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# Day-to-Day Banking

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Opening a Personal Deposit  
Account or Cashing a Federal  
Government Cheque at Scotiabank

Cheque Holding Policy



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## Opening A Personal Deposit Account

We make it easy to open a personal deposit account at Scotiabank. Simply visit any of our branches and speak to a branch representative to make arrangements to open an account, call 1-800-4scotia (1-800-472-6842) or open an account online at [www.scotiabank.com](http://www.scotiabank.com). We know that all of our customers have their own way of banking and their own unique set of banking needs. With our full range of banking services, we're sure you'll find the right combination of products and services to meet your needs.

### Some questions that you may have about opening a personal deposit account:

#### 1. *Do I need to make a minimum deposit?*

**NO.** A minimum deposit is not required to open a personal deposit account. However, you may find it convenient to set up direct deposit for government payments and/or your pay-cheque. Please speak with one of our staff if you have questions, or would like assistance setting up your direct deposit.

#### 2. *Do I need a permanent address to open a personal deposit account?*

**NO.** Having a permanent address is not a requirement to open a personal deposit account, but we are required by law to ask about your address. We may ask you for a supporting document such as a recent utility bill or tax bill that includes both your name and address to show that you live where you say you do.

#### 3. *Do I need to be employed to open a personal deposit account?*

**NO.** Being employed is not a requirement to open a personal deposit account, but we are required by law to ask about your occupation.

#### 4. *Can I open a personal deposit account if I've been bankrupt?*

**YES.** Your credit history is not a consideration when opening a personal deposit account, provided that it does not contain derogatory information that was the result of fraud or other illegal activity. However, if you request overdraft protection for your account, our normal credit policies and procedures will apply.

#### 5. *Do I need photo ID to open a personal deposit account?*

**NO.** But photo ID is a good way to help us protect you and for us to get to know you better.

When you open your personal deposit account, you will be required to present to us:

- Two pieces of personal identification from among those set out in Part A or B of the Schedule of Acceptable Identification, at least one of which must be from Part A of the Schedule of Acceptable Identification, or
- One piece of identification from those listed in Part A of the Schedule of Acceptable Identification, if your identity is also confirmed by a client in good standing with

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- Mail Scotiabank Ombudsman  
44 King Street West  
Toronto, ON M5H 1H1
  - Fax 1-866-787-7061
  - e-mail [ombudsman@scotiabank.com](mailto:ombudsman@scotiabank.com)
  - Telephone 1-800-785-8772 (in Toronto 416-933-3299)

#### Still not satisfied?

#### There is the Ombudsman for Banking Services and Investments (OBSI)

An independent Ombudsman has been appointed to serve the interests of customers of Canadian banks and investment firms. If you are not satisfied with our Ombudsman's response, you can refer your complaint to the OBSI. While we would expect to resolve your complaint within 90 days, if our best efforts have been unable to provide a resolution in that time, you may refer your complaint to the OBSI.

#### • Mail Ombudsman for Banking Services and Investments

401 Bay Street, Suite 1505  
P.O. Box 5  
Toronto, ON M5H 2Y4

- Fax 1-888-422-2865
- e-mail [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)
- Website [www.obsi.com](http://www.obsi.com)
- Telephone 1-888-451-4519

#### Contact the Financial Consumer Agency of Canada (FCAC):

The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. For example, financial institutions must provide consumers with information about fees, interest rates and complaint-handling procedures. They must also provide proper notice of closing a branch and, subject to certain conditions, must cash a federal government cheque up to \$1,500 and open a deposit account when acceptable identification is presented. If you have a complaint about such a regulatory matter, you can contact the FCAC in writing at:

Financial Consumer Agency of Canada

6th Floor, Enterprise Building  
427 Laurier Avenue West  
Ottawa, Ontario K1R 1B9

Telephone 1-866-461-3222 (French 1-866-461-2232)

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

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The identification that you present to us must be original, valid and not substantially defaced. If the name shown on one of the pieces of identification presented by you differs from the name shown on any other piece of identification presented by you, you are required to provide us with a certificate evidencing the change of name (or a certified copy of that certificate) or other document supporting the change.

If we have legally permissible grounds to refuse to cash a federal government cheque for you, we can refuse your request to cash the cheque but, if we do, we'll inform you about this in writing.

## Schedule of Acceptable Identification

This list is provided according to the "Access to Basic Banking Services Regulations" under the *Bank Act* (Canada)

### PART A

- A valid driver's license issued in Canada, as permitted to be used for identification purposes under provincial law

*(Quebec legislation prevents us from asking for your driver's license, however, you may volunteer it.)*

- A valid Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document or card, but not a commemorative issue
- A Permanent Resident card or Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial or territorial law

Notes:

(1) Health cards from Ontario, Manitoba, and PEI cannot be used for identification purposes, even if offered by the customer.

(2) Health cards from British Columbia, Alberta, Saskatchewan, New Brunswick, Newfoundland & Labrador, Nova Scotia, Quebec (which we cannot ask for, but can take, if offered), NWT, Yukon, Nunavut are acceptable as ID in any province or territory including Ontario, Manitoba and PEI.

- A Certificate of Indian Status issued by the Government of Canada
- A document or card, bearing your photograph and signature, issued by any of the following authorities:
  - 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

- A Social Insurance Number (SIN) card issued by the Government of Canada
- An Old Age Security card issued by the Government of Canada
- A birth certificate issued in Canada

### PART B

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

## Scotiabank's Cheque Hold Policy and Access to Funds policy on cheques deposited to a personal deposit account

When you deposit a cheque (including a negotiable item such as a certified cheque, bank draft or money order) into your personal deposit account through a Scotiabank branch or ABM, you may not always be able to access all of the funds right away. We may place a hold on funds to ensure that the financial institution on which the cheque is drawn will not return the cheque. A hold, however, provides no guarantee that a cheque will not be returned as invalid or otherwise after the hold period has expired. Ultimately, you are responsible to us for any cheque that you deposit that is returned to us, regardless of whether any hold period has expired.

If you deposit a cheque to your account which is encoded with magnetic ink character recognition and not damaged or mutilated, the maximum hold period that we will place on that cheque is as follows\*:

- Cheques drawn on a financial institution's branch located in Canada
  - Canadian dollar cheques, maximum hold period of 4 business days after the day of deposit.
  - U.S. dollar cheques, maximum hold period of 9 business days after the day of deposit.
- Cheques drawn on a financial institution's branch located in the United States, maximum hold period of 19 business days after the day of deposit.
- Cheques drawn on a financial institution's branch located outside of Canada and the United States, maximum hold period of 29 business days after the day of deposit.

For these purposes, the term "business day" refers to regular weekdays only and excludes Saturdays, Sundays or statutory federal holidays.

We may extend the maximum hold period or refuse access to the first \$100 of the cheque in the following circumstances:

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- (a) a deposit that the Bank has reasonable grounds to believe is being made for illegal or fraudulent purposes in relation to your account;
  - (b) an account that has been open for less than 90 days;
  - (c) a cheque or other instrument that has been endorsed more than once; or
  - (d) a cheque or other instrument that is deposited at least six months after the date of the cheque.

The length of time you have dealt with the Scotiabank branch, the amount of funds already in your account, and the amount and characteristics of the cheque being deposited may all influence whether the funds will be held.

For immediate access to some proceeds of a deposited cheque (up to a pre-authorized limit), please contact your branch about our cash back feature, which can be set up on your ScotiaCard banking card.

*\*Please note that some cheques may be sent on "collection", meaning that the funds will be credited to your account only if and when the cheque clears the other financial institution and the funds have been received by Scotiabank.*

## How to Resolve Your Complaints

Do you have a complaint about a Scotiabank product or service? At Scotiabank, it's our aim to find a fair and timely solution – we put customers first. Find out how to have your complaint resolved quickly.

### Step One:

#### Talk to the people at your Branch or Service Centre

If the person you speak to at the branch/service centre where you do business is not able to resolve your concern to your satisfaction, please speak directly to the Manager, who has the authority to resolve the majority of problems that arise.

### Step Two:

#### Contact the Office of the President

If the Manager has been unable to resolve your complaint satisfactorily, a representative of the President will be pleased to assist you.

- Telephone English 1-877-700-0043 (in Toronto 416-933-1700)  
French 1-877-700-0044 (in Toronto 416-933-1780)
- Fax 1-877-700-0045 (in Toronto 416-933-1777)
- e-mail mail.president@scotiabank.com
- Mail The President, Scotiabank,  
44 King Street West  
Toronto, ON M5H 1H1

### Step Three:

#### Contact Scotiabank's Ombudsman

Scotiabank's Ombudsman, who reports directly to our CEO, has been appointed to undertake an impartial review of all unresolved customer complaints. If you have gone through the first two steps and remain dissatisfied, submit your complaint to the Ombudsman in writing.

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Scotiabank or by an individual of good standing in the community where your branch is located.

For minors under the age of 12 years, we ask that a parent or legal guardian open the account for the minor and that the parent or legal guardian provide two pieces of original acceptable identification to confirm his or her own identity. In addition, if in your capacity as legal guardian for a minor, you ask us to open an account for the minor, you must provide us with a certified copy of the legal document verifying your guardianship of the minor. Any minor, regardless of age, who is given signing authority on an account, must present to us two pieces of original acceptable identification.

The identification that you present to us must be original, valid and not substantially defaced. We reserve the right to contact the issuer of any identification document presented by you in order to verify that document.

We will record the particulars of any identification document that you present to us.

If the name shown on one of the pieces of identification presented by you differs from the name shown on any other piece of identification presented by you, you are required to provide us with a certificate evidencing the change of name (or a certified copy of that certificate) or other document supporting the change.

In addition to the identification you are required to present to us, you must also disclose to us the following information, if it is not available on the pieces of identification that you present:

- your full name,
- your home address, if any
- your date of birth, and
- your occupation or type of business, if any.

In some instances, we may need to further investigate and verify the identification and/or information that you have provided prior to opening an account for you.

We can refuse your request to open a personal deposit account for certain legal reasons but, if we do, we'll inform you about this in writing.

## Cashing Federal Government Cheques

We cash federal government cheques up to \$1,500 for customers and non-customers for free, and you will have immediate access to the funds subject to the following conditions and to any other legally permissible ground that permits us to refuse to cash a federal government cheque:

- You present to us two pieces of identification from those set out in Part A or B of the Schedule of Acceptable Identification, or
- You present to us one piece of identification from Part A or B of the Schedule of Acceptable Identification if:
  - it bears your photograph and your signature, or
  - your identity is also confirmed by a client in good standing with Scotiabank or by an individual of good standing in the community where your branch is located.