

Pure Banking. Nothing else.™

BANKING GUIDE

State Bank of India (Canada), hereinafter referred to as "SBIC" and "the Bank".

(A) SETTING UP YOUR ACCOUNT (WHEN YOU VISIT THE BANK)

The clients who visit a branch for opening a retail deposit account are required to provide the following:

- i. A duly completed account opening form;
- ii. Two pieces of identification documents from among those set out in Schedule A or B of this document, of which at least one piece should be from those set out in Schedule A. The Bank might require you to make available a copy of these identification documents for record while opening the account **OR** one piece of identification document from among those set out in Schedule A below, if your identity is also confirmed by a client in good standing with the Bank or by an individual of good standing in the community where the Bank is situated.
- iii. The identification documents presented must be original and valid;
- iv. Certain information about you, as listed in Schedule C of this document, orally or in writing, if the information is not available on the pieces of identification provided by you;
- v. You shall consent to Bank's verifying the information as well as identification documents presented by you as set out in Schedule A to Schedule C.

Schedule A

(Includes documents issued by provincial, territorial or federal government. All Part A documents have a unique identifier number.)

- i. A driver's license issued in Canada.
- ii. A Canadian Passport.
- iii. A certificate of Canadian Citizenship of naturalization, in the form of a paper document or card but not a commemorative issue.

- iv. A permanent resident card or Citizenship and Immigration Canada form - IMM 1000, IMM 5292 or IMM 1442.
- v. A birth certificate issued in Canada.
- vi. A social insurance number card issued by the Government of Canada.
- vii. An old age security card issued by the Government of Canada bearing the Social insurance Number of the person named on the card.
- viii. A certificate of Indian status issued by the Government of Canada.
- ix. A provincial or territorial health insurance card. (except those issued in Ontario, Manitoba and Prince Edward Island)
- x. 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 municipal relations; Department of transportation and Public works of the province of Prince Edward Island; Service New Brunswick; Department of government services & lands of the province of Newfoundland and Labrador; Department of transportation of Northwest territories; Department of Community Government and transportation of the territory of Nunavut.

Schedule B

- i. An employee Identity Card, issued by an employer that is well known in the community, bearing individual's photograph.
- ii. 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.
- iii. 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.
- iv. A Canadian National Institute of the blind (CNIB) client card bearing the individual's photograph and signature.
- v. A foreign passport.

Schedule C

- i. Your name.
- ii. Your date of birth.
- iii. Your address.
- iv. Your principal business or occupation, if any.
- v. Political status, if any.
- vi. Any other information as required by Canadian Law.

Note: If the information listed in Schedule C is not available on the pieces of identification documents presented by you to the Bank, you will be required to disclose all such information verbally or in writing to the Bank. ("Some conditions apply; please refer to our Access to Basic Banking brochure available at our branches and on our website www.sbicanada.com for more details.").

Based on circumstances or the verification of the pieces of identification documents provided by you, the Bank might ask you to present one additional piece of identification that bears your photograph and signature from the documents listed in Schedule A of this document.

In certain circumstances, the Bank might refuse to open a retail deposit account. Please refer to our Access to Basic Banking brochure available at our branches and on our website www.sbicanada.com for more details.

(B) SETTING UP YOUR ACCOUNT (WHEN YOU DO NOT VISIT THE BANK)

The clients who wish to submit an account opening application through the internet or mail are required to provide the following:

- i. Provide a pre-printed cheque of any amount drawn on another financial institution. SBIC will use this cheque to ascertain your identity and deposit the proceeds in your newly opened retail deposit account.
- ii. Provide consent to the Bank for obtaining an electronic identification file, also referred to as Credit File, or a Credit Report through a credit bureau for the purpose of verifying the information provided by the client through the account opening form. Your credit file or credit report must be based on Canadian credit history of at least 6 months duration.

(C) CASHING GOVERNMENT OF CANADA CHEQUES * AND OTHER INSTRUMENTS (FOR NON ACCOUNT HOLDERS):

If you wish to cash Government of Canada cheques* but do not maintain an account with the Bank, we will cash your Government of Canada cheques as long as the cheque is for \$1500 or less and you show us acceptable identification documents.

You will be required to present the following:

- i. Two pieces of identification from among those set out in Schedule A or B of this document; or
- ii. One piece of identification from among those set out in Schedule A or B of this document where the following conditions are met:
 - That piece bears your signature and photograph ; or
 - Your identity is also confirmed by a client in good standing with the Bank or by an individual of good standing in the community where the Bank is situated.
 - State Bank of India (Canada) will not charge any fees for cashing a Government of Canada cheque.

* Government of Canada cheque is a cheque issued by the federal government, such as an employment insurance, old age security or GST/HST credit or Canada child tax benefit cheque.

(D) COERCIVE TIED SELLING:

In compliance with the Section 459.1 of the Bank Act, SBIC does not practice coercive tied selling. We do not impose undue pressure on, or coerce you to obtain a product or service from our Bank as a pre-condition of obtaining the product or service you want. Please refer to our Coercive Tied Selling brochure available at our branches and on our website www.sbicanada.com for more details.

(E) BRANCH CLOSURE:

- i. In the event of closure or cessation of activity of an urban branch, SBIC will give an advance notice of at least four months before such closure.
- ii. In the event of closure or cessation of activity of a rural branch, SBIC will give an advance notice of at least six months before such closure.
- iii. The Bank will give the notice by way of: (a) The notice of closure or cessation of activity shall be displayed prominently on the notice board of the concerned branch. (b) The notice shall be displayed on the website of SBIC (c) The notice shall be sent to each customer of the Branch either with the regular statement or through separate mail.

(F) INFORMATION ABOUT INCREASE IN SERVICE CHARGES OR INTRODUCTION OF A NEW SERVICE CHARGE:

If the Bank increases or introduces a new charge applicable to personal deposit accounts, the Bank shall disclose the changes as follows.

- i. The notice of increase of a charge or the new charge shall be displayed prominently on the notice board of SBIC's Branches 60 days in advance.
- ii. The notice of increase of a charge or the new charge shall be displayed on the Bank's website 60 days in advance.
- iii. The notice of increase of a charge or the new charge shall be send to each customer who receives a statement of account from the Bank 30 days in advance along with the regular statement or separately mailed.

(Please refer to our website www.sbicanada.com for more details)

G) TAXES:

Certain products and services offered by the Bank may be subject to taxes. In such cases, the Bank will collect and pay the applicable taxes, as required.

(H) DEPOSIT INTEREST RATES:

Savings/Super Saver Accounts: Interest is calculated on daily closing balance and credited at the end of each month. GIC Accounts: Interest is compounded annually and payable at the end of the term. Rates are subject to change without notice at any time. Up-to-date information is available at any SBIC branch, SBIC web site: www.sbicanada.com or by calling 1-866-SBIC-NOW. Interest rates are per annum.

(I) CHEQUE HOLD PERIOD:

The hold period as defined in this brochure applies to funds deposited by cheques or other instruments to a retail deposit account or to a deposit account held by an "eligible business".

i. Availability of the First \$100 :

The eligible customers can withdraw first \$100 of all funds deposited to a retail deposit account by a cheque or other instrument in the following manner:

- Immediately, if the cheque is deposited in person with an employee at one of the branches or point of service of the Bank; or
- On the business day following the day of the deposit, if it is not deposited in person, i.e., deposited in any other manner.

ii. Cheque or other instrument not exceeding \$1,500:

- No more than four business days after the day of the deposit, if it is deposited in person with an employee of the Bank at one of the branches or point of service of the Bank; or
- No more than five business days after the day of the deposit, if it is not deposited in person, i.e. deposited in any other manner.

iii. Cheque or other instrument exceeding \$1,500 :

- No more than seven business days after the day of the deposit, if it is deposited in person with an employee of the Bank at one of the branches or point of service of the Bank; or
- No more than eight business days after the day of the deposit if it is not deposited in person, i.e., deposited in any other manner.

(Some conditions apply. Please refer to our Cheque Hold brochure available at our branches and on our website www.sbicanada.com for more details.)

Note: An "eligible business" is defined as any business with authorized credit of less than \$1 million, fewer than 500 employees and annual revenues of less than \$50 million.

(J) DEPOSIT INSURANCE:

State Bank of India (Canada) is a member of **Canada Deposit Insurance Corporation**. Saving Accounts, GICs and other deposit accounts are eligible for deposit insurance from the Canada Deposit insurance Corporation, subject always to maximum coverage limitations as outlined in CDIC brochure "Protecting Your Deposits", and provided they are in Canadian dollars, are payable in Canada and have a term of no more than 5 years.

To find out information about deposit insurance from the **Canada Deposit Insurance Corporation** including what instruments and/or products are eligible for deposit insurance, visit their website www.cdic.ca. Information on deposit insurance is also available in the CDIC brochure entitled "Protecting Your Deposits"

(K) PRIVACY:

At SBIC we are committed to respecting and protecting the privacy and confidentiality of your personal information. For complete details about our privacy commitment to you, please refer to our Privacy Policy brochure available at our branches or visit our website www.sbicanada.com

(L) COMPLAINT RESOLUTION PROCEDURE:

State Bank of India (Canada) [hereinafter referred to as the ~~%Bank+~~ Bank] believes in developing long-term relationships with all our customers. The Bank understands that to maintain such relationships, it is necessary to address and resolve all problems or concerns of its Customers, which may arise in the course of business, in a consistent and satisfactory manner.

Please follow the following steps if you have any concern or complaint about the product or services provided by the Bank.

Step 1: Speak to the Branch Representative at the branch/ office where you conduct your business, about the problem or concerns faced. The Branch Representative will try to resolve your problem or concern at the earliest possible and you will receive a response within 7 days.

Step 2: If your concern is not addressed or resolved, you can speak directly to the Branch Compliance Officer / Branch Head, who have the authority to deal with most situations. You can submit the complaint in writing or verbally to the Branch Compliance Officer / Branch Head. The Branch Compliance Officer / Branch Head will try to resolve your problem or concern at the earliest possible and you will receive a response within 7 days.

Step 3: If you are not satisfied with the resolution of the complaint provided at the Branch, you may contact the Complaints Handling Officer of the Bank at the following address:

Complaints Handling Officer
 State Bank of India (Canada)
 200, Bay Street, Suite #1600
 Royal Bank Plaza (North Tower)
 Toronto, ON M5J2J2
 Phone: 416-865-0414(Ex. 2229)
 Fax: 416-865-1735
Email: complaint_handling_officer@sbicanada.com,
TOLL FREE: 1866-724-2669

The Complaints Handling Officer will convey the decision of the Bank within a period of 15 days from the date of the complaint being referred to him. You can obtain a status update of your complaint any time by writing to the Branch Head or the Complaints Handling Officer.

PRIVACY OFFICER

If you have any complaints / or concerns relating to privacy issues regarding collection, use & disclosures of personal information by the Bank, you can contact Privacy officer of the Bank by mail or email on the following address:

Privacy Officer
 State Bank of India (Canada)
 200 Bay Street, Suite # 1600
 Royal Bank Plaza (North Tower)
 Toronto- ON M5J 2J2
 Phone: 416-865-0414(Ex 2234)
 Fax: 416-865-1735
 Email: Privacy.Officer@sbicanada.com

The Privacy Officer shall acknowledge the concern within 7 business days of receipt of the complaint and respond upon completion of the investigation. A copy of Privacy Policy of the Bank is available on our website.

Ombudsman for Banking Services and Investments (OBSI)

If you wish to escalate the complaint to OBSI, you must do so within 180 calendar days of receiving the final response of the Bank. If you desire, Complaint Handling Officer of the Bank can help you in forwarding your concerns to OBSI.

You can contact OBSI, at the following address:

Ombudsman for Banking Services and Investments (OBSI)
 401, Bay Street, Suite 1505
 PO Box . 5, Toronto, ON, M5H 2Y4
 Toll-free Telephone: 1.888.451.4519
 Toll- Free TTY: 1-855-TTY-OBSI(1-855-889-6274)
 Toll-free Fax: 1.888.422.2865
 Email: ombudsman@obsi.ca Website: www.obsi.ca

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Financial Consumer Agency of Canada (FCAC)

You can also contact the Financial Consumer Agency of Canada (FCAC) at any stage of your complaint. The FCAC supervises federally regulated financial institutions to ensure that they comply with federal consumer protection laws and regulations. If your concern is about a consumer provision, or an FCAC-targeted code of conduct or public commitment, you can contact FCAC at the following address:

Financial Consumer Agency of Canada
 6th floor, Enterprise Building
 427 Laurier Avenue West
 Ottawa, Ontario K1R 1B9
 Phone: (Service in English) 1-866-461-FCAC (3222)
 (Service in French) . 1-866-461-ACFC (2232)

Fax: 1-866-814-2224

Email: info@fcac-acsc.gc.ca

Website: www.fcac-acfc.gc.ca

Office of the Privacy Commissioner of Canada (OPC)

OPC is an independent office responsible for assisting customers with their privacy concerns. If the customers wish, the Privacy Officer of the Bank will assist them in forwarding their concerns to the OPC. If you feel that the action taken by the Privacy Officer of the Bank to resolve your privacy concerns was not appropriate, you can contact the Office of the Privacy Commissioner of Canada (OPC) at the following address:

<p>For General Inquires: Toll-free: 1-800-282-1376 Phone: (613) 947-1698 Fax: (613) 947-6850 TTY: (613) 992-9190 Website: www.priv.gc.ca</p>	<p>For Filing a Complaint: By Mail: Office of the Privacy Commissioner of Canada 112 Kent Street Place de Ville, Tower B, 3rd Floor Ottawa, Ontario K1A 1H3 By Fax: (613) 947-6850, Online: Visit www.priv.gc.ca for instructions</p>
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(If you have any suggestions or comments to improve the clarity of this document, please send your feedback at: suggestions@sbicanada.com)



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Toll Free: 1-866-SBIC-NOW (1-866-724-2669)
Fax: 416-865-0735 / 416-865-0324
Website: www.sbicanada.com

Our Branches

Toronto ~ Mississauga ~ Scarborough ~ Brampton
Vancouver ~ Surrey ~ Abbotsford