
Customer service for Personal Banking Clients

If you are dissatisfied with our decision to refuse you access to the first \$100 and, as applicable, to extend the fund hold period, we encourage you to contact a Customer Service Manager, or refer to the “Customer Satisfaction” section of our *Guide to Personal Banking Solutions*.

Customer service for Eligible Enterprises**

If you are dissatisfied with our decision to extend the fund hold period, you can refer to our *Code of Conduct and Problem Resolution Process* pamphlet for business clients, which can be obtained by contacting our Customer Service Centre.

❖ Should you have any questions, do not hesitate to contact us.

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1-866-444-1379



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Access to Funds Policy

Personal Banking Clients
and Eligible Enterprises

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Our access to funds policy describes the conditions we apply when you deposit funds by cheque* in person with a branch employee, at one of our banking machines or by digital deposit. It will give you a better understanding of how we manage deposits by cheque. Only cheques issued in Canadian dollars and drawn on a Canadian financial institution are subject to our access to funds policy.

This policy **does not affect** the benefits you already have concerning the availability of your funds and the length of the fund hold period for your cheque deposits.

Availability of first \$100 for Personal Banking Clients

You can now immediately withdraw the first \$100 of all funds you deposit by cheque into your transaction account or account with a line of credit, whether you make your deposit in person with one of our branch representatives or at a banking machine you can access with your Client Card or, as applicable, your MasterCard credit card.

Cheque hold period for Personal Banking Clients and Eligible Enterprises**

Generally, if you are subject to a fund hold period, you can withdraw all the funds you deposited by cheque to your transaction account or account with a line of credit between four and eight business days following the day of the deposit. The length of this fund hold period is based on the amount of funds deposited by cheque and the manner the deposit is made, as shown in the following table:

		Cheques of \$1,500 or less		Cheques over \$1,500	
		Deposit in person at a branch counter	Deposit at a banking machine or by digital deposit	Deposit in person at a branch counter	Deposit at a banking machine or by digital deposit
Personal banking deposit account	Fund hold period (following deposit)	4 business days	5 business days	7 business days	8 business days
	Access to first \$100	Immediately	Immediately	Immediately	Immediately
Deposit accounts of Eligible Enterprises**	Fund hold period (following deposit)	4 business days	7 business days***	7 business days	8 business days

The length of the fund hold period for cheques drawn on a financial institution outside Canada or not in Canadian dollars varies between 15 and 90 business days.

Restrictions on access to the first \$100 and on the fund hold period

On an exceptional basis, we can refuse to give you access to the first \$100 or we can freeze cheques for a period exceeding the fund hold period in one of the following circumstances:

- ▶ The account has been open for less than 90 days.
- ▶ The cheque:
 - has been endorsed more than once;
 - is deposited at least 6 months after the date on the cheque;
 - is not encoded with magnetic ink;
 - has damaged or mutilated encoding;
 - is unreadable by clearing and processing systems.
- ▶ In the event of unusual circumstances beyond our control.

- ▶ We have reasonable grounds to believe that:
 - the cheque has been deposited for illegal or fraudulent purposes;
 - suspicious transactions have been performed under the terms of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*;
 - with regard to an Eligible Enterprise**:
 - the credit risk has increased significantly;
 - an escalating overdraft balance is not being reduced by deposits received;
 - a negative change in the credit score or other behaviour scores has impacted credit risk;
 - an unexplained change has occurred in the history of cheques deposited;
 - a number of cheques deposited have been returned as dishonoured items from other institutions, thereby impacting the available balance in the account;
 - a notice of bankruptcy has been issued or creditor action has been taken.

* or another item

** An Eligible Enterprise is a business with authorized credit of less than \$1 million, fewer than 500 employees and annual revenues of less than \$50 million.

*** The hold period can be 7 business days if the deposit is done through mobile digital deposit for clients who do not have a client card or who have held one for less than 90 days.