



HCB's voluntary codes of conduct and public commitments

Habib Canadian Bank complies with many industry codes of Conduct and Public Commitments that are designed to protect consumers. The Financial Consumer Agency of Canada (FCAC) monitors our adherence to Codes of Conduct and Public Commitments.

Bank's voluntary codes of conduct:

- Canadian Code of Practice for Consumer Debit Card Services

This code of conduct is designed to protect Canadian consumers who use debit card services. It outlines industry practices as well as the responsibilities of consumers and the industry in relation to debit card transactions and liability.

Code of Conduct for the Payment Card Industry in Canada. This code of conduct applies to payment card network operators and their participants. It outlines the operators' responsibilities for providing information, flexibility and choice to merchants.

- Code of Conduct for Federally Regulated Financial Institutions—Mortgage Prepayment Information

This code of conduct is designed to ensure that enhanced information is available to assist borrowers in making decisions about mortgage prepayment.

- Canadian Bankers Association's Model Code of Conduct for Bank Relations with Small- and Medium-Sized Businesses

The Bank adheres to a code of conduct developed by the Canadian Bankers Association («CBA») and outlines minimum standards for banks dealing with small and medium-sized enterprises («SMEs»). The code outlines the banks' responsibilities when it processes loan or credit applications by small and medium-sized businesses.

- Principles of Consumer Protection for Electronic Commerce: A Canadian Framework

These principles are intended to guide the actions of businesses, consumers and governments in Canada in developing a consumer protection framework for electronic commerce over open networks, including the Internet. The framework also clarifies the responsibilities associated with the service.



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Bank's voluntary public commitments

- Canadian Bankers Association: Commitment to Provide Information on Mortgage Security -
This public commitment sets out the nature of the information about mortgage security that the Bank will provide to consumers shopping for a mortgage to obtain funds for the purchase of a residential property, and before finalizing their choice of product, consumers have enough information to understand the implications of their choice.

- Canadian Bankers Association: Commitment on Powers of Attorney and Joint Deposit Accounts -
This public commitment sets out the information about PoAs that HCB will make available to clients who want to give someone else the authority to do banking for them. The commitment also sets out information that the bank will make available to our clients about joint deposit accounts.

- Commitment on Modification or Replacement of Existing Products or Services -
This public commitment outlines the procedures for banks to follow when they modify or replace existing personal products or services. It excludes optional products and services as defined by the *Negative Option Billing Regulations*.

- Commitment on Low-cost and no-cost accounts
Several Canadian banks, including HCB, committed to enhance their low-cost bank accounts and offer no-cost accounts with the same features as low-cost accounts to a wider range of eligible consumers. No-cost accounts will be available to youth, students, seniors qualifying for the Guaranteed Income Supplement, and Registered Disability Savings Plan beneficiaries. This will ensure that Canadians have access to affordable banking services. The Bank is committed to ensuring that low or no cost accounts are considered when designing new products. The present product offering is essentially low cost, and only a small fraction of the personal account client base pays monthly fees.

- Canadian Bankers Association's Guidelines for the Transfer of Registered Plans
This is a commitment outlining the maximum amount of time that the bank requires when transferring a registered savings plan («RSP») containing deposit type instruments, mutual funds or securities between financial institutions.

- Canadian Bankers Association: Online Payments
This public commitment outlines consumer and industry responsibilities related to the use of online payment systems in Canada. A process for dealing with disputes is included in the commitment.

- Canadian Bankers Association Commitment: Plain-Language Mortgage Documents
This document reflects, as a CBA member bank, HCBs' commitment to improving the understanding of residential mortgage documents.



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- Annual Report for the Code of Conduct for the Delivery of Banking Services to Seniors

Institutions like HCB that have committed to the Code of Conduct for the Delivery of Banking Services to Seniors will publish, at least annually, a report on:

- steps taken to support each principle of the Code
- any other steps taken to improve the delivery of banking services to seniors

Each Bank will publish the report on its website within 135 days following the end of its financial year. Banks will also provide a copy of the report to FCAC, who will compile and make this information available to the public.

- Fraud Protection

While banks have extensive security systems in place and work around the clock to protect customers from fraud and assist police in their investigations, consumers have a role to play in protecting themselves as well. The CBA publishes a regular fraud prevention tip newsletter to help consumers spot scams.

To view the details of above Voluntary codes of conduct and voluntary commitments on Canadian Bankers Association website, please visit:

<https://cba.ca/article/voluntary-commitments-and-codes-of-conduct>