

**BUSINESS ACCOUNTS AND RELATED SERVICES  
DISCLOSURE FORM**

EFFECTIVE July 1st, 2022

**HEAD OFFICE**

Suite 600, 50 Minthorn Blvd, Markham, ON L3T 7X8

Website: <http://www.bankofchina.com/ca/> General  
Inquiries (N. America Toll Free): 1-844-669-5566



**CURRENT ACCOUNT (CAD)** <sup>2) 3)</sup>

- Monthly maintenance fee: \$10.00
- Each over-counter cash withdrawal, cheques issued, transfers between accounts, or EFT debit transaction: \$0.85
- Each deposit transaction at our bank: \$0.85

**CURRENT ACCOUNT (USD)** <sup>2) 3)</sup>

- Monthly maintenance fee: \$10.00
- Each over-counter cash withdrawal, cheques issued, transfers between accounts or EFT debit transaction: \$0.85
- Each deposit transaction at our bank: \$0.85

**BUSINESS INTEREST-BEARING ACCOUNT (CAD)** <sup>1) 2) 3)</sup>

Investment account for bank approved commercial customers

- Interest to be calculated on the portion of the final daily balance of C\$10, 000.00 and above and paid at month end
- Monthly maintenance fee: free
- 2 free transactions for deposit, over-counter cash withdrawal, cheques issued, or EFT debit per month\*  
- \$1.25 per additional transaction

**BUSINESS INTEREST-BEARING ACCOUNT (USD)** <sup>1) 2) 3)</sup>

Investment account for bank approved commercial customers

- Interest to be calculated on the portion of the final daily balance of US\$10, 000.00 and above and paid at month end
- Monthly maintenance fee: free
- 2 free transactions for deposit, over-counter cash withdrawal, cheques issued, or EFT debit per month\*  
- \$1.25 per additional transaction

**BUSINESS INTEREST-BEARING ACCOUNT (CNY)** <sup>1) 2)</sup>

Investment account for bank approved commercial customers

- Interest to be calculated on the portion of the final daily balance of CNY50, 000.00 and above and paid at month end
- Monthly maintenance fee: free
- No cheque writing privilege
- No cheque deposits in Renminbi accepted
- 2 free transactions for deposit and over-counter cash withdrawal per month\*  
\*CNY10.00 per additional transaction

**NOTES:**

- 1) For all interest-bearing accounts, updated credit interest rate is always available at the branch or our website.
- 2) Monthly statement record keeping with paid cheques and vouchers returned
- 3) The charges for item deposited: each cheque \$0.15 and cash deposited (per \$1,000.00, round up to the next \$1,000.00) \$1.50
- 4) For all types of account, value date for a U.S. Dollar cheques deposit will be delayed for one business day to allow for clearing and international settlement. Interest shall accrue starting from the value date.
- 5) For all Renminbi accounts:  
Cash handling charge for deposit: 0.35% (minimum CNY35.00)  
Cash withdrawal (CNY200, 000.00 or more): 2% on the amount withdrawn

**ONLINE BANKING SERVICE**

- Transfer between accounts within our bank: free
- Outward remittance: \$15.00
- Bill payment: free
- E-token:  
For new online banking user:  
free, For replacement: C\$10.00

**ACCOUNT OVERDRAFTS NOT PRE-ARRANGED**

We may not honour cheques due to insufficient funds available in your accounts without pre-arranged overdraft facilities. If we do permit such an overdraft, you will be charged the following charges and interest:

- Charges for each notice: \$10.00
- Interest charges: will be charged at the Bank's Standard Overdraft Rate as determined and declared by the Bank from time to time and compounded monthly. Interest is calculated daily on the final balance of the overdraft on that day. The current Standard Overdraft Rate is **21.00%** per annum.

**OTHER RELATED SERVICE CHARGES**

- Each returned cheque that you write or pre-authorized payment that is unpaid due to NSF: \$40.00
- Each charged back cheque you deposit and is returned unpaid: \$4.50
- Confirmation of technical errors for cheque you write and you authorize us to pay: \$5.00
- Each non-MICR encoded cheque you write: \$4.50
- Each U.S. dollar cheque written on CAD account: \$8.50 plus applicable foreign exchange charges
- Each cheque written on non-chequing account: \$6.00
- Each post-dated cheque held for deposit: \$3.00
- Standing instruction set-up / amendment charge: \$10.00

- Mail / fax advice of transaction originated by you: \$2.00
- Each over-the-counter bill payment: C\$1.25
- Verification of funds of each item you deposit: \$5.00
- Each money order / bank draft / official cheque: \$10.00
- Certification of cheques written by you requested by you or by the payee on the cheques: \$15.00 requested by others: \$20.00
- Each statement copy or interim statement: C\$5.00
- Stop payment  
Full details provided: \$12.00  
Any of date, payee, amount or cheque number missing: \$20.00
- Balance / item enquiry  
Each enquiry: \$4.00  
Daily enquiry, minimum monthly charge: \$100.00
- Currency supplied  
Cash supplied (per \$1,000.00, round up to the next \$1,000.00): \$1.50  
Coins supplied (CAD only) (per roll): C\$0.10
- Cheque book: Price depends on style and quantity ordered and debited directly to your account
- Each temporary cheque: C\$2.00
- Account closed within 90 days of opening and funds not transferred to another account with our bank: \$15.00
- Transfer of balance to another financial institution: \$15.00
- Inactive accounts charge of notice of inactivity, waived if notice acknowledged and balance claimed within 90 days.  
For inactive accounts of:  
From 1 to 2 years: \$25.00  
Over 2 to 5 years: \$50.00  
Over 5 years: \$60.00  
CAD balance of inactive accounts of 10 years will be transferred to Bank of Canada as required by the Bank Act.
- Certificate of balance: C\$15.00
- Voucher search  
Charge per item (within 60 days of entry): C\$5.00  
After 60 days of entry: C\$40.00 per hour; minimum C\$40
- Bank / audit confirmation: C\$30.00 per hour, minimum C\$20.00
- Written credit report: C\$23.00

- Outward remittance non-online: per transaction
  - Demand draft: \$10.00
  - Wire transfer:
    - 0.125% of remittance amount (min.\$19.00 and max.\$150.00)
      - PLUS cable charge \$11.00 flat for all wire transfer
  - Other Related Charges for telegraph remittance and demand draft
    - o Cash handling charge: 0.5% of remittance amount, round down to the nearest dollar\*
    - o Amendment/cancellation/stop payment charges: \$15.00
    - o Additional fees and charges may be deducted from the payment amount by the receiving financial institution and/or intermediaries.
- Handling Fee for repurchase of our bank draft: \$15.00
- Collections: 0.125% of amount (minimum \$15.00/ maximum: \$150.00) plus cable / mailing charges if applicable, paying bank / intermediary bank charges will apply.
- Inward remittances
  - Per payment charge from BOC group: \$10.00
  - Per payment charge from other Banks: \$15.00
- Verify/certify/witness of customer signature & status on documents (plus applicable charges for registered mail)
  - For 1-5 pages: C\$25.00
  - For each additional page: C\$2.00

### COMPLAINT HANDLING PROCEDURES & CUSTOMER SERVICE

Bank of China (Canada) is committed to providing high quality service to our customers. If you are not satisfied and have a complaint relating to our services and/or charges, you can take the following steps:

1. Contact the branch employee or the branch manager where you do your business.
2. If you are not satisfied with the resolution as a result of the above step, you can contact our Chief Compliance Officer by phone at (905) 771-6886, by fax at (905) 771-8555 or write to him/her at:
  - Bank of China (Canada)
  - Suite 600, 50 Minthorn Boulevard, Markham, ON L3T 7X8
  - E-mail: [privacycompliance.ca@bankofchina.ca](mailto:privacycompliance.ca@bankofchina.ca)

Within 56 days, you will be provided with the Bank's decision in response to the complaint, including appropriate details and explanations regarding how our decision was reached.
3. Bank of China (Canada) is also a member of the independent Ombudsman for Banking Services and Investments (OBSI). In the unlikely event that you are still not satisfied or your complaint cannot be resolved within 56 days, you can contact the OBSI at:
  - Ombudsman for Banking Services and Investments (OBSI)
  - Suite 1505, 401 Bay Street, P.O. Box 5, Toronto, ON M5H 2Y4
  - Toll free Telephone: 1-888-451-4519; Toll free fax: 1-888-422- 2865;
  - Greater Toronto area Telephone: 416-287-2877; Greater Toronto area fax: 416-225-4722;
  - E-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca); Web site: [www.obsi.ca](http://www.obsi.ca)
  - Other resources, the Financial Consumer Agency of Canada (FCAC) at: Financial Consumer Agency of Canada
  - 6<sup>th</sup> Floor, Enterprise Building
  - 427 Laurier Avenue West, Ottawa, ON K1R 1B9
  - Telephone: 1-866-461-3222 Fax: 1-866-814-2224
  - Web site: [www.canada.ca/en/financial-consumer-agency.html](http://www.canada.ca/en/financial-consumer-agency.html).

### HOLD FUND POLICY

Hold fund policy\* for clearing cheques and other negotiable items ("Item(s)"):

- CAD Item deposited in person at our counter to an account which has been opened for 90 days or longer payable in Canada not exceeding \$1,500: 4 business days
- CAD Item(s) (greater than \$1,500) / USD Item (any amount) drawn on a local branch of a Canadian bank: 5 business days
- CAD Item (greater than \$1,500) / USD Item (any amount) drawn on a remote branch of a Canadian bank: 7 business days
- Item drawn on foreign bank, including the U.S.A. on collection basis
- Government cheques not exceeding CAD1,750: NO HOLD
- An extra business day will be added to the above period if deposit is made at ATM

\*some exceptions may apply and our release of funds to you does not mean that the item will not be returned by the paying institution in a later day. If it happens after the hold period, our bank will charge the amount of the item plus applicable fees and interest to your account.

Other terms and conditions applicable to your account are set out in the account agreements, or in the agreement respecting the particular service.

### GENERAL TERMS AND CONDITIONS

The following shall apply to all accounts and transactions:

- Unless otherwise specified, for any fixed fees:
  - CAD accounts / transactions are charged in Canadian dollars;
  - USD accounts / transactions are charged in U.S. dollars;
  - Other foreign currency accounts / transactions are charged in the foreign currency equivalent of the Canadian dollar; if pay in CAD, the Bank's prevailing selling rate of the remittance currency against CAD will apply
- All accounts are insured under the Canada Deposit Insurance Corporation in accordance with the Canada Deposit Insurance Corporation Act.
- The word "voucher(s)" means any of cheques, debit advices, pre-authorized payments, and/or credit advices.
- The word "cheques" includes debit instruments and electronic funds transfers pre-authorized by you.
- Certified cheques, withdrawal slips, cheques transacted at your branch and the Bank's internal debit memos are not returned with the monthly statements but are held in the Bank for safekeeping.
- Cheques deposited will be credited subject to final payment. The Bank undertakes to exercise reasonable diligence to collect such cheques but shall not be responsible for any delay, notice, or failure to collect.
- In most situations where deposits, withdrawals and other transactions are made after our same-day value cut-off time (usually at 3:00 p.m.), these transactions are valued the next business day. Saturdays, Sundays and bank holidays are not considered business day for value purposes.
- The Bank may require 4 days prior notice of withdrawal whether by cheque or otherwise for all accounts.
- An inactive account means there have not been any deposits, withdrawal, or cheques made against the account for at least 6 months. We reserve the right to close an account which has been inactive for 6 months or more with a nil balance.
- This form does not set out all of the charges provided by our bank and we may talk to our customer service representative if you want to find out the charges not listed herein.

### NOTICE OF CHANGE

Charges and / or terms and conditions in this Disclosure Form are subject to changes from time to time. If advanced notice is required by regulations, such as new charge or increase of charge, notices will be available in any branch and our website 60 days prior to taking effect.