

# What You Need to Know About OUR BASIC BANKING SERVICES



## Mega International Commercial Bank (Canada)

### Head Office:

4950 Yonge Street, 10<sup>th</sup> Floor, Suite 1002,  
Toronto, Ontario, M2N 6K1

Tel: 416-947-2800

Fax: 416-947-9421

### Chinatown Branch:

241 Spadina Avenue, Toronto, Ontario,  
M5T 1G6

Tel: 416-597-8545

Fax: 416-537-6526

### Vancouver Branch:

1095 West Pender Street, Suite 1250,  
Vancouver, B.C. V6E 2M6

Tel: 604-689-5650

Fax: 604-689-5625

### Richmond Branch:

6111, No. 3 Road, Richmond, B. C. V6Y  
2B1

Tel: 604-273-3107

Fax: 604-273-3187

## Appendix

### Part A

- A driver's licence issued in Canada, as permitted to be used for identification purposes under provincial law
- A Canadian passport or a foreign passport that can be identified properly by the Bank
- A Certificate of Canadian Citizenship or 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 or IMM 1442
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada
- An Old Age Security card issued by the Government of Canada
- A Certificate of Indian Status issued by the Government of Canada
- A provincial health insurance card, as permitted to be used for identification purposes under provincial law. (Health cards of Province of Prince Edward Island, Manitoba, Ontario are not acceptable)
- A document or card, bearing the individual's 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

### Part B

- An employee identity card, issued by an employer that is well known in the community, bearing the individual's photograph

- A bank or automated banking machine or client card, issued by a member of the Canadian Payments Association in the name of, or bearing the name of, the individual and bearing the individual's signature

- A credit card, issued by a member of the Canadian Payments Association in the name of, or bearing the name of, the individual and bearing the individual's signature

- A Canadian National Institute for the Blind (CNIB) client card bearing the individual's photograph and signature

- A foreign unexpired government issued Citizenship ID card, Health Insurance card, Drivers' license that can be identified properly by the Bank

## Opening a Bank Account

Our bank account provides access to a wide variety of banking services including direct deposit and pre-authorized bill payments.

You can open a bank account in our bank if you meet the requirements that are set out in the *Access to Basic Banking Services Regulations* under the *Bank Act*.

To open an account, you must to present two pieces of identification from those listed in the appendix, with at least one piece from Part A. Alternatively, you may present only one piece of identification from Part A, if your identity is confirmed by a client in good standing with the bank or by an individual of good standing in the community where the bank is located.

## Additional Identification

Additional identification containing photograph and signature may be required if our bank staff have reason to question your identity as presented.

If the identification presented to open the account does not contain your name, date of birth, address and occupation, our bank may request and you must provide that information, except where you do not have an address or are not employed.

## Reasons why a Personal Account may not be Opened

Our bank does not have to open a personal account for you if:

- it believes that you plan to use the account for illegal or fraudulent purposes;
- you have a history of illegal or fraudulent activity in relation to financial services providers within seven years prior to your request to open the account;
- it believes that you knowingly made false statements in the information provided;
- it believes that opening the account would subject other customers or employees to physical harm, harassment or other abuse;
- you refuse to consent to our bank verifying the identification presented or whether any of the above conditions apply; or
- the request is made at a branch or point of service where the only accounts offered are linked to an account at another financial institution.

If our bank cannot open the account, it will advise you in writing and provide you with information on how you can dispute the decision.

## Bankruptcy

If you have been bankrupt, you will generally be able to open an account as long as there is no evidence of fraud or any other illegal activity in relation to the bankruptcy.

## Income Tax Reporting Requirements

The *Income Tax Act* requires banks to ask you for your Social Insurance Number (SIN) when you open an interest-bearing account, so our bank can report your interest income to the government. Any account, however, can be opened without your SIN.

## Credit Bureau Check

Our bank may conduct, with your consent, a credit bureau check to help determine the conditions for the account, such as cash withdrawal limits or hold policies on deposits. Your positive credit history could allow our bank to offer you higher limits or other enhanced terms.

## Holds on Funds Deposited by Cheque

When you have a bank account, you may cash most cheques, subject to applicable hold periods. Our bank may apply a hold on funds deposited by cheque to allow time for the cheque to clear. This protects banks and their depositors from losses due to fraud. Our bank will explain our hold policies clearly to you during the account opening process. The best way to minimize holds is to establish a stable relationship with us.

## Direct Deposit

Having funds deposited directly to your account is the easiest way to guarantee immediate access on the date of payment without concerns of late, lost or stolen cheques.

## Cashing Cheques for Non-Account customers

If you do not have an account with our bank, you can cash federal government cheques to a maximum value of \$1,500 at our bank if you can provide:

- two pieces of identification from those set out in Part A and B of the appendix;
- one piece from Part A or B if it bears your signature and photograph; or
- confirmation of your identity by a client in good standing with our bank or by an individual in good standing in the community where the bank is located.

Our bank is not required to cash a cheque if:

- there is evidence that the cheque has been altered in some way or is counterfeit;
- the cheque is not an item that will be accepted under the Canadian Payments Association rules; or
- our bank believes there has been illegal or fraudulent activity involved.

If our bank cannot cash the cheque, we will advise you in writing and provide you with information on how and to whom you can complain.

You can cash government cheques in four provinces (British Columbia, Alberta, Saskatchewan and New Brunswick) under similar requirements.

If you receive social assistance benefits paid by a municipality and do not have a bank account, you are encouraged to open an account and have the funds deposited directly to your account. This ensures that the funds are safe and deposited on time, and you can have immediate access to the funds. Even without an account, however, you may be able to cash your benefits cheques if your municipality has made a special agreement with our bank..

## Any Complaints?

Please let us know if you have any questions, complaints or concerns about your dealing with Mega International Commercial Bank (Canada).

You may obtain our customer problem resolution brochure "What Can You do If You Are Not Satisfied With Our Service?" by visiting our website at: <https://www.megabank.com.tw/abroad/canada/canada01.asp> or any of our branches, or write to us at

4950 Yonge Street, 10<sup>th</sup> Fl. #1002  
Toronto, Ontario, M2N 6K1. [Tel.:416-9472800](tel:416-9472800)

If you still not satisfied our response, you may contact **the Bank's external complaint body, the Ombudsman for Banking Services and Investments (OBSI)**, at 401 Bay Street, Suite 1505, P.O. Box 5, Toronto, Ontario M5H 2Y4 or call toll-free [Tel:1-888-451-4519](tel:1-888-451-4519) or 416-287-2877 (Toronto Area).

You may also write to:

**The Financial Consumer Agency of Canada (FCAC)** at

6<sup>th</sup> Floor, Enterprise Building  
427 Laurier Avenue West, Ottawa, Ontario K1R 1B9.  
Tel: 1-888-4613222