

Personal Deposit Accounts and Related Services Disclosure Form

EFFECTIVE January 1 2024

HEAD OFFICE

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

Website: www.bankofchina.com/ca

General Inquiries (N. America Toll Free): 1-844-669-5566



GENERAL TERMS AND CONDITIONS

The following shall apply to all accounts and transactions:

- Unless otherwise specified, for any fixed fees:
 - CAD accounts are charged in Canadian dollars
 - USD accounts are charged in U.S. dollars
 - Other foreign currency accounts are charged the foreign currency equivalent of the Canadian dollar
- The word “voucher(s)” means any of cheques, debit advices, pre-authorized payments, and/or credit advices.
- The word “cheque(s)” 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 (may vary amongst branches), these transactions are valued on 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 interest bearing accounts.
- An inactive account means there have not been any deposits, withdrawals, or cheques made against the account for at least 12 months.
- We reserve the right to close an account which has been no activity for 6 months or more with a nil balance.

NOTICE OF CHANGE

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

COMPLAINT HANDLING PROCEDURES AND 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:

STEP 1

Contact the branch employee or the branch manager where you do your business.

STEP 2

1. If you are not satisfied with the resolution as a result of the above step, you can contact:

Chief Compliance Officer by phone, fax or write to him/her at:
Telephone: 905-771-6886, Fax: 905-771-8555

Bank of China (Canada)
Suite 600, 50 Minthorn Boulevard, Markham, Ontario, L3T 7X8
E-mail: privacycompliance@bankofchina.ca

2. 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.

STEP 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 ; Web site: www.obsi.ca

If you consider that your complaint is related to a potential compliance violation of a consumer provision, you can also contact the Financial Consumer Agency of Canada (FCAC) at:
Financial Consumer Agency of Canada
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

HOLD FUNDS POLICY

Hold funds policy* for clearing cheques and other negotiable items (“Item(s)“):

- CAD Item(s)** 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(s) (any amount) drawn on a local branch of a Canadian bank: 5 business days
- CAD Item(s)**(greater than \$1,500) / USD Item(s) (any amount) drawn on a remote branch of a Canadian bank: 7 business days
- Item(s) drawn on a foreign bank, including U.S.A. on collection basis
- Government cheques not exceeding CAD1,750: NO HOLD
- Deposits after cut-off time: plus one more business day
- An extra business day will be added to the above period if the deposit is made in any other manner (such as ATM or mobile deposit)

*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.

**The first \$100 of all funds deposited by a cheque or other instrument on any one day to an account which has been open for 90 days or longer will be available for withdrawal immediately, if deposited in person with any employee at our bank and on the business day following the day of deposit, if deposited in any other manner. Some exceptions may apply. Other terms and conditions applicable to your account are set out in the account agreements, or in the agreement respecting the particular service.

ACCOUNT OVERDRAFTS NOT PRE-ARRANGED

We may not honour cheques due to insufficient funds available in your account(s) 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.

DEBIT CARD SERVICE

- In Canada:
 - ATM cash withdrawal: free (an ATM operator surcharge may be levied by other financial institutions)
- Outside Canada:
 - UnionPay ATM cash withdrawal: C\$5.00

ONLINE BANKING SERVICE (INCLUDING MOBILE BANKING)

- Transfer between accounts within our bank: free
- Outward remittance: \$15.00 (Additional fees may be charged by the correspondent financial institution)
- Bill payment: free
- E-token
 - For new online banking user: free
 - For replacement: C\$10.00

SAFETY DEPOSIT BOX

Availability, sizes and prices may vary amongst branches. Updated information can be obtained from branch which offers this service

Size 2.5" x 5"	C\$125.00 per year
Size 3.5" x 5"	C\$125.00 per year
Size 5" x 5"	C\$180.00 per year
Size 2.5" x 10"	C\$180.00 per year
Size 3" x 10"	C\$250.00 per year
Size 5" x 10"	C\$400.00 per year
Size 10" x 10"	C\$600.00 per year
Replacement of lost key: C\$50.00 each key	
Drilling the box: C\$450.00 each box	

All listed charges are subject to additional federal and provincial taxes

OUTWARD REMITTANCE (OVER-THE-COUNTER)

C\$/US\$8,000.00 or below (or the C\$ equivalent in any other currency*)	\$20.00
Over C\$/US\$8,000.00 (or the C\$ equivalent in any other currency*)	\$40.00

Additional fees may be charged by the correspondent financial institution

DEMAND DRAFT

Issuing each draft: \$10.00

Other Related Charges for telegraph remittance and demand draft

- Cash handing charge: 0.5% of remittance amount, round down to the nearest dollar**
- Amendment/cancellation/stop payment charges: \$15.00
- Repurchase of demand draft: \$15.00
- *converted at the Bank’s prevailing mid exchange rate of the remittance currency
- **payable in the remittance currency; if pay in CAD, the Bank’s prevailing selling rate of the remittance currency against CAD will apply

INWARD REMITTANCE

Receiving from BOC Group: \$10.00
Receiving from other banks: \$15.00

PERSONAL DEPOSIT CURRENT ACCOUNTS

	BASIC CHEQUING(CAD)	NO-COST CHEQUING (CAD) ¹⁾	PREMIUM CHEQUING (CAD)	STANDARD SAVINGS (CAD)	PREMIUM SAVINGS (CAD)	RMB SAVINGS (CNY) ²⁾	BASIC CHEQUING (USD)
Credit Interest Rate ³⁾	N/A	N/A	N/A	_____ % per annum	_____ % per annum if \$10,000.00 or more is maintained _____ % per annum if less than \$10,000.00 is maintained	_____ % per annum	N/A
Credit Transactions	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Maintenance Fee	\$4.00-waived with minimum daily closing balance of \$1,000.00	Free	\$18.00- waived with minimum daily closing balance of \$5,000.00	\$8.00- Waived with minimum daily closing balance of \$500.00	\$18.00- waived with minimum daily closing balance of \$5,000.00	Free	\$5.00- waived with minimum daily closing balance of \$1,000.00
Debit Transactions Fee (over-the-counter cash withdrawal, cheques issued, or EFT debit per month)	free 2 transactions \$1.25 for each additional transaction	free 2 transactions \$2.00 for each additional transaction	Unlimited	free 5 transactions \$1.25 for each additional transaction	Unlimited	Unlimited	free 2 transactions \$1.25 for each additional transaction
Debit transactions Fee (for debit card, on-line banking, or funds transfer per month)	Free 12 transactions \$1.25 for each additional transaction	free 12 transactions \$2.00 for each additional transaction	Unlimited	free 12 transactions \$1.25 for each additional transaction	Unlimited	Unlimited	free 12 transactions \$1.25 for each additional transaction
CDIC Coverage	Insured	Insured	Insured	Insured	Insured	Insured	Insured
Record Keeping Option ⁴⁾	Monthly Statement	Monthly Statement	Monthly Statement	Passbook	Passbook	Passbook	Monthly Statement
Cheque Issuing	Permitted	Permitted	Permitted	Not Permitted	Not Permitted	Not Permitted	Permitted

NOTES:

- 1) No-cost account designed for certain customers only (detailed information can be obtained from our branches)
- 2) 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
- 3) The credit interest is calculated on the daily closing balance and paid at month end. For interest rate, please contact your home branch or visit our website. Value date for a U.S. Dollar cheque deposits will be delayed for one business day and interest shall accrue starting from the value date.
- 4) No statement will be sent, if no activity; \$2.00 per month for paper statement; C\$5.00 for each extra statement copy or interim statement

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 post-dated cheque held for deposit: C\$3.00
 - Standing instructions set-up / amendment charge: C\$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: C\$5.00
 - Certified cheques written by you and
 - Requested by you or by the payee on the cheques: \$15.00
 - Requested by others: \$20.00
 - Stop payment
 - Full details provided: \$12.00
 - Any of: date, payee, amount or cheque number missing: \$20.00
 - Cheque book: Price depends on style and quantity ordered and debited directly from your account
 - Each temporary cheque: C\$2.00
 - Each money order / bank draft / official cheque: \$10.00
 - Account closed within 90 days of opening and funds not transferred to another account with our bank: \$15.00
 - Certificate of balance: C\$15.00
 - Written credit report: C\$23.00
- Transfer of balance to another financial institution
 - For TFSA account: \$50.00
 - For RRSP account: \$25.00
 - For other accounts: \$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
 Balance of inactive accounts of 10 years will be transferred to Bank of Canada as required by the Bank Act.
 - Voucher search
 - Charge per item (within 60 days of entry): C\$5.00
 - After 60 days of entry: C\$40.00 per hour; a minimum of C\$40.00
 - Collections: 0.125% of amount (minimum C\$15.00/ maximum: C\$150.00) plus cable / mailing charges if applicable, paying bank / intermediary bank charges will apply.
 - Encoding bank draft drawn on us: C\$25.00
 - Verify/certify/witness of customer signature and status on documents (plus applicable charges for registered mail)
 - For 1-5 pages: C\$25.00
 - For each additional page: C\$2.00