

# 6) Banking

## 6 a) Types of Accounts

Banks and credit unions offer many different accounts and services. For example:

### Accounts:

- Chequing account
- Investments
- Savings account

### Services:

- Credit cards
- Debit cards
- Automated Teller Machines (ATM)

**Chequing account** – This account is for writing cheques, paying bills and everyday use.

**Savings account** – This account is for savings.

**Investment account** – This account is to make your money grow.



### Money in your pocket!

Youth and students may be able to get “free” or discounted accounts at banks and credit unions. Check with them to see if you qualify.

### Government cheques

Any bank or a credit union will cash a federal government cheque up to \$1,500 free of charge. You will need two pieces of identification.

### Checklist for opening account:

- Opening an account can be easy if you think about a few things first.
- Check out different banks and credit unions and compare.
- You need to have two pieces of identification (BCDL/BCID, and a secondary piece such as SIN, birth certificate or passport).

<b>Branches close to:</b>	home _____	work: _____
<b>Hours open:</b>	_____ am to _____	
	Open Saturday	_____
<b>Services offered:</b>	Chequing account	_____
	Savings account	_____
	Safety deposit box	_____
	Investments	_____
	Loans	_____
<b>Are there charges if you don't keep a minimum balance?</b>	Yes _____	No _____
<b>How much?</b>	_____	
<b>Service package fee:</b>	\$ _____	
<b>What is/isn't included in the monthly package</b>		
Cost after you have used		
	<u>#included in package</u>	<u>free transactions</u>
Withdrawals:	# _____	\$ _____
Deposits:	# _____	\$ _____
ATM transactions:	# _____	\$ _____
Bill payments:	# _____	\$ _____
Internet access:	# _____	\$ _____
Telephone banking:	# _____	\$ _____
<b>Cheques:</b>	Telephone banking	_____
	Cost of printing cheques	_____
	Fee for non sufficient funds cheques (NSF)	\$ _____

## 6 b) Keeping Track of Your Money

### How?

- By updating your passbook or by checking your monthly statements.
- Compare your receipts to entries in your statement or passbook.

### Bank or Credit Union – What’s the Difference?

Credit Unions	Banks
<ul style="list-style-type: none"><li>• Non profit organizations owned and operated by its members.</li><li>• Credit unions are member owned. Every member owns at least one share and has a vote.</li><li>• You must become a member first to open an account at a credit union.</li><li>• Member deposits up to \$100,000 are insured by Credit Union Central of BC in case a credit union fails.</li></ul>	<ul style="list-style-type: none"><li>• For profit institutions.</li><li>• Banks are owned by its shareholders who buy its share on the stock market.</li><li>• Anyone can open an account at a bank.</li><li>• Client deposits up to \$100,000 are insured by Canada Deposit Insurance Corporation in case a bank fails.</li></ul>



- A passbook is a book with information about your transactions. You can update it as often as you want.
- A statement is a record of your transactions sent to you once a month.

## Benefits of Record Keeping

- You will know how much money you have.
- You will know if you have enough money in your account to pay upcoming bills.
- You can find out immediately if anyone has been using your account fraudulently.

Keep all your transaction slips. You will need them when you update your passbook or when you receive your statement by mail to verify that the transactions are yours.

You need to stay organized, especially if you have two or more accounts. [Here are some tips to organize your slips and receipts:](#)

- Get a few boxes, envelopes or files.
- Label them: debit transactions, ATM deposits, ATM withdrawals, etc.
- Put your receipts in the appropriate box, file or envelope.

- Keep your records for six months to a year.
- When you throw something out, shred or cut it up to protect yourself from fraud.

### Tip!

- Check your statements or passbook every month. Banks and credit unions can make mistakes and can charge you for transactions that are supposed to be free. It is **UP TO YOU** to catch and report mistakes immediately!

## 6 c) Making Banks and Credit Unions Work for You

Before calling or writing your bank about a problem, make sure you have all the details. Have paper to keep notes. Write down the name of the person you talked to, dates, time and a summary of the conversation.

You will be successful in fixing your problem if you:

- Know the problem.
- Are reasonable in what you are asking.
- Keep notes, name of the person you talked to, dates, time and a summary of the conversation.
- Are polite and stay calm.
- Have your questions ready.

### Steps

#### **Bank complaints:**

Speak to a customer service representative.



Speak to the branch manager or area manager.



Call or write to your bank's Ombudsperson.



Write to the Ombudsperson for Banking Services and Investments (OBSI).

#### **Credit Union complaints:**

Speak to a member service representative.



Speak to the branch manager.



Call or write to the CEO.

## 6 d) Protect Your Money

### Debit Card and Automated Teller Machine (ATM) Safety

- Your debit card is the key to your account(s). Keep it safe and don't share it with anyone.
- Memorize your Personal Identification Number (PIN). Never write it down and never share it with anyone.
- Avoid obvious choices, such as, phone number, birthday, address, etc. for your PIN.
- Always take your card and transaction record after you have finished at the ATM.
- If your card is lost, stolen or not returned by an ATM, call your financial institution's toll free number immediately.

### Internet transaction safety tips

- Use a combination of letters and numbers as your password.
- Change your password often and don't share it with anyone.
- Banks and credit unions do not ask for confidential information, such as your account PIN, debit card number or password. If someone is asking for these, someone may be trying to scam you. Ignore these emails. If you aren't sure, call your financial institution to check whether they sent it to you.

Protect yourself  
and your money!

Don't carry large  
amounts of cash on  
you.



## Cheque safety

- Never give a blank cheque to anyone. Always “void” it first.
- Never sign a cheque until it is completely filled out.
- Do not write a cheque payable to “cash” before you go to the bank branch or ATM. If it is lost or stolen, it can be cashed by anyone.
- Make sure that you have money in your account to cover any cheque you write or it will be returned “Not Sufficient Funds” (NSF) and you will have to pay a fine.
- Keep track of which cheque numbers you have used and still have in case they are lost or stolen.
- If your cheques are lost or stolen, notify your financial institution immediately. You may want to put a “stop payment” on it. There is a charge for this service.

## Internet and email scams

Protect yourself:

- Protect your identity and personal information, such as your address, date of birth, etc.
- Never give your credit card information to enter a site.

- Ask questions.
- Think first; don't rush.
- Talk to people you can trust and who can give you good advice, like a family member or a friend who is knowledgeable.
- Shred everything with your name on it before you throw it away.
- Do not carry your Social Insurance card in your wallet. If it is stolen, someone could steal your identity. Keep it somewhere safe in your home.

## 6 e) Office of the Ombudsperson om•buds•per•son

Pronunciation Key (ŏ m' bŭdz' pŭr'sən, -bʰdz-, -bʰɔ'dz --)

An Ombudsperson investigates complaints and mediates fair settlements, especially between aggrieved parties such as consumers or students and an institution or organization.

They also receive inquiries and complaints about the practices and services provided by public agencies. The Ombudsperson can conduct impartial and confidential investigations to determine if a public agency is being fair to the people it serves.

### In case your ID is lost or stolen...

- Call the issuer right away and inform them of it.
- Call your credit card company and cancel your credit card right away.
- Banks and credit unions will put a freeze on your account if your cheques or ATM cards are lost or stolen
- Contact Vital Statistics for your birth certificate.
- Contact Service Canada for your SIN.
- Contact ICBC's Licensing Office to get a new driver's license.



- Ombudsperson services are provided free to bank customers.
- You can contact your bank's Ombudsperson if you are not satisfied with a financial product or service.

All banks have an Ombudsperson. The following is a list of Ombudspeople for some banks in Canada. If you use a different bank, ask your bank for the contact information of their Ombudsperson.

**BMO Financial Group**

PO Box 150, 1 First Canadian Place  
Toronto, ON M5X 1H3  
Tel: 1.800.371.2541, Fax: 1.800.766.8029  
Email: [bmo.ombudsman@bmo.com](mailto:bmo.ombudsman@bmo.com)

**RBC Financial Group**

PO Box 1, Royal Bank Plaza  
Toronto, ON M5J 2J5  
Tel: 1.800.769.2542, Fax: 416.974.6922  
Email: [ombudsman@rbc.com](mailto:ombudsman@rbc.com)

**TD Bank Financial Group**

PO Box 1, Toronto Dominion Centre  
Toronto, ON M5K 1A2  
Tel: 1.888.361.0319 or 416.982.4884, Fax: 1.866.891.2410 or 416.983.3460  
Email: [td.ombudsman@td.com](mailto:td.ombudsman@td.com)

### **Scotiabank (The Bank of Nova Scotia)**

Scotia Plaza

44 King Street West

Toronto, ON M5H 1H1

Tel: 1.800.785.8772 or 416.933.3299

Fax: 1.866.787.7061

Email: [ombudsman@scotiabank.com](mailto:ombudsman@scotiabank.com)

### **Canadian Imperial Bank of Commerce (CIBC)**

PO Box 342, Commerce Court

Toronto, ON M5L 1G2

Tel: 1.800.308.6859 or 416.861.3313, Fax: 1.800.308.6861 or  
416.980.3754

Email: [ombudsman@cibc.com](mailto:ombudsman@cibc.com)

If your bank's ombudsperson fails to respond to your complaint, contact:

### **Canadian Banking Ombudsman**

401 Bay Street, Suite 1505 PO Box 5

Toronto, ON M5H 2Y4

Toll free Tel: 1.888.451.4519, Toll free Fax: 1.888.422.2865

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)