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Personal Account Service Fees

July 1, 2021

What's inside...

Personal Account Options and Fees

Personal Banking Services and Fees

Opening a Personal Bank Account

Cashing Government of Canada Cheques

Hold Policy

General Terms and Conditions

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CIBC Personal Banking Solutions at Your Fingertips

Looking for **fast**, **convenient** and **straightforward** information on your CIBC personal accounts? Inside this guide, you'll find details on CIBC personal banking account fees, policies and agreements.

We hope you find this guide helpful. If you have any questions, please contact a CIBC advisor or call 1 800 465-CIBC (2422).

Table of Contents

Account Options

Chequing Account Options	1
CIBC Smart™ for Students	1
Savings Account Options	8
CIBC Smart™ for Seniors	10
Additional Account Details	11

Details on Using Your Accounts

CIBC Cardholder Banking Service	12
CIBC Overdraft Protection Service	13
Managing Your Day-to-Day Banking	15
Personal Banking Services and Fees	17
Accounts No Longer Offered	23
Benefits No Longer Offered	27

Other Important Information

Opening a Personal Bank Account	28
Cashing Government of Canada Cheques	31
Our Hold Policy	32
Access to Deposited Funds Limits	34
Notice of Fee Changes	34

Our Commitment to You	34
------------------------------	-----------

General Terms and Conditions	38
-------------------------------------	-----------

Notes	40
--------------	-----------

Chequing Account Options

CIBC Smart™ Account

Automatically adjusts the monthly fee based on your banking activity, so you pay only for the everyday banking you do.

Overview^{Δ†}:

- Up to 12 transactions[◆] for \$6.95 per month
- \$1.25 for each additional transaction over 12 to no more than \$16.95 for unlimited transactions[◆]
- Unlimited *Interac* e-Transfer[®] service included¹
- Entire monthly fee is rebated if you maintain a minimum end-of-day balance of \$4,000 each day during the month in this account
- The fee for 1 non-CIBC ATM withdrawal in Canada is rebated each month (\$2.00 for each additional withdrawal)[‡]
- Free online cheque viewing
- Personalized cheques available

Record-keeping:

- Free paperless² record-keeping
- Monthly statement – \$2.25/month
- Quarterly statement – \$0.75/month
- Monthly statement with cheques imaged³ – \$2.75/month
- Interim statement – \$4.50 each

CIBC Smart™ for Students

With the CIBC Smart Account students can qualify for the following for 4.5 years from the account open date:

- A monthly fee rebate of up to \$16.95 for unlimited transactions[◆], including unlimited *Interac* e-Transfer service¹
- 1 free non-CIBC ATM withdrawal made in Canada per month
- Free online cheque viewing and record keeping is available, including paperless², monthly statement or monthly statement with cheques imaged³

CIBC Smart™ Plus Account

Takes care of your banking, investing and credit needs in a complete package for one monthly fee.

Overview^{Δ†}:

- \$29.95 for unlimited transactions[◆] per month
- Entire monthly fee is rebated if you maintain a minimum balance at the end of each day during the month of \$6,000 in your account or \$100,000 in Savings and Investments. See the CIBC Smart Plus Account Fee Rebate Terms and Conditions, on pages 3 to 5, for more information including eligible Savings and Investments.
- Includes one eligible CIBC credit card account with an annual fee rebate for the primary card holder and up to three authorized users⁴. See “Smart Plus Credit Card Annual Fee Rebate Terms and Conditions” on page 6 for details.
- Unlimited non-CIBC ATM withdrawals in Canada, the U.S. and internationally^{8,12}
- Unlimited *Interac* e-Transfer[®] service included¹
- Includes free online cheque viewing
- Includes money orders and bank drafts
- Includes stop payments (on cheques and pre-authorized payments⁵ only)
- No annual administration fee on CIBC Mutual Fund RRSPs[■]
- Includes personalized cheques
- If you apply for and are approved for **CIBC Overdraft Protection Service⁴ (COPS)**, the COPS fee is not applicable, however you will pay interest on any overdraft amount on your account. Refer to page 13, CIBC Overdraft Protection Service (COPS), for more details on interest costs and over limit fees.

^Δ This is a non-interest bearing account.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17–22 for details.

[◆] See Additional Account Details on page 11 for the definition of “transaction” and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

[‡] The withdrawal counts as a transaction and fees may apply.

Record-keeping:

- Free paperless² record-keeping
- Monthly statement – \$2.25/month
- Quarterly statement – \$0.75/month
- Monthly statement with cheques imaged³ – \$2.75/month
- Interim statement – \$4.50 each

CIBC Smart Plus Account Fee Rebate Terms and Conditions

We will automatically rebate the monthly account fee for the month in which you open or convert to your first CIBC Smart Plus Account and for the next two months after that, even if you do not meet any of the eligibility conditions during this three month period. This three month fee rebate does not apply to any subsequent CIBC Smart Plus Accounts opened by you alone or jointly. Below explains how you can earn an ongoing monthly fee rebate.

Eligibility

To benefit from the CIBC Smart Plus Account fee rebate, the following conditions must be met each month:

- Your CIBC Smart Plus Account must be open at the time the fee rebate is applied; and
- Maintain a minimum balance of:
 - \$6,000 at the end of each day during the month in your CIBC Smart Plus Account to rebate the monthly fee on that account; or
 - \$100,000⁴ of Savings and Investments (see definition and calculation below) at the end of each day during the month to rebate the monthly fee on one CIBC Smart Plus Account. If you have more than one CIBC Smart Plus Account, CIBC will determine which one will receive the Savings and Investments fee rebate.

If you are a client with personal assets at CIBC Wood Gundy, CIBC Private Investment Counsel or CIBC Private Banking you automatically qualify to receive the monthly fee rebate on one Smart Plus Account. If you have more than one Smart Plus Account, CIBC will determine which one will receive the monthly fee rebate. Any additional Smart Plus Account(s) you have is eligible for a monthly fee rebate by maintaining the \$6,000 minimum balance in the account(s).

The above rebate will replace any other fee discount or promotion on that account.

Savings and Investments

Savings and Investments are the following registered and non-registered products held in your name or jointly with other people:

- CIBC chequing accounts
- CIBC savings accounts
- Guaranteed Investment Certificates (GIC) issued by CIBC, CIBC Trust Corporation and CIBC Mortgages Inc.
- CIBC Mutual Funds
- personal deposit and investment products held in CIBC Smart Investment Solutions, CIBC Managed Portfolio Services[®] (CIBC Securities Inc.), CIBC Personal Portfolio Services[®], CIBC Passive Portfolios, CIBC Investor's Edge and CIBC Imperial Investor Services

The following are examples of products that are not Savings and Investments:

- non-personal or business CIBC products
- CIBC Smart Prepaid Visa and CIBC Smart Prepaid Travel Visa cards
- CIBC lending products
- Simplii Financial products
- CIBC Bank USA products
- deposit or investment products held at CIBC Mellon or with other investment dealers

Calculation of Savings and Investments Balances

a) Timing:

The calculation of daily Savings and Investments balances for each month will start on the day that is the first common business day of the month in all provinces and territories. Deposits and other credits may not be posted to your Savings and Investments on non-business days where these are held and will not be included in the daily balance calculation until posted.

Any daily Savings and Investments balances already calculated in the month in which a subsequent CIBC Smart Plus Account is opened or converted will be used to determine if the minimum balance of Savings and Investments is met for the month.

b) Joint Accounts:

The daily balance of Savings and Investments is calculated separately for each accountholder and includes both the balance of Savings and Investments held solely by the accountholder and held jointly with any other person. At least one of you must meet the balance condition above **on a separate basis** to benefit from the CIBC Smart Plus Account fee rebate. For example, if you have a minimum balance of \$40,000 of Savings and Investments at the end of each business day during the month (including the balance held jointly with any other person) and the other accountholder has a minimum balance of \$80,000 of Savings and Investments at the end of each business day during the month (including the balance held jointly with any other person), neither of you has met the balance condition and the monthly fee will not be rebated.

Important Privacy Information about Joint CIBC Smart Plus Accounts

If you have a joint CIBC Smart Plus Account and the account is receiving a fee rebate because you meet the balance condition for Savings and Investments you hold individually or with another person, the other joint accountholder may infer that you hold at least \$100,000 in Savings and Investments and/or that you have other products with CIBC.

If you do not want the Savings and Investments held by you and your joint accountholder(s) to be used to qualify for a monthly fee rebate, please speak to your advisor at a CIBC banking centre to have the \$100,000 Savings and Investments balance condition removed from your CIBC Smart Plus Account.

General Terms and Conditions

The monthly account fee is subject to change at any time. The rebate will be applied to your monthly fee only and does not apply to additional services or any other account fees.

CIBC may at any time, without prior notice to you:

- change or cancel the CIBC Smart Plus Account
- change or cancel the Savings and Investments
- change the amount of the rebate
- cancel the rebate
- change these Terms and Conditions

Except as modified, the terms and conditions relating to the CIBC Smart Plus Accounts and Savings and Investments you hold remain in full force and effect.

Smart Plus - Credit Card Annual Fee Rebate Terms and Conditions

1. We will provide an annual fee rebate on one eligible credit card account for each CIBC Smart Plus account every year if, at the time your annual fee is charged, you hold a Smart Plus account and a CIBC credit card account and both accounts are open and in good standing.
2. Eligible credit cards are any CIBC personal credit cards with a primary cardholder annual fee of \$99 or more. The rebate is equal to 100% of the annual fee for the primary cardholder and up to 3 authorized users, to a maximum of the highest current annual fees that CIBC charges for Visa Infinite* credit cards.
3. If there is more than one eligible credit card account held by the Smart Plus accountholders, we will apply the rebate to the credit card account that would receive the highest rebate, then to the earliest credit card account opened. Once the rebate has been assigned to a credit card account, it will remain associated with that account as long as the account is for an eligible credit card. If you want the rebate to apply to a specific credit card account, please contact us.
4. If you qualify for the rebate, you will see a charge for your annual fee, along with the rebate, on your next statement after you qualify. If you already paid your annual fee for the year when you receive the rebate, we will also refund a proportionate amount of the annual fee that you already paid.
5. If your Smart Plus account is closed, you will be charged the regular applicable annual fees for your credit card on your next monthly statement. We will also provide you with a refund of the unused portion of the net annual fee that you already paid (if applicable).
6. This offer is not transferable and cannot be combined with any other offer. It may be withdrawn or changed without notice at any time. CIBC may, in its sole discretion, revoke this offer if you are believed to be manipulating or abusing it, or engaging in any suspicious or fraudulent activity.

[‡] For the purpose of calculating the balance of Savings and Investments, balances in foreign currency will be considered to be stated in Canadian dollars and no foreign exchange conversion will apply.

Note on closing the account: For clients who choose to close their CIBC Smart Plus Account, regular annual fees will apply on their select CIBC Credit Card and the additional card. The current regular annual fee for these Credit Cards can be found online at cibc.com, by calling CIBC Telephone Banking at **1800 465-CIBC (2422)** or you can inquire at any CIBC banking centre. These fees will be charged automatically to your Credit Card account on the first or second statement after you close your CIBC Smart Plus Account.

Also, the regular annual administration fee for CIBC Mutual Fund RRSPs which is available in the Fund's Simplified Prospectus[■] will apply for clients who choose to close their CIBC Smart Plus Account. Once your CIBC Smart Plus Account is closed the annual administration fee will be reinstated on your registered CIBC Mutual Fund account.

CIBC Everyday[®] Chequing Account

A basic account.

Overview^{Δ†}:

- Up to 12 transactions[◆] for \$4.00 per month
- \$1.25 for each additional transaction over 12
- Free online cheque viewing
- Personalized cheques available

Record-keeping:

- Free paperless², monthly statement, quarterly statement or monthly statement with cheques imaged³ record-keeping
- Interim statement - \$4.50 each

CIBC Everyday Chequing Account with RDSP monthly fee rebate

On the CIBC Everyday Chequing Account, the \$4.00 monthly fee is rebated and online cheque viewing is free for eligible Registered Disability Savings Plan (RDSP) beneficiaries. Free record-keeping options are available including paperless², monthly statement or monthly statement with cheques imaged³.

Note: To take advantage of the monthly fee rebate, you must provide proof of RDSP eligibility. All other standard account fees will apply.

Savings Account Options

CIBC eAdvantage[®] Savings Account

Overview[†]:

- Manage your account activity online
- \$5.00 per transaction[◆]
- Free transfers to your other CIBC personal bank accounts and Personal Line(s) of Credit (excluding same-day transfers done over-the-counter in banking centres and *Interac* e-Transfer service)
- Free transfers to your CIBC Credit Card account(s)
- Personalized cheques available

Record-keeping:

- Paperless² record-keeping is free and is the only record-keeping option available for this account

CIBC Premium Growth Account with Advantage for Youth

Available only to clients 18 years of age or younger

Overview[†]:

- Free transactions[◆]
- Unlimited *Interac* e-Transfer[®] service included¹
- Free online cheque viewing
- Personalized cheques available

Record-keeping:

- Free paperless², monthly statement, quarterly statement or monthly statement with cheques imaged³
- Interim statement - \$4.50 each

Note: To take advantage of our youth benefits, we will ask for your birth date. Once you turn 19, your account is no longer eligible to earn higher than regular interest for Youth and standard fees will automatically apply. This means your CIBC Premium Growth Account will be charged fees for each transaction[◆] and record-keeping options other than paperless², as outlined on page 17-22. Before you turn 19, please visit a CIBC banking centre to discuss the right bank account to meet your needs.

^Δ This is a non-interest bearing account.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17-22 for details.

[◆] See Additional Account Details on page 11 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

CIBC US\$ Personal Account

Ideal if you receive U.S. funds or travel to the U.S. and wish to save in U.S. dollars.

Overview†:

- Interest calculated daily on the closing balance and paid monthly
- \$0.75 U.S./transaction* (all fees for this account are levied in U.S. funds)
- Deposit U.S. funds directly at any CIBC bank machine in Canada
- Transfer funds between CIBC US\$ Personal Accounts through CIBC Online Banking®, CIBC Mobile Banking® and at any CIBC bank machine in Canada
- Withdraw U.S. funds from any CIBC U.S. currency bank machine in Canada
- Personalized cheques available

Record-keeping:

- Free paperless² record-keeping
- Monthly statement - \$2.25 U.S./month
- Quarterly statement - \$0.75 U.S./month
- Interim statement - \$5.00 U.S. each

Note on cheques: Cheques can be written on CIBC US\$ Personal Accounts. The transaction fee shown is for cheques written in U.S. currency only. For U.S. dollar cheques ordered prior to December 2011, if the payee of the cheque negotiates the cheque at a financial institution outside Canada, that institution may not accept the cheque or may deduct a large fee from the cheque's face value.

Note on Canadian dollar deposits: If Canadian dollars are deposited into the account, the exchange rate used will be the rate prevailing at the time the transaction is processed.

† Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17-22 for details.

♦ See Additional Account Details on page 11 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

* A transaction fee may apply.

CIBC Smart™ for Seniors

Clients aged 65 and older will automatically be enrolled in CIBC Smart for Seniors so you get benefits that apply to your existing or new eligible account:

- Monthly or transaction fee discount on select bank accounts
- Free bank drafts and money orders*
- \$5.00 off the annual rental of a safety deposit box (any size)

CIBC Smart Account

Key benefits

- \$6.95 monthly fee discount which means:
 - No monthly fee for up to 12 transactions, \$1.25 for each transaction over 12 to no more than \$10.00 for unlimited transactions♦
- Includes unlimited *Interac* e-Transfer service¹ and online cheque viewing
- The fee for 1 non-CIBC ATM withdrawal in Canada is rebated each month*

Record-keeping

- Free paperless² option
- Regular fees apply for other record-keeping options

CIBC Smart Plus Account

Key benefits

- \$6.95 monthly fee discount
- Includes unlimited *Interac* e-Transfer service¹ and online cheque viewing

Record-keeping

- Free paperless² record-keeping
- Monthly statement - \$2.25/month
- Quarterly statement - \$0.75/month
- Monthly statement with cheques imaged³ - \$2.75/month
- Interim statement - \$4.50 each

CIBC Everyday Chequing Account

Key benefits

- \$4.00 monthly fee discount
- No \$1.50 *Interac* e-Transfer fee*
- Free online cheque viewing

Record-keeping

- Free paperless², monthly statement, quarterly statement or monthly statement with cheques imaged³
- Interim statement - \$4.50 each

CIBC US\$ Personal Account

Key benefits

- 2 free transactions/month

Record-keeping

- Free paperless² and other record-keeping options

Additional Account Details

Transactions:

A transaction includes cheques, withdrawals, transfers, pre-authorized payments, bill payments (including CIBC Credit Cards and CIBC Personal Lines of Credit) and debit purchases. Transfers to CIBC-branded⁷ loans (excluding CIBC Personal Lines of Credit), mortgages and investments (registered and non-registered) are free.

For CIBC eAdvantage Savings Accounts, a transaction does not include transfers to your other CIBC personal bank account(s) and to your CIBC Personal Line(s) of Credit (except same-day transfers done over-the-counter in banking centres and *Interac* e-Transfer service which will be treated as a transaction) and transfers to your CIBC Credit Card account(s).

Other fees (in addition to any transaction fee if applicable) include:

- Withdrawals from non-CIBC bank machines (rebated for CIBC Smart Plus Account)^{8,12}
- *Interac* e-Transfer service (see pages 17-18). The *Interac* e-Transfer fee is waived on CIBC Smart Accounts, CIBC Smart Plus Accounts and for clients who are enrolled in CIBC Premium Growth Account with Advantage for Youth, CIBC Smart for Students, and CIBC Advantage for Students (on the CIBC Everyday Chequing Account). Clients 65 years of age and older do not pay the *Interac* e-Transfer fee on any CIBC chequing account.
- Foreign currency transactions (including cheques written in currencies other than the account currency); see pages 19-20.

Statements:

Free Braille or Large Print statement available upon request.

Details on Using Your Accounts

CIBC Cardholder Banking Service

With the CIBC Cardholder Banking Service (previously known as the CIBC Convenience Banking Service), you can take care of your day-to-day banking needs 24/7 through CIBC bank machines in Canada, CIBC Online Banking, CIBC Mobile and CIBC Telephone Banking. You can call **1800 465-CIBC (2422)** any time to speak to a CIBC Financial Service Representative.

CIBC Debit Cards:

When you open your account, you'll get a CIBC Debit Card which you can use to access your account. Your CIBC Debit Card includes the security of chip technology and active fraud monitoring.

For more information on CIBC Debit Cards, including card features and how to protect your debit card, please see the *Convenience and security for your everyday banking* brochure available at any CIBC banking centre or by calling CIBC Telephone Banking at **1800 465-CIBC (2422)**.

CIBC Overdraft Protection Service (COPS)

Protect yourself from an unexpected temporary shortfall of funds with CIBC Overdraft Protection Service. This service is available, subject to credit approval, on most Canadian dollar personal accounts and is one way to ensure you're covered in case of an overdraft.

There are two overdraft fee options available for COPS. These overdraft fee options do not apply to CIBC Smart Plus Accounts.

Pay Per Use Fee:

A \$5.00 fee will be applied to your account for any business day (based on end-of-day balances) in which an overdraft is created or increased. You also pay interest on the outstanding overdraft amount. There is no charge unless the overdraft is used. This fee option is not available to Quebec residents.

Monthly Fixed Fee:

A fixed monthly fee of \$5.00 is applied to your account at the end of every month regardless of whether the overdraft is created or increased or how many times the overdraft is used in the month. If the overdraft is used, you also pay interest on the outstanding overdraft amount.

Interest:

CIBC's overdraft interest rate is currently 21% per year and may vary from time to time. Interest will be calculated and debited monthly to your account, based on the final daily indebtedness in the account throughout the calendar month. Interest at the rate set by CIBC will apply both before and after the indebtedness becomes payable, before and after the CIBC Overdraft Protection Service Addendum is terminated, and before and after judgment is obtained against you.

Over Limit Fee:

If you have COPS and you are at (or over) your Overdraft Limit, and CIBC chooses to process a debit which overdraws your account, or which exceeds (or further exceeds) your Overdraft Limit, you will pay CIBC a \$5.00 charge (based on end-of-day balances), plus interest, at CIBC's then current overdraft interest rate, on the indebtedness, in addition to the overdraft fee option that applies to your account. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future. The Over Limit Fee does not apply to Quebec residents.

If you are not covered by CIBC Overdraft Protection Service, and CIBC chooses to process a debit which overdraws your account (based on end-of-day balances), you will pay CIBC a \$5.00 charge, plus interest, at CIBC's then current overdraft interest rate, on the indebtedness. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future. The Over Limit Fee does not apply to Quebec residents.

Managing Your Day-to-Day Banking

Once you have your CIBC Debit Card, it's easy for you to access your money to do whatever you want – pay bills, make purchases, transfer money and more.

Direct Deposits:

- Regular deposits, such as your pay, government cheques, investment income payments, etc., can be deposited directly into your account
- You can access your money right away with no holds applied; see page 32 for our Hold Policy on Cheque Deposits.

Bill Payments:

- Register your bills once and pay your bills easily, quickly and conveniently
- Pay online, by phone or through a CIBC bank machine in Canada
- For your records, you'll get a confirmation number with every payment

Pre-Authorized Payments:

Ensure your bills are automatically paid on time. All you have to do is:

- Contact the company (utility, cable, insurance, etc.)
- Tell them you want to set up pre-authorized payments
- Fill out their pre-authorized payments form
- Have your basic account information or, if you have a CIBC Advantage Debit Card®, your debit card information handy (or you may need to provide a void cheque)

Interac e-Transfer

Send Money:

Send money to anyone with a personal Canadian dollar bank account using CIBC Online Banking and CIBC Mobile Banking.

Autodeposit:

When you register you'll get money sent via *Interac* e-Transfer automatically deposited directly into your bank account without having to answer a security question.

Request Money:

This feature allows you to request money from another person using *Interac* e-Transfer.

- Quick, easy and secure
- All you need is the person's e-mail address or Canadian mobile phone number
- Visit **cibc.com** to find out more

epost®:

The epost service enables you to view selected bills online through CIBC Online Banking and CIBC Mobile Banking – safely, conveniently and at no extra charge.

You can:

- Choose to be informed by e-mail when a new bill has arrived in your epost inbox
- View, pay and even print your bills by registering for epost through CIBC Online Banking

Personal Banking Services and Fees

The following fees and services may not be included in your monthly account or transaction fees, may be in addition to applicable transaction fees, and may count toward any monthly transaction limit applicable to your account.

Refer to your account features for details. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars.

Service	Fee Per Item
Withdrawals Made at CIBC Bank USA ATMs	• No ATM transaction fee [‡] ; additional 2.5% administration [‡]
Withdrawals Made at Non-CIBC Bank Machines <ul style="list-style-type: none"> • In Canada (<i>Interac</i> network) • In U.S. (Plus[®] and Visa[®] networks) • Outside of Canada and U.S. (Plus and Visa networks or other networks we make available) 	<ul style="list-style-type: none"> • \$2.00 each[‡] • \$3.00 each[‡] plus a 2.5% administration fee[‡] • \$5.00 each[‡] plus a 2.5% administration fee[‡]
Debit Purchases (and Returns/Credits) Made with Merchants and Withdrawals Made at Financial Institutions Outside Canada with a CIBC Advantage Debit Card <ul style="list-style-type: none"> • In U.S. or other foreign currency 	• Additional 2.5% administration fee [‡]
Bank Drafts and Money Orders <ul style="list-style-type: none"> • Canadian currency • U.S. currency • Foreign currency 	<ul style="list-style-type: none"> • \$9.95[‡] • \$9.95 CDN[‡] • \$9.95 CDN[‡]
Request for Replacement of Bank Draft or Money Order <ul style="list-style-type: none"> • Drawn in Canadian currency • Drawn in U.S. currency or other foreign currency <p>Note: Some conditions apply. Please ask a CIBC advisor for details.</p>	<ul style="list-style-type: none"> • No fee • \$25.00
Counter Cheques When you write a cheque that is not MICR-encoded for your account: <ul style="list-style-type: none"> • Canadian currency • U.S. currency 	<ul style="list-style-type: none"> • \$5.00[‡] • 0.05% of face value (\$5.00 U.S. min - \$100.00 U.S. max)[‡]
Online Cheque Viewing <ul style="list-style-type: none"> • View images of items online 	<ul style="list-style-type: none"> • \$1.50 per item viewed (free on CIBC Everyday Chequing Accounts, CIBC Smart Accounts, CIBC Smart Plus Accounts, CIBC Premium Growth Accounts and with the paperless record-keeping option²)
Personalized Cheques	• Fees vary depending on style and quantity [‡]
Interac e-Transfer <ul style="list-style-type: none"> • Sending an <i>Interac</i> e-Transfer • Sending a Request for Money (fee charged per request only upon receipt of requested money) <ul style="list-style-type: none"> • Receiving an <i>Interac</i> e-Transfer/Fulfilling a Request for Money 	<ul style="list-style-type: none"> • \$1.50[‡]. The <i>Interac</i> e-Transfer fee is waived on CIBC Smart Accounts, CIBC Smart Plus Accounts and for clients who are enrolled in CIBC Advantage for Youth, CIBC Smart for Students and CIBC Advantage for Students (on the CIBC Everyday Chequing Account). Clients 65 years of age and older do not pay the <i>Interac</i> e-Transfer fee on any CIBC chequing account.¹ • Free⁹
Dishonoured (NSF) Cheque or Pre-Authorized Payment	• \$45.00 each [‡]
Search and Copy of Cheque or Other Item via Telephone Banking or Banking Centre Note: Debit memos are not returned.	• \$5.00 per item
Stop Payments <ul style="list-style-type: none"> • Cheques/Pre-Authorized Payments⁵ - Full Details Provided • Cheques/Pre-Authorized Payments⁵ - Full Details Not Provided • On <i>Interac</i> e-Transfer 	<ul style="list-style-type: none"> • \$12.50 per request • \$20.00 per request • \$3.50 per request
Wire Payments Outgoing Wire Payments <ul style="list-style-type: none"> • \$10,000 or less • \$10,000.01 - \$50,000 • Greater than \$50,000 Incoming Wire Payments <ul style="list-style-type: none"> • Canadian and U.S. currency • Other currencies 	<ul style="list-style-type: none"> • \$30.00 per payment¹⁰ • \$50.00 per payment¹⁰ • \$80.00 per payment¹⁰ <p>Note: Outgoing wire fees will be charged in Canadian currency. For wires from foreign currency accounts (including U.S. accounts), the equivalent fee will be charged in the same currency as the account using an exchange rate set by CIBC on a date determined by CIBC.</p> <ul style="list-style-type: none"> • \$15.00 per payment¹⁰ (charged in the same currency as the incoming payment and deducted from the incoming payment amount) • \$15.00 CDN per payment¹⁰ (converted to the same currency as the incoming payment using an exchange rate set by CIBC on a date determined by CIBC and deducted from the incoming payment amount)

[‡] In addition to transaction fee (if applicable).

Personal Banking Services and Fees

The following fees and services may not be included in your monthly account or transaction fees, may be in addition to applicable transaction fees, and may count toward any monthly transaction limit applicable to your account.

Refer to your account features for details. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars.

Service	Fee Per Item
Wire Return Fee	<ul style="list-style-type: none"> \$35.00 per payment¹⁰ <p>Wire return fee is deducted from incoming payment before funds are deposited into account.</p>
Wire Payment Investigation <ul style="list-style-type: none"> Recall Trace Amend⁸ 	<ul style="list-style-type: none"> \$35.00 per investigation¹⁰ \$35.00 per investigation¹⁰ \$35.00 per investigation¹⁰
Inter-Branch Payments (between CIBC banking centres in Canada) <ul style="list-style-type: none"> \$10,000 or less \$10,000.01 - \$25,000 \$25,000.01 - \$100,000 Greater than \$100,000 	<ul style="list-style-type: none"> \$15.00 per payment \$30.00 per payment \$60.00 per payment \$100.00 per payment <p>Note: Additional out-of-pocket expenses may apply</p>
Account Closing at Your Request <ul style="list-style-type: none"> Account closed within 90 days of opening 	<ul style="list-style-type: none"> \$20.00 per account (not applicable if funds are transferred to another CIBC-branded⁷ product)
Account Transfer to Other Financial Institution <ul style="list-style-type: none"> Transfer bank account (by means of a Balance of Account form) Transfer from CIBC RRSP/RRIF/LIF Daily Interest Savings Account/GIC Transfer from CIBC TFSA Tax Advantage Savings Account⁹/GIC 	<ul style="list-style-type: none"> \$19.50 per account \$100.00 per transfer \$100.00 per transfer
Search for Accounts <ul style="list-style-type: none"> Search for accounts of deceased or incapacitated persons Letter to confirm account balance, interest, etc., if required 	<ul style="list-style-type: none"> \$6.50 per name per banking centre (minimum \$22.00 plus applicable taxes) Free
Collection Items <p>Outgoing CDN dollar item within Canada</p> <ul style="list-style-type: none"> Up to \$5,000 Over \$5,000 <p>Outgoing CDN dollar item outside of Canada</p> <ul style="list-style-type: none"> Outgoing U.S. and foreign currency item inside or outside of Canada 	<ul style="list-style-type: none"> \$15.00 each 3/20 of 1% of the item amount (minimum of \$25.00 each) 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each*) 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each*)
<p>Note: Incoming collections from other financial institutions will be subject to a charge by CIBC which may be passed on by the financial institution to their client.</p>	<p>Note: Other financial institutions may levy additional charges on outgoing items. * Additional out-of-pocket expenses may apply.</p>
Cheques Written in Currencies Other than the Account Currency	<ul style="list-style-type: none"> \$20.00³ per cheque
Copy of Statement	<ul style="list-style-type: none"> \$5.00 per statement

⁸ Wire amendment fees may apply to both incoming and outgoing wire payments.

³ In addition to transaction fee (if applicable).

Personal Banking Services and Fees

The following fees are applied in Canadian dollars except where otherwise noted.

Safety Deposit Boxes

Safety deposit boxes are available in a variety of sizes and prices; some common examples with approximate dimensions are shown in the chart below. Rent is always paid in advance.

Box Size	Price/Year**
11/2" x 5" x 24"	\$60.00
2 1/2" x 5" x 24"	\$85.00
3 1/4" x 5" x 24"	\$90.00
5" x 5" x 24"	\$150.00
2 1/2" x 10 3/8" x 24"	\$175.00
5" x 10 3/8" x 24"	\$350.00
10" x 10 3/8" x 24"	\$400.00

** Plus applicable taxes.

Note: Please contact your banking centre or CIBC advisor for details on fees for other safety deposit box sizes.

Safety Deposit Box Closing

If your box is closed within one year after it is opened, CIBC will refund the rent based on the months remaining, up to a maximum of 6 months.

If your box is closed after the first full year, CIBC will refund your rent pro-rated on the remaining months in the term.

Replacement Services**

Replacement of lost keys	\$15.00 per key
Drilling of box and replacement of lost keys	\$100.00

** Fees will be charged in Canadian currency. Plus applicable taxes.

Dormant (Inactive) Accounts

A CIBC Account is considered dormant if you have not initiated any transactions for a 24-month period. Dormant accounts that receive a monthly statement will automatically be switched to quarterly statements.

Status	Fee/Year**
Dormant for 2, 3 or 4 years	\$20.00
Dormant for 5, 6, 7 or 8 years	\$30.00
Dormant for 9 years	\$40.00

** Or the account balance, whichever is less.

Note: Fees for U.S. dollar accounts are charged in U.S. dollars. After 10 years, if your account remains dormant, your Canadian dollar balance is transferred to the Bank of Canada.

To activate a dormant account, you can:

- Make a deposit, withdrawal, transfer or bill payment at any CIBC banking centre or CIBC bank machine in Canada*
- Deposit a cheque with your mobile device using CIBC eDeposit®
- Make a withdrawal at any other bank machine displaying the *Interac*, Visa or Plus logo*
- Make a debit purchase*
- Call CIBC Telephone Banking at **1 800 465-CIBC (2422)**

Services to Non-CIBC Bank Account Clients

If a banking centre chooses to negotiate a CIBC cheque from a non-CIBC bank account client - \$5.00 each

Note: Fees do not apply to payment of Government of Canada remittances or cashing of Government of Canada cheques. See page 31 for information on how to cash Government of Canada cheques.

Account Conversion

The following applies if you change your account type prior to the end of the final business day of the month.

For account types with a different fee structure, all transactions during that month (including those made before the change) will be subject to the fees under the fee structure that applies to your new account type at the end of the month. However, any fees which have already been paid or deducted from your account during the month (e.g., for money orders) will not be refunded upon conversion.

For account types with different interest rate terms, interest will be calculated up to and including the day prior to account conversion and paid based on the old account terms, and will be calculated from and including the day conversion takes effect and paid based on the new account terms.

* A transaction fee may apply.

Accounts No Longer Offered

Fees for the following accounts:

- CIBC Personal Chequing Account^Δ
- CIBC EverydayPlus[®] Account^Δ
- CIBC Waive Account[®]
- CIBC Chequing Savings Account¹¹

Feature [†]	CIBC Personal Chequing Account	CIBC EverydayPlus Account	CIBC Waive Account	CIBC Chequing Savings Account
Transactions[‡]	\$1.25 each [‡] Note: If you maintain a minimum end-of-day balance of \$1,500 each day during the month in this account, we will rebate your transaction fees ¹² on the account (the fees eligible for this rebate are indicated with a ◊ in this chart)	\$11.95/month for 0-25 transactions \$1.25 for transactions above 25	\$3.90/month for 0-10 transactions [‡] \$1.25 for transactions above 10 [‡] Note: If you maintain a minimum end-of-day balance of \$1,500 each day during the month in this account, we will rebate your transaction fees ¹² and your monthly fee on the account (the fees eligible for this rebate are indicated with a ◊ in this chart)	\$1.25 each [‡] Note: If you maintain a minimum end-of-day balance of \$1,500 each day during the month in this account, we will rebate your transaction fees ¹² on the account (the fees eligible for this rebate are indicated with a ◊ in this chart).
Interac e-Transfer service	Clients 65 years of age and older do not pay the <i>Interac</i> e-Transfer fee on any CIBC chequing account.*			
CIBC Smart for Seniors monthly fee discount (for clients 65 years of age or over)	Up to a \$4.00 monthly fee discount	\$6.00 monthly fee discount	\$3.90 monthly fee discount	N/A
Record-Keeping:				
Paperless option ²	Free	Free	Free	Free
Monthly statement	\$2.25/month [‡]	\$2.25/month	\$2.25/month [‡]	\$2.25/month [‡]
Quarterly statement	\$0.75/month [‡]	\$0.75/month	\$0.75/month [‡]	\$0.75/month [‡]
Monthly statement with cheques imaged ³	\$2.75/month	\$2.75/month	\$2.75/month	N/A
Interim statement	\$4.50 each	\$4.50 each	\$4.50 each	\$4.50 each

^Δ This is a non-interest bearing account.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17-22 for details.

[‡] See Additional Account Details on page 11 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

* A transaction fee may apply.

Accounts No Longer Offered (continued)

Fees for the following accounts:

- CIBC Investor's Rate Account®
- CIBC Daily Interest Savings Account
- CIBC Regular Savings Account

Feature†	CIBC Investor's Rate Account®	CIBC Daily Interest Savings Account	CIBC Regular Savings Account
If you maintain a minimum end-of-day balance of \$5,000 each day during the month in these accounts, we will rebate your transaction fees ¹² on the account (the fees eligible for this rebate are indicated with a ◊ in the chart below).			
Transactions♦	\$1.25 each◊	\$1.25 each◊	\$1.25 each◊
Record-Keeping			
Paperless option ²	Free	Free	Free
Monthly statement	\$2.25 each◊	\$2.25 each◊	\$2.25 each◊
Quarterly statement	\$0.75 each◊	\$0.75 each◊	\$0.75 each◊
Monthly statement with cheques imaged ³	\$2.75 each	N/A	N/A
Interim statement	\$4.50 each	\$4.50 each	\$4.50 each
CIBC Smart for Seniors	Clients 65 years of age or over receive free transactions, free monthly statements, quarterly statements and monthly statements with cheques imaged ³ .		

Fees for the following accounts:

- CIBC Premium Growth Account
- CIBC Bonus Savings Account

Feature†	CIBC Bonus Interest Savings Account	CIBC Premium Growth Account
Transactions♦	1 free/month and \$5.00 for each additional transaction	\$1.50 each
Online cheque viewing	N/A	Free
Record-Keeping		
Paperless option ²	Free	Free
Monthly statement	\$2.25 each	\$2.25 each
Quarterly statement	\$0.75 each	\$0.75 each
Monthly statement with cheques imaged ³	\$2.75 each	\$2.75 each
Interim statement	\$4.50 each	\$4.50 each
CIBC Smart for Seniors	N/A	Clients 65 years of age or over receive 2 free transaction/month, and free monthly statements, quarterly statements and monthly statements with cheques imaged ³ .

† Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17-22 for details.

♦ See Additional Account Details on page 11 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

Benefits No Longer Offered

CIBC 60 Plus Advantage®

Clients who enrolled in CIBC 60 Plus Advantage prior to September 1, 2017 continue to qualify for the following benefits⁶:

- On the CIBC Smart Account, free transactions[†], unlimited *Interac* eTransfer[®] service, no monthly fee, the fee for 1 non-CIBC ATM withdrawal in Canada is rebated each month^{*}, free online cheque viewing and free record-keeping including paperless², monthly statement, quarterly statement or monthly statement with cheques imaged³.
- On the CIBC Everyday Chequing Account, free transactions[†], no monthly fee, free online cheque viewing and free record-keeping including paperless², monthly statement, quarterly statement or monthly statement with cheques imaged³
- On the CIBC Premium Growth Account, 2 free transactions[†] per month and free online cheque viewing
- On the CIBC Personal Chequing Account, CIBC Waive Account, CIBC Investor's Rate Account, CIBC Daily Interest Savings Account and CIBC Regular Savings Account, free transactions[†], no monthly fee and free record-keeping including paperless² option. Benefits are not available on the CIBC Chequing Savings Account or the CIBC EverydayPlus Account. (Note: these accounts are no longer for sale.)
- Free bank drafts and money orders^{*}
- \$5.00 off the annual rental of a safety deposit box (any size)

Clients 65 years of age and older do not pay the *Interac* e-Transfer fee on any CIBC chequing account.*

For all accounts: interim statement \$4.50 each (\$5.00 each for the CIBC US \$ Personal Account).

CIBC Advantage® for Students

Full-time college, university or CEGEP students who enrolled in CIBC Advantage for Students prior to September 1, 2017 continue to qualify for the following benefits:

- On the CIBC Everyday Chequing Account, free transactions[†], no monthly fee, free online cheque viewing, free *Interac* e-Transfer service and free record-keeping including paperless², monthly statement or monthly statement with cheques imaged³.
- On the CIBC Personal Chequing Account, CIBC Chequing Savings Account, CIBC Waive Account, CIBC Investor's Rate Account, CIBC Daily Interest Savings Account and CIBC Regular Savings Account, free transactions[†], no monthly fee, and free record-keeping including paperless², monthly statement or quarterly statement and monthly statement with cheques imaged³ is \$2.75/month. (Note: these accounts are no longer for sale.)

For all accounts: interim statement \$4.50 each.

Other Important Information

Opening a Personal Bank Account

To complete a personal bank account application, you will need to provide your name, date of birth, occupation, if any, and address, if any. In addition, you will need to provide one piece of valid, original and not substantially defaced government-issued photo identification from the Acceptable Identification List below.

Acceptable Identification List*:

- A driver's licence issued in Canada, as permitted to be used for identification purposes under provincial law. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted
- A Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a card but not a commemorative issue
- A Canadian Permanent Resident card
- A Certificate of Indian Status issued by the Government of Canada
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial law. This identification is not valid for Ontario, Manitoba, Nova Scotia or Prince Edward Island. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 17–22 for details.

² See Additional Account Details on page 11 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

* A transaction fee may apply.

- A document or card, bearing your 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

Note: If you cannot provide at least one piece of identification from the Acceptable Identification List above, you may provide either:

- Two pieces of identification from List A below, or
- One piece of identification from List A and one piece of identification from List B below.

Your account may be set up with limited Access to Deposited Funds Limits (see definition on page 34), and CIBC Overdraft Protection Service will not be available to you.

List A

- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document but not a commemorative issue
- Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada
- An Old Age Security card issued prior to January 2008 by the Government of Canada bearing your name and Social Insurance Number. In Quebec, this can only be used if you volunteer it when asked for identification

List B

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

Alternatively, you may present one piece of identification from List A, if your identity can be confirmed by a client in good standing with CIBC, or an individual in good standing* in the community in which the banking centre is located.

CIBC reserves the right to refuse to open an account if one or more of the following circumstances is applicable to the individual requesting the opening of the account:

- CIBC has reasonable grounds to believe that the account will be used for illegal or fraudulent purposes
- The individual has a history of illegal or fraudulent activity in relation to providers of financial services within the seven-year period preceding the account application date
- CIBC has reasonable grounds to believe that the individual, for purposes of opening the account, knowingly made a material misrepresentation in the information provided to CIBC
- CIBC has reasonable grounds to believe that it is necessary to refuse to open the account in order to protect the clients or employees of CIBC from physical harm, harassment or other abuse
- The individual refuses CIBC's request for consent to:
 - Verify the validity of the pieces of identification presented by the individual to CIBC, and/or
 - Verify whether any of the above circumstances are applicable to the individual

If you have concerns, refer to page 34 for CIBC's complaint resolution process or page 37 for how to contact the Financial Consumer Agency of Canada (FCAC).

* Note that other forms of identification may be acceptable, please contact your nearest banking centre or visit cibc.com/identification for details.

Cashing Government of Canada Cheques

CIBC will cash Government of Canada Cheques for up to \$1,500, without charge. The minimum identification requirements to cash a Government of Canada cheque are different from the requirements for opening a personal account. In order to cash a government cheque, you will need:

- One valid, original piece of identification from any of the identification lists above (see pages 28 to 30), if the piece of identification presented has both your photograph and signature; or
- Two valid, original pieces of identification from any of the identification lists above (see pages 28 to 30); or
- One valid, original piece of identification from any of the identification lists above (see pages 28 to 30) if your identity is also confirmed by a client in good standing with CIBC or by an individual in good standing* in the community.

If you have concerns, refer to page 34 for CIBC's complaint resolution process or page 37 for how to contact the FCAC.

CIBC will also cash certain provincial or municipal government cheques if they are drawn on CIBC or guaranteed by the government. We recommend you open a CIBC Personal Bank Account and set up Direct Deposit so the government (or companies) can deposit your funds directly into your bank account. Authorizing a Direct Deposit will ensure timely receipt in the event of postal delays.

Our Hold Policy on Cheque Deposits to any Personal Deposit Account

For purposes of this policy:

- "Cheque" also includes certified cheques, bank drafts, money orders and other instruments
- Saturday, Sunday and holidays are not business days

Understanding hold periods

When you deposit a cheque in your Personal Bank Account, a hold period may apply to allow time for the cheque to clear. The funds will appear in your account at the time of deposit, but you may not be able to access them until the hold period expires. The day of deposit and hold period expiry are based on the location of the banking centre of your account (not local time where the deposit was made).

Even after the hold period expires, there is no guarantee that a cheque will not be returned to us unpaid. If a cheque is returned unpaid for any reason at any time, either during or after the expiry of the hold period, we have the right to charge the amount of the cheque to your account.

We may also accept cheques from you on "collection", meaning that *only* if and when CIBC receives payment from the financial institution on which the cheque is drawn will the funds be credited to your account and you have access to the funds.

How long are funds held?

The length of the hold period for cheques depends on the currency, amount of the cheque and other factors:

- For a CDN\$ cheque drawn on a financial institution's banking centre located in Canada, the normal length of time we will hold funds is four business days after the day of deposit. The maximum hold periods are as follows:

* The individual in good standing in the community may be required to present identification in accordance with the first paragraph of the Opening a Personal Bank Account section (page 28).

CDN\$ Cheque Amount	Way You Deposit	Maximum Hold Period
\$1,500 or less	In banking centre	4 business days after day of deposit
	By CIBC bank machine in Canada or any other way	5 business days after day of deposit
Greater than \$1,500	In banking centre	7 business days after day of deposit
	By CIBC bank machine in Canada or any other way	8 business days after day of deposit

- For a non-CDN\$ cheque drawn on a financial institution's banking centre located in Canada, the normal length of time we will hold funds is 10 business days. The maximum hold period is 20 business days
- For a non-CDN\$ cheque drawn on a financial institution's banking centre located outside of Canada, the normal length of time we will hold funds is 15 business days. The maximum hold period is estimated to be 30 business days

Reasons we may hold the funds beyond the maximum period

We may extend the maximum hold periods in some circumstances, including (but not limited to) where:

- CIBC has reasonable grounds to believe that the deposit is being made for illegal or fraudulent purposes in relation to an account
- An account has been open for less than 90 days
- The cheque:
 - Is not encoded with magnetic ink character recognition or is not readable by operational systems (for example, if damaged or mutilated)
 - Has been endorsed more than once
 - Is deposited six months or more after the date of the cheque

The hold period under these circumstances is estimated to be 30 business days and could be longer for non-CDN\$ cheques drawn on a financial institution's banking centre located outside of Canada.

Access to Deposited Funds Limits

Access to Deposited Funds Limits may apply to cheque deposits you make in a banking centre, at a CIBC bank machine in Canada or any other way. These limits are the dollar amount you will have access to until the hold period expires on your deposit. To ask about your Access to Deposited Funds Limits, call CIBC Telephone Banking 24/7 at **1800 465-CIBC (2422)** or visit your nearest banking centre.

CIBC's Hold Policy and Access to Deposited Funds Limits are subject to the Personal Account Agreement, which governs your account.

Notice of Fee Changes

If we propose to change a fee or introduce a new fee applicable to your account, we will give you notice in accordance with the "Communicating with You" and "Changing this Agreement" sections of the Personal Account Agreement.

Our Commitment to You: To Exceed Your Expectations

Our Process for Resolving Your Complaints

We have created a process for dealing with complaints that we believe is both effective and efficient. We expect every CIBC employee who receives a client complaint to take ownership of the issue and ensure that the complaint is resolved quickly. If you have a complaint, we encourage you to follow the complaint procedure outlined here.

Step 1: Where You Do Business with Us

In most cases, a complaint is resolved simply by telling us about it. You should be able to get swift results by talking to our employees or Manager where you do business with us. You can speak with us in a banking centre or by calling CIBC Telephone Banking at **1800 465-CIBC (2422)**.

Step 2: Client Care Centre

If the problem is not resolved to your satisfaction, you can contact the CIBC Client Care Centre.

You can reach us by:

Telephone: 1 800 465-2255
Fax: 1 877 861-7801
E-mail: client.care@cibc.com
Write to: CIBC Client Care
P.O. Box 15, Station A
Toronto, ON M5W 1A2

Be sure to include:

- Your name and contact information where you prefer to be reached
- The nature of your complaint
- Details relevant to the complaint and with whom you have already discussed the issue

If you are dissatisfied with the decision of the CIBC Client Care Centre, you may contact or be directed to the CIBC Ombudsman.

Step 3: CIBC Ombudsman

Assuming you have followed the complaint escalation steps outlined above and you remain dissatisfied with Client Care's resolution, you can contact the CIBC Ombudsman. Then, if the matter falls within the CIBC Ombudsman's mandate (cibc.com/ombudsman), and providing legal action has not been taken on the matter, the CIBC Ombudsman will conduct a further investigation.

You can reach the CIBC Ombudsman by:

Telephone: 1 800 308-6859 or 416 861-3313
in Toronto
Fax: 1 800 308-6861 or 416 980-3754
in Toronto
E-mail: ombudsman@cibc.com
Write to: CIBC Ombudsman
P.O. Box 342
Commerce Court
Toronto, ON M5L 1G2

If the above steps do not resolve your complaint, you may consider escalating the matter. See the listing for Independent Consumer Support Agencies.

Independent Consumer Support Agencies

In addition to CIBC's service commitment to you, there are a number of external agencies that monitor Canada's financial industry to ensure compliance and reliable access to financial services.

Ombudsman for Banking Services and Investments (OBSI)

You can contact the OBSI, who is independent from CIBC and whose purpose is to review your personal or business complaint, when you do not accept the decision of the CIBC Ombudsman or when 90 days have elapsed since escalating your concerns to the CIBC Client Care Centre.

Where appropriate, the OBSI may seek the assistance of CIBC's internal complaint resolution staff - including the CIBC Ombudsman - to facilitate the earliest possible resolution to your complaint.

If you choose to contact the OBSI at the conclusion of the CIBC Ombudsman investigation, you should do so within six months from the date of CIBC's response to you, as OBSI reserves the right to decline any investigation after that time.

You can reach the OBSI by:

Telephone: 1 888 451-4519
Fax: 1 888 422-2865
E-mail: ombudsman@obsi.ca
Website: obsi.ca
Write to: Ombudsman for Banking Services
and Investments
20 Queen Street West
Suite 2400, P.O. Box 8
Toronto, ON M5H 3R3

The Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally regulated financial institutions, such as CIBC, to ensure they comply with federal consumer protection laws.

Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint handling procedures.

The FCAC also **helps educate consumers** and monitors voluntary codes of conduct and public commitments designed to protect the interest of consumers.

For more information about Canadian bank accounts, please visit the FCAC's Financial Tools and Calculators at: canada.ca/en/financial-consumer-agency.

If you have a regulatory complaint or a complaint concerning a voluntary code of conduct, you can contact the FCAC by:

Telephone: 1 866 461-3222

Website: canada.ca/en/financial-consumer-agency

Write to: Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Ave. West
Ottawa, ON K1R 1B9

The FCAC will determine whether the financial institution is in compliance. It will not, however, resolve individual consumer complaints.

The Privacy Commissioner of Canada

If your concern involves a privacy issue you may contact the office of the Privacy Commissioner of Canada by:

Telephone: 1 800 282-1376 (Quebec: 819 994-5444)

Fax: 819 994-5424

Website: priv.gc.ca

Voluntary Codes of Conduct

Voluntary Codes of Conduct are guidelines and commitments that are designed to protect you, our clients. CIBC has voluntarily adopted a number of codes. These codes can be found on cibc.com or you can obtain a copy of *Our Service Commitment to You* brochure at any CIBC banking centre.

General Terms and Conditions

Your Personal Account Agreement contains important terms and conditions governing your account. Please be sure to read it.

CIBC may change the terms or features of any account, or replace any account with another type of account from time to time with or without notice or consent unless notice or consent is required by law.

Personal accounts are for personal use only. Businesses (including sole proprietorships) must obtain a CIBC business account.

In most cases, transactions done at a banking centre or a bank machine inside, or outside of Canada, and *Interac* Debit purchases or *Visa* Debit purchases after 6:00p.m. local time, will have a transaction date of the next business day. Transactions done through CIBC Telephone Banking, CIBC Online Banking and CIBC Mobile Banking, after 6:00p.m. (Eastern Time) will have a transaction date of the next business day.

Please note that Saturday, Sunday and holidays are not considered business days. Any fees or interest, if applicable, will be calculated from the transaction date, unless specified otherwise for certain accounts.

Fees are calculated for the calendar month up to and including the final business day of the month. Such fees are dated the final calendar day of the month but are not posted until the first business day in the following month.

Interest is credited to your account as of the last business day in the interest period. However, the interest cannot be withdrawn, and will not be printed at banking centre terminals or at CIBC bank machines in Canada, nor made available through CIBC Telephone Banking, CIBC Online Banking or CIBC Mobile Banking until two business days after the end of the interest period. Interest rates quoted are annual and are subject to change without prior notice and are displayed on interest rate sheets in banking centres.

If your account pays interest based on the minimum monthly or minimum semi-annual balance, a deposit made on the first business day of the period is credited as if it were actually made on the first calendar day (if earlier).

Seven days' prior notice may be required for withdrawals by cheque or otherwise.

U.S. currency coins deposited into any CIBC account (Canadian or U.S. dollar) will be treated as if they were Canadian currency coins.

Digital or electronic representations of cheques and other instruments, or the relevant information from the cheque or instrument, may be made or captured and used by financial institutions involved in the exchange and clearing of payments in Canada and elsewhere, in which case the original paper item may be destroyed and not returned to you. CIBC is entitled to act upon such a representation or information for all purposes as if it were the original paper item. CIBC and other financial institutions may reject any cheque or other instrument that does not comply in all respects with all applicable by-laws, regulations, rules and standards of CIBC and the Canadian Payments Association.

Notes

- ¹ Each *Interac* e-Transfer you send counts as a transaction for calculating your monthly fee. The *Interac* e-Transfer fee is waived on CIBC Smart Accounts, CIBC Smart Plus Accounts and for clients who are enrolled in CIBC Advantage for Youth, CIBC Smart for Students, CIBC Advantage for Students (on the CIBC Everyday Chequing Account). Clients 65 years of age and older do not pay the *Interac* e-Transfer fee on any CIBC chequing account. *Interac* e-Transfer service has maximum dollar limits that you can send. Refer to cibc.com for details.
- ² "Paperless" record-keeping is a paper-free alternative to printed statements. This option enables clients to track account activity online or by phone or a CIBC bank machine in Canada. Please note, no printed statements will be sent to clients selecting this option. Clients must review their account transactions through CIBC Online Banking, CIBC Mobile Banking, CIBC Telephone Banking or CIBC bank machines in Canada at least once every 30 days and examine all entries and balances at that time. If there are any errors, omissions or irregularities, clients must notify CIBC in writing within 60 days after the date on which the entry was, or should have been, posted to the account.
- ³ Only the front of cheques will be imaged.
- ⁴ CIBC's standard credit criteria apply.
- ⁵ Excludes stop payments on pre-authorized debits/recurring payments set up using CIBC Advantage Debit Card details. To stop payment on these, you need to contact the merchant/biller/payee directly to instruct them to discontinue applying charges to your account(s) through your CIBC Advantage Debit Card. If you are unsuccessful in resolving the issue, CIBC may be able to work with Visa to request a refund for you.
- ⁶ Clients who were 60 years of age or older on or before June 24, 1991, and held a CIBC Key Account™ prior to this date, as well as when the account was converted into the CIBC Unlimited Chequing Account and subsequently converted into the CIBC Smart Account, may have the monthly fee rebated on their CIBC Smart Account.
- ⁷ "CIBC-branded" means any brand that has CIBC in its name and is offered by CIBC or its Canadian affiliates (and does not include CIBC Bank USA).
- ⁸ The amount of your withdrawal, purchase, return or credit, including any surcharge imposed by a third party for using the bank machine, network or other service, is converted to Canadian dollars at the same foreign exchange conversion rate CIBC is required to pay. You are charged an administration fee of 2.5% on the converted amount in addition to any transaction fees applicable to a withdrawal and any fee noted. Conversion to Canadian dollars may occur on a date other than the date of your withdrawal, purchase, return or credit. Therefore, the conversion rate may be different from the rate in effect at the time of your withdrawal, purchase, return or credit.
- ⁹ CIBC levies no fee to receive an *Interac* e-Transfer into a CIBC Canadian dollar personal account; however, if the account is not at CIBC, the recipient may be levied a fee by his/her own financial institution or by the provider of the *Interac* e-Transfer service.
- ¹⁰ Correspondent bank may levy additional charges.
- ¹¹ The CIBC Chequing Savings Account includes 2 free transactions per month (unused transactions cannot be carried forward to subsequent months). Monthly statement with cheques imaged record-keeping option (front only) is not available.
- ¹² The additional fees for withdrawals from non-CIBC bank machines are not waived. Fees apply for all other services listed in this brochure as indicated. ATM withdrawal amounts may be limited to a maximum dollar withdrawal amount.