



Financial Consumer
Agency of Canada

Agence de la consommation
en matière financière du Canada

Opening a Personal Bank Account





Opening a Personal Bank Account

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.

What do you have to do to open an account?

To open an account, you have to:

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

You must use *original* I.D., not a photocopy.



What identification (I.D.) do you need?

You must have at least one piece of I.D. from Box A.

There are different combinations of I.D. you can use.
You have **three choices**.

Box A

Choice #1 – Show two pieces of I.D. from this box:

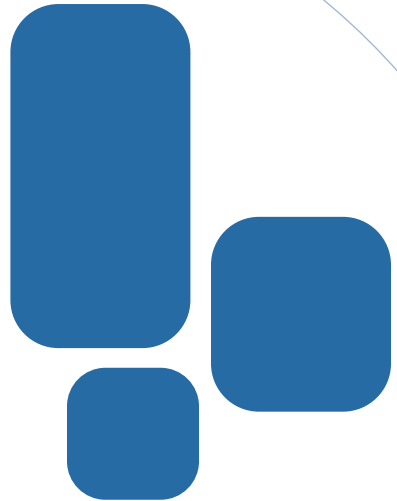
- Canadian driver's license
- current Canadian passport
- Canadian birth certificate
- Social Insurance Number (SIN) card
- Old Age Security card with your Social Insurance Number on it
- Certificate of Indian Status
- provincial or territorial health insurance card (this cannot be used in Ontario, PEI 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 I.D. from Box A you can:

Choice #2 – Show one piece of I.D. from Box A and one piece of I.D. from this box:

- employee I.D. card
- debit card or bank card with your name and signature on it
- Canadian credit card with your name and signature on it
- current foreign passport

Choice #3 – Show one piece of I.D. from Box 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 if the bank won't open an account for you?

The bank **can** refuse to open an account for you if you have committed a crime, or if you show false identification.

For more information on when a bank can refuse to open an account for you, call FCAC.

What can you do if the bank won't open an account for you?

- Ask the bank for a letter saying that it will not open an account for you. The bank must give you this letter. The bank must also tell you how to contact FCAC. It's the law.
- Tell the bank you want to make a complaint. By law, all banks must have a complaint-handling process.
- Call FCAC. We're here to help.





What is the Financial Consumer Agency of Canada (FCAC)?

FCAC is an agency of the federal government. FCAC makes sure that banks respect the laws that protect you.

How can you contact FCAC?

You can contact FCAC when you need free help and information about banking.

**Toll-free telephone:
1-866-461-3222**

**E-mail: info@fcac.gc.ca
Web site: www.fcac.gc.ca**