit Card details. To stop payment on these, you need to contact the merchant/biller/payee directly to instruct them to discontinue applying charges to your account(s) through your CIBC Advantage Debit Card. If you are unsuccessful in resolving the issue, CIBC may be able to work with Visa to request a refund for you.
- <sup>6</sup> Clients who were 60 years of age or older on or before June 24, 1991, and held a CIBC Key Account™ prior to this date, as well as when the account was converted into the CIBC Unlimited Chequing Account and subsequently converted into the CIBC Smart Account, may have the monthly fee waived on their CIBC Smart Account.
- <sup>7</sup> "CIBC-branded" means any brand that has CIBC in its name and is offered by CIBC or its Canadian affiliates (and does not include CIBC Bank USA).
- <sup>8</sup> The amount of your withdrawal, purchase, return or credit, including any surcharge imposed by a third party for using the bank machine, network or other service, is converted to Canadian dollars at the same foreign exchange conversion rate CIBC is required to pay. You are charged an administration fee of 2.5% on the converted amount in addition to any transaction fees applicable to a withdrawal and any fee noted. Conversion to Canadian dollars may occur on a date other than the date of your withdrawal, purchase, return or credit. Therefore the conversion rate may be different from the rate in effect at the time of your withdrawal, purchase, return or credit.
- <sup>9</sup> CIBC levies no fee to receive an *Interac* e-Transfer into a CIBC Canadian dollar personal account; however, if the account is not at CIBC, the recipient may be levied a fee by his/her own financial institution or by the provider of the *Interac* e-Transfer service.
- <sup>10</sup> Correspondent bank may levy additional charges.
- <sup>11</sup> The CIBC Chequing Savings Account includes 2 free transactions per month (unused transactions cannot be carried forward to subsequent months). Monthly statement with cheques imaged record-keeping option (front only) is not available.
- <sup>12</sup> The additional fees for withdrawals from non-CIBC bank machines are not waived. Fees apply for all other services listed in this brochure as indicated.
- <sup>13</sup> Monthly statement with cheques imaged record-keeping option (front only) is not available on the CIBC Regular Savings Account and CIBC Daily Interest Savings Account.