



Opening a Personal Bank Account: Understanding Your Rights

Your rights

Under Canadian law, you have the right to open a personal bank account. You can open an account even if:

- you don't have a job
- you don't have money to put in the account right away
- you have been bankrupt.

Exceptions: The bank can refuse to open an account for you if they suspect you have committed a crime related to any bank, if you harass or threaten a bank employee, or if you show false identification.

How to open an account

To open an account, you have to:

- go to the bank in person, and
- show the bank some identification (ID).

You must use *original* ID, not photocopies.





What identifi- cation (I.D.) do you need?	There are different combinations of ID you can use. You have three choices. Choice 1 – Show two pieces of ID from List A:				
	Canadian driver's licence				
	current Canadian passport				
	Canadian birth certificate				
	Social Insurance Number (SIN) card				
LIST A	Old Age Security card with your Social Insurance Number (SIN) on it				
	Certificate of Indian Status				
	 provincial or territorial health insurance card (this cannot be used in Ontario, Prince Edward Island or Manitoba) 				
	Certificate of Canadian Citizenship or Certification of Naturalization				
	 Permanent Resident card or a Citizenship and Immigration Canada form IMM 1000, IMM 1442, or IMM 5292 				
	If you don't have two pieces of ID from List A above, you can:				
	Choice 2 – Show one piece of ID from List A and one piece of ID from List B, below:				
	employee ID card with your picture on it				
	 debit card or bank card with your name and signature on it 				
LIST B	Canadian credit card with your name and signature on it				
	 client card from the Canadian National Institute for the Blind with your picture and signature on it 				
	current foreign passport				

OR

Choice 3 – Show one piece of ID from List A and have someone the bank knows confirm that you are who you say you are.

Can you show other types of I.D.?	Yes. To find out what they are, call the Financial Consumer Agency of Canada (FCAC) toll-free at: 1-866-461-3222.	
What can you do if the bank won't open an account	• The bank must give you a letter saying that it will not open an account for you. If you do not receive it, ask for it. The bank must also tell you how to contact FCAC.	
for you?	 Tell the bank you want to make a complaint. By law, all banks must have a complaint-handling process. 	
	Contact FCAC for more information.	

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About FCAC

With educational materials and interactive tools, the Financial Consumer Agency of Canada (FCAC) provides objective information about financial products and services to help Canadians increase their financial knowledge and confidence in managing their personal finances. FCAC informs consumers about their rights and responsibilities when dealing with banks and federally regulated trust, loan and insurance companies. FCAC also makes sure that federally regulated financial institutions, payment card network operators and external complaints bodies comply with legislation and industry commitments intended to protect consumers. You can reach us through the FCAC Consumer Contact Centre by calling toll-free 1-866-461-3222 (TTY: 613-947-7771 or 1-866-914-6097) or by visiting our website: **fcac.gc.ca**.

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