

For more information
on personal accounts and services

talk to a CIBC advisor
visit your nearest branch
call 1 800 465-CIBC (2422)
visit cibc.com

Personal Account Service Fees

December 8, 2013



**FOR
WHAT
MATTERS.**

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CIBC Personal Banking Solutions at Your Fingertips.

Looking for **fast, convenient and straightforward** information on your CIBC personal accounts? Inside this guide, you'll find details on CIBC personal banking account fees, policies and agreements.

We hope you find this guide **helpful**. If you have any questions, please contact a CIBC advisor or call 1 800 465-CIBC (2422).

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Chequing Account Options

CIBC Everyday® Chequing Account

For your basic banking needs.

Overview[†]:

- Up to 10 transactions[†] for \$3.90 per month; \$1.00 for each additional transaction over 10
- Your \$3.90 monthly fee is waived if you maintain a minimum balance of \$1,000
- Personalized cheques available

Record-keeping:

- Free paperless¹, monthly statement or quarterly statement record-keeping
- Bankbook record-keeping – \$2.00/month
- Monthly statement with cheques imaged² – \$2.50/month
- Interim statement – \$4.50 each

CIBC EverydayPlus® Chequing Account

Value for your day-to-day banking needs.

Overview[†]:

- Up to 25 transactions[†] for \$9.95 per month; \$1.00 for each additional transaction over 25
- Send 1 free *Interac* e-Transfer[®] per month³
- Personalized cheques available

Record-keeping:

- Free paperless¹ record-keeping
- Monthly statement – \$2.00/month
- Quarterly statement – \$0.50/month
- Bankbook record-keeping – \$2.00/month
- Monthly statement with cheques imaged² – \$2.50/month
- Interim statement - \$4.50 each

CIBC Unlimited® Chequing Account

Gives you unlimited day-to-day banking for a flat monthly fee.

Overview[†]:

- Unlimited transactions[†] for \$13.95 per month
- Send 2 free *Interac* e-Transfers per month³
- Personalized cheques available

Record-keeping:

- Free paperless¹ record-keeping
- Monthly statement – \$2.00/month
- Quarterly statement – \$0.50/month
- Bankbook record-keeping – \$2.00/month
- Monthly statement with cheques imaged² – \$2.50/month
- Interim statement – \$4.50 each

Savings Account Options

CIBC eAdvantage® Savings Account

Maximize your savings.

Overview[†]:

- Earn competitive high interest when your balance is \$5,000 or more
- Manage your account activity online
- \$5.00 per transaction[†]
- Free online transfers to your other CIBC personal bank accounts (excludes *Interac* e-Transfer which will be treated as a transaction)
- Personalized cheques available

Record-keeping:

- Paperless¹ record-keeping is free and is the only record-keeping option available for this account

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 11-16 for details.

^Δ See Additional Account Details on page 7 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

^Δ This is a non-interest bearing account.

CIBC Bonus Savings Account

Build your savings.

Overview†:

- Earn competitive interest when your balance is \$3,000 or more
- Earn interest on every dollar saved
- One free transaction[▲] per month and \$5.00 for each additional transaction
- Personalized cheques available

Record-keeping:

- Free paperless[†] record-keeping
- Monthly statement – \$2.00/month
- Quarterly statement – \$0.50/month
- Bankbook record-keeping - \$2.00/month
- Monthly statement with cheques imaged[‡] – \$2.50/month
- Interim statement – \$4.50 each

CIBC Premium Growth Account

Start your savings.

Overview†:

- Earn interest on every dollar saved
- \$1.50 per transaction[▲]
- Personalized cheques available

Record-keeping:

- Free paperless[†] record-keeping
- Monthly statement – \$2.00/month
- Quarterly statement – \$0.50/month
- Bankbook record-keeping – \$2.00/month
- Monthly statement with cheques imaged[‡] – \$2.50/month
- Interim statement – \$4.50 each

Specialty Account Options

CIBC PremierService® Account

Takes care of your banking, investing and credit needs in a complete package for one monthly fee.

Overview†:

- Unlimited transactions[▲] on this account for \$28.95 per month
- Includes a select CIBC Credit Card with an additional credit card[‡]
- Includes unlimited non-CIBC *Interac*® bank machine withdrawals in Canada from this account each month
- Send 2 free *Interac* e-Transfers per month[‡]
- Includes money orders, bank drafts and certified cheques
- Includes stop payments (on cheques and pre-authorized payments[‡] only)
- No annual administration fee on CIBC Mutual Fund RRSPs[‡]
- Commission-free regular Travellers Cheques
- Discounted commission of 0.75% on *Cheques for Two*®
- Includes personalized CIBC PremierService cheques
- If you apply for and are approved for CIBC Overdraft Protection Service[‡] (COPS), the COPS fee is not applicable, however you will pay interest on any overdraft amount on your account. Refer to page 9, **CIBC Overdraft Protection Service (COPS)** for more details on interest costs and over limit fees.

Record-keeping:

- Free record-keeping including paperless option[†]
- Interim statement – \$4.50 each

Note on closing the account:

For customers who choose to close their CIBC PremierService Account, regular annual fees will apply on their select CIBC Credit Card and the additional card. The current regular annual fee for these Credit Cards can be found online at CIBC.com, by calling CIBC Telephone Banking at 1 800 465-2422 or you can inquire at any CIBC branch. These fees will be charged automatically to your Credit Card account on the first or second statement after you close your CIBC PremierService Account.

† Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 11-16 for details.

▲ See Additional Account Details on page 7 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

Also, the regular annual administration fee for CIBC Mutual Fund RRSPs which is available in the Fund's Simplified Prospectus[†] will apply for customers who choose to close their CIBC PremierService Account. Once your CIBC PremierService Account is closed the annual administration fee will be reinstated on your registered CIBC Mutual Fund account.

CIBC US\$ Personal Account

Ideal if you regularly receive U.S. funds or travel frequently to the U.S.

Overview[†]:

- Interest calculated daily on the closing balance and paid monthly
- \$0.75 U.S./transaction[‡] (all fees for this account are levied in U.S. funds)
- Deposit U.S. funds directly at any CIBC bank machine
- Withdraw U.S. funds from any CIBC U.S. currency bank machine
- Personalized cheques available

Record-keeping:

- Free paperless[†] record-keeping
- Monthly statement – \$2.00 U.S./month
- Quarterly statement – \$0.50 U.S./month
- Bankbook record-keeping – \$2.00 U.S./month
- Interim statement – \$5.00 U.S. each

Note on cheques:

Cheques can be written on US\$ Personal Accounts. The transaction fee shown is for cheques written in U.S. currency only. For U.S. dollar cheques ordered prior to December 2011, if the payee of the cheque negotiates the cheque at a financial institution outside Canada, that institution may not accept the cheque or may deduct a large fee from the cheque's face value.

Note on Canadian dollar deposits:

If Canadian dollars are deposited into the account, the exchange rate used will be the rate prevailing at the time the transaction is processed.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 11-16 for details.

[‡] See Additional Account Details on page 7 for the definition of "transaction" and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

CIBC Advantage[®] for Youth

Anyone 18 years of age or younger qualifies for free transactions[‡] on the CIBC Premium Growth Account which also offers premium interest for Youth. Free record-keeping options are available including paperless option[†].

NOTE: To take advantage of our youth benefits, we will ask for your birth date.

CIBC Advantage[®] for Students

Full-time college, university or CEGEP students qualify for unlimited transactions[‡] and no monthly fee on the CIBC Everyday Chequing Account.

NOTE: To enjoy the benefits of our special student discounts, we'll ask to see your current student card and a copy of your enrolment documentation to verify you are attending a qualifying, full-time post-secondary program (college, university, CEGEP). Your discount will remain in effect up to a maximum of 4 years from your program enrolment date (based on expected graduation date or the length of the program). After this, you must re-apply with proof of continued enrolment.

CIBC 60 Plus Advantage[®]

When you turn sixty, let us know! Upon your request we'll enrol you in CIBC 60 Plus Advantage so that you can take advantage of the benefits that apply to your account[‡] or open one of the accounts discussed in this brochure and receive special discounts exclusive to individuals 60 years and older, where applicable. Until you request enrolment, these benefits and discounts will not apply to you.

Here are the benefits you can start enjoying when you enrol:

- Free transactions[‡], no monthly fee and free record-keeping including paperless option[†] on the CIBC Everyday Chequing Account
- 2 free transactions[‡] per month on the CIBC Premium Growth Account
- 2 free transactions[‡] per month on the CIBC US\$ Personal Account
- Free bank drafts and money orders

- \$5.00 off the annual rental of a safety deposit box (any size)
- Commission-free regular Travellers Cheques
- Discounted commission of 0.75% on *Cheques for Two*
- For steady income, you may choose a CIBC GIC with a monthly interest option, where available. The interest rate reduction, regularly applicable to this option, will be waived

NOTE: To take advantage of CIBC 60 Plus Advantage benefits, we will ask you for your birth date.

Additional Account Details

Transactions:

A transaction includes cheques, withdrawals, transfers, pre-authorized payments, bill payments (including CIBC Credit Cards and CIBC Personal Lines of Credit) and debit purchases. For CIBC eAdvantage Savings Accounts, a transaction does not include transfers to your other CIBC bank account(s) using the transfer function on CIBC Online Banking® and CIBC Mobile Banking®. For all accounts, transfers to CIBC-branded⁷ loans (excluding CIBC personal lines of credit), mortgages and investments (registered and non-registered) are free.

Additional fee(s) apply to withdrawals from non-CIBC bank machines, *Interac* e-Transfer transactions (see pages 11-12) and transactions in foreign currency (including cheques written in currencies other than the account currency) (see pages 13-14). These fees apply to all customers, including CIBC Advantage for Youth, CIBC Advantage for Students and CIBC 60 Plus Advantage customers.

Statements:

Free Braille or Large Print statement available upon request.

Details on Using Your Accounts

CIBC Cardholder Banking Service

With the CIBC Cardholder Banking Service (previously known as the CIBC Convenience Banking Service), you can take care of your day-to-day banking needs 24/7 through CIBC bank machines including President's Choice Financial® bank machines, and CIBC Online Banking, CIBC Mobile Banking and Telephone Banking. You can call 1 800 465-CIBC (2422) anytime to speak to a CIBC Financial Service Representative.

CIBC Debit Cards

When you open your account, you'll get a CIBC Debit Card which you can use to access your account. Your CIBC Debit Card includes the security of chip technology and active fraud monitoring.

For more information on CIBC Debit Cards, including card features and how to protect your Debit Card, please see the "Get more with your debit card" brochure available at any CIBC branch or by calling Telephone Banking at 1 800 465-CIBC (2422).

CIBC Overdraft Protection Service (COPS)

Protect yourself from an unexpected temporary shortfall of funds with CIBC Overdraft Protection Service. This service is available, subject to credit approval, on most Canadian dollar personal accounts and is one way to ensure you're covered in case of an overdraft.

There are two overdraft fee options available for COPS. These overdraft fee options do not apply to CIBC PremierService Accounts.

Pay Per Use Fee

A \$5.00 fee will be applied to your account for any business day (based on end-of-day balances) in which an overdraft is created or increased. You also pay interest on the outstanding overdraft amount. There is no charge unless the overdraft is used.

Monthly Fixed Fee

A fixed monthly fee of \$4.00 is applied to your account at the end of every month regardless of whether the overdraft is created or increased or how many times the overdraft is used in the month. If the overdraft is used, you also pay interest on the outstanding overdraft amount.

CIBC's overdraft interest rate is currently 21% per year and may vary from time to time. Interest will be calculated and debited monthly to your account, based on the final daily indebtedness in the account throughout the calendar month. Interest at the rate set by CIBC will apply both before and after the indebtedness becomes payable, before and after the CIBC Overdraft Protection Service Addendum is terminated, and before and after judgment is obtained against you.

If you have COPS and you are at (or over) your Overdraft Limit, and CIBC chooses to process a debit which overdraws your account, or which exceeds (or further exceeds) your Overdraft Limit, you will pay CIBC a \$5.00 charge (based on end-of-day balances), plus interest, at CIBC's then current overdraft interest rate, on the indebtedness, in addition to the overdraft fee option that applies to your account. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future.

If you are not covered by CIBC Overdraft Protection Service, and CIBC chooses to process a debit which overdraws your account (based on end-of-day balances), you will pay CIBC a \$5.00 charge, plus interest, at CIBC's then current overdraft interest rate, on the indebtedness. If CIBC chooses to allow one or more such debits, it has no obligation to do so again at any time in the future.

Managing Your Day-to-Day Banking

Once you have your CIBC Debit Card, it's easy for you to access your money to do whatever you want – pay bills, make purchases, transfer money and more.

Direct Deposits

- Save yourself trips to the branch or bank machine to deposit cheques by signing up for direct deposits
- Regular deposits, such as your pay, government cheques, investment income payments, etc. can be deposited directly into your account
- You can access your money right away with no holds applied; see page 25 for our Hold Policy on Cheques

Bill Payments

- Register your bills once and pay your bills easily, quickly and conveniently
- Pay online, by phone or through a CIBC bank machine
- For your records, you'll get a confirmation number with every payment

Pre-Authorized Payments

Ensure your bills are automatically paid on time. All you have to do is:

- Contact the company (utility, cable, insurance, etc.)
- Tell them you want to set up pre-authorized payments
- Fill out their pre-authorized payments form
- Have your basic account information or, if you have a CIBC Advantage Debit Card, your debit card information handy (or you may need to provide a void cheque)

epost™

The epost service enables you to view selected bills online through CIBC Online Banking and CIBC Mobile Banking – safely, conveniently, and at no extra charge. You can:

- Choose to be informed by email when a new bill has arrived in your epost inbox
- View, pay and even print your bills by registering for epost through CIBC Online Banking

Interac e-Transfer (previously Interac Email Money Transfer)

Send money to anyone with a personal Canadian dollar bank account using CIBC Online Banking and CIBC Mobile Banking.

- It's quick, easy and secure
- All you need is the person's email address
- Visit www.cibc.com to find out more

Personal Banking Services and Fees

The following are fees and services that may not be included in the monthly account or transaction fees. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars:

Service	Fee Per Item
Withdrawals Made at Non-CIBC Bank Machines <ul style="list-style-type: none"> In Canada (<i>Interac</i> network) In U.S. (Plus™ and Visa™ networks) Outside of Canada and U.S. (Plus and Visa networks or other networks we make available) 	<ul style="list-style-type: none"> \$1.50 each^a \$3.00 each^a plus a 2.5% administration fee⁹ \$5.00 each^a plus a 2.5% administration fee⁹
Debit Purchases (and returns/credits) made with Merchants and Withdrawals made at Financial Institutions Outside Canada with a CIBC Advantage Debit Card <ul style="list-style-type: none"> In U.S. or other Foreign currency 	<ul style="list-style-type: none"> Additional 2.5% administration fee⁹
Bank Drafts and Money Orders <ul style="list-style-type: none"> Canadian currency U.S. currency Foreign currency 	<ul style="list-style-type: none"> \$7.50⁺ \$7.50 CDN⁺ \$7.50 CDN⁺
Request for Replacement of Bank Draft or Money Order <ul style="list-style-type: none"> Drawn in Canadian currency Drawn in U.S. currency or other foreign currency <p>NOTE: Some conditions apply. Please ask a CIBC advisor for details.</p>	<ul style="list-style-type: none"> No fee \$25.00
Certified Cheques <ul style="list-style-type: none"> When requested by a payor (cheque issuer) – Canadian or U.S. currency When requested by a payee (cheque recipient) – Canadian or U.S. currency 	<ul style="list-style-type: none"> \$10.00 CDN or \$10.00 U.S.⁺ \$15.00 CDN or \$15.00 U.S.
Counter Cheques When you write a cheque that is not MICR-encoded for your account: <ul style="list-style-type: none"> Canadian currency U.S. currency 	<ul style="list-style-type: none"> \$5.00⁺ 0.05% of face value (\$5.00 U.S. min – \$100.00 U.S. max)⁺
Online Cheque Viewing <ul style="list-style-type: none"> View images of items online 	<ul style="list-style-type: none"> \$1.50 per item viewed (free for accounts with paperless record-keeping option[†])
Personalized Cheques	Fees vary depending on style and quantity [†]
Interac e-Transfers <ul style="list-style-type: none"> Sending an <i>Interac</i> e-Transfer Receiving an <i>Interac</i> e-Transfer 	<ul style="list-style-type: none"> \$1.50⁺ Free¹⁰
Dishonoured (NSF) Cheque or Pre-Authorized Payment	<ul style="list-style-type: none"> \$45.00 each[†]
Search and Copy of Cheque or Other Item via Telephone Banking or Branch NOTE: Certified cheques and debit memos are not returned.	<ul style="list-style-type: none"> \$5.00 per item
Copy of Statement	<ul style="list-style-type: none"> \$5.00 per statement
Stop Payments <ul style="list-style-type: none"> Cheques/Pre-Authorized Payments⁵ – Full Details Provided Cheques/Pre-Authorized Payments⁵ – Full Details Not Provided On <i>Interac</i> e-Transfer 	<ul style="list-style-type: none"> \$12.50 per request \$20.00 per request \$3.50 per request
Wire Payments Outgoing Wire Payments <ul style="list-style-type: none"> \$10,000 or less \$10,000.01 – \$50,000 Greater than \$50,000 Incoming Wire Payments <ul style="list-style-type: none"> Canadian and U.S. currency Other currencies 	<ul style="list-style-type: none"> \$30.00 per payment¹¹ \$50.00 per payment¹¹ \$80.00 per payment¹¹ <p>NOTE: Outgoing wire fees will be charged in Canadian currency. For wires from foreign currency accounts (including U.S. accounts), the equivalent fee will be charged in the same currency as the account using an exchange rate set by CIBC on a date determined by CIBC.</p> <ul style="list-style-type: none"> \$15.00 per payment¹¹ (charged in the same currency as the incoming payment and deducted from the incoming payment amount) \$15.00 CDN per payment¹¹ (converted to the same currency as the incoming payment using an exchange rate set by CIBC on a date determined by CIBC and deducted from the incoming payment amount)

^a In addition to transaction fee (if applicable).

Personal Banking Services and Fees

The following are fees and services that may not be included in the monthly account or transaction fees. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars:

Service	Fee Per Item
Inter-Branch Payments (between CIBC branches in Canada) <ul style="list-style-type: none"> • \$10,000 or less • \$10,000.01 – \$25,000 • \$25,000.01 – \$100,000 • Greater than \$100,000 	<ul style="list-style-type: none"> • \$15.00 per payment • \$30.00 per payment • \$60.00 per payment • \$100.00 per payment <p>NOTE: Additional out of pocket expenses may apply</p>
Account Closing at Your Request <ul style="list-style-type: none"> • Account closed within 90 days of opening 	<ul style="list-style-type: none"> • \$20.00 per account (not applicable if funds are transferred to another CIBC-branded[†] product)
Account Transfer to Other Financial Institution <ul style="list-style-type: none"> • Transfer bank account (by means of a Balance of Account form) • Transfer from CIBC RRSP/RRIF/LIF Daily Interest Savings Account/GIC • Transfer from CIBC TFSA Tax Advantage Savings Account[†]/GIC 	<ul style="list-style-type: none"> • \$19.50 per account • \$100.00 per transfer • \$100.00 per transfer
Search for Accounts <ul style="list-style-type: none"> • Search for accounts of deceased or incapacitated persons • Letter to confirm account balance, interest, etc., if required 	<ul style="list-style-type: none"> • \$6.50 per name per branch (minimum \$22.00 plus applicable taxes) • \$16.50 per account (plus applicable taxes)
Travellers Cheques Purchasing Commission <ul style="list-style-type: none"> • Regular Travellers Cheques • With CIBC PremierService Account • With CIBC 60 Plus Advantage • Cheques for Two • With CIBC PremierService Account • With CIBC 60 Plus Advantage <p>NOTE: Subject to availability.</p>	<ul style="list-style-type: none"> • 1%[†] • Commission-free • Commission-free[†] • 1.75%[†] • 0.75% • 0.75%[†]
Cashing Travellers Cheques <ul style="list-style-type: none"> • American Express[®] Travellers Cheques • All others 	<ul style="list-style-type: none"> • Fee waived • \$3.00 per transaction
Gift Cheques <ul style="list-style-type: none"> • American Express Gift Cheques (subject to availability) 	<ul style="list-style-type: none"> • 3%[†]
Collection Items <p>Outgoing CDN dollar item within Canada</p> <ul style="list-style-type: none"> • Up to \$5,000 • Over \$5,000 <p>Outgoing CDN dollar item outside of Canada</p> <p>Outgoing U.S. and foreign currency item inside or outside of Canada</p> <p>NOTE: Incoming collections from other financial institutions will be subject to a charge by CIBC which may be passed on by the financial institution to their customer.</p>	<ul style="list-style-type: none"> • \$15.00 each • 3/20 of 1% of the item amount (minimum of \$25.00 each) • 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each[†]) • 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each[†]) <p>NOTE: Other financial institutions may levy additional charges on outgoing items. [†] Additional out of pocket expenses may apply.</p>
Cheques Written in Currencies Other than the Account Currency	<ul style="list-style-type: none"> • \$20.00[†] per cheque

[†] In addition to transaction fee (if applicable)

Personal Banking Services and Fees

The following fees are applied in Canadian dollars except where otherwise noted.

Safety Deposit Boxes

Safety deposit boxes are available in a variety of sizes and prices; some common examples with approximate dimensions are shown in the chart below. Rent is always paid in advance.

Box Size	Price/Year <i>plus applicable taxes</i>
1 1/2" x 5" x 24"	\$50.00
2 1/2" x 5" x 24" or 3 1/4" x 5" x 24"	\$65.00
2 1/2" x 10 3/8" x 24" or 5" x 5" x 24"	\$125.00
5" x 10 3/8" x 24"	\$250.00
10" x 10 3/8" x 24"	\$300.00

Safety Deposit Box Closing:

If your box is closed within one year after it is opened, CIBC will refund the rent based on the months remaining up to a maximum of 6 months. If your box is closed after the first full year, CIBC will refund your rent pro-rated on the remaining months in the term.

Replacement Services:

- Replacement of lost keys – \$15.00 per key (plus applicable taxes)
- Drilling of box and replacement of lost keys – \$100.00 (plus applicable taxes)

Dormant (Inactive) Accounts

An interest-bearing account is considered dormant if you have not initiated any transactions for a 12-month period. A non-interest bearing account, including the CIBC Everyday Chequing Account and the CIBC Unlimited Chequing Account, is considered dormant if you have not initiated any transactions for a 6-month period. Dormant accounts that receive a monthly statement will automatically be switched to quarterly statements.

Status	Fee*
Dormant for 2, 3 or 4 years	\$20.00
Dormant for 5, 6, 7 or 8 years	\$30.00
Dormant for 9 years	\$40.00

* Or the account balance, whichever is less.

NOTE: Fees for U.S. dollar accounts are charged in U.S. dollars.

After ten years, if your account remains dormant, your balance is transferred to the Bank of Canada.

To activate a dormant account, you can:

- Make a deposit, withdrawal, transfer or bill payment at any CIBC branch or CIBC bank machine; or
- Make a withdrawal at any other bank machine displaying the *Interac*, Visa or Plus logo; or
- Make a debit purchase

Services to Non-CIBC Bank Account Customers

In-branch bill payments – \$3.00 per bill

If a branch chooses to negotiate a CIBC cheque from a non-CIBC bank account customer – \$5.00 each

NOTE: Fees do not apply to payment of Government of Canada remittances or cashing of Government of Canada cheques. See page 24 for information on how to cash Government of Canada cheques.

Account Conversion

The following applies if you change your account type prior to the end of the final business day of the month.

For account types with a different fee structure, all transactions during that month (including those made before the change) will be subject to the fees under the fee structure that applies to your new account type at the end of the month. However, any fees which have already been paid or deducted from your account during the month (e.g., for money orders) will not be refunded upon conversion.

For account types with different interest rate terms, interest will be calculated up to and including the day prior to account conversion and paid based on the old account terms, and will be calculated from and including the day conversion takes effect and paid based on the new account terms.

Accounts No Longer Offered

If you maintain a minimum monthly balance of \$1,500 on these accounts, we will waive your transaction fees¹² on the Account (the fees eligible for this waiver are indicated with a ▼ in the chart below). For CIBC Waive Account[®] customers, a minimum monthly balance of \$1,500 also waives the monthly fee.

Fees for the following accounts:

- CIBC MenuPlus[®] – Maximize Interest Account
- CIBC Personal Chequing Account^Δ
- CIBC Chequing Savings Account¹³
- CIBC Waive Account

Feature [†]	Fee (excl. Waive Account)	CIBC Waive Account	Fee with CIBC ADVANTAGE FOR YOUTH (benefits only apply on the CIBC MenuPlus – Maximize Interest Account)	Fee with CIBC ADVANTAGE FOR STUDENTS (benefits do not apply on the CIBC MenuPlus – Maximize Interest Account)	Fee with CIBC 60 PLUS ADVANTAGE (benefits are not available on the CIBC Chequing Savings Account)
Transactions ^Δ	\$1.00 each▼	\$3.90/month for 0–10 transactions▼ \$1.00 for transactions above 10▼ (Unused transactions cannot be carried forward.)	Free	Free	Free
Record-Keeping: Paperless option ¹ Monthly statement Quarterly statement Bankbook Monthly statement with cheques imaged ² Interim statement	Free \$2.00/month▼ \$0.50/month▼ \$2.00/month▼ \$2.50/month \$4.50 each	Free \$2.00/month▼ \$0.50/month▼ \$2.00/month▼ \$2.50/month \$4.50 each	Free Free ¹⁴ Free ¹⁴ Free ¹⁴ Not available ¹⁴ \$4.50 each	Free Free Free \$2.00/month▼ \$2.50/month \$4.50 each	Free Free Free Free Free \$4.50 each

^Δ This is a non-interest bearing account.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 11-16 for details.

^Δ See Additional Account Details on page 7 for the definition of “transaction” and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

Accounts No Longer Offered (continued)

If you maintain a minimum monthly balance of \$5,000 on these accounts, we will waive your transaction fees¹² on the Account (the fees eligible for this waiver are indicated with a ▼ in the chart below).

Fees for the following accounts:

- CIBC Investor's Rate Account®
- CIBC Daily Interest Savings Account¹⁵
- CIBC Regular Savings Account¹⁵

Feature [†]	Fee	CIBC ADVANTAGE FOR STUDENTS	CIBC 60 PLUS ADVANTAGE
Transactions [▲]	\$1.25 each▼	Free	Free
Record-Keeping:			
Paperless option ¹	Free	Free	Free
Monthly statement	\$2.00/month▼	Free	Free
Quarterly statement	\$0.50/month▼	Free	Free
Bankbook	\$2.00/month▼	\$2.00/month▼	Free
Monthly statement with cheques imaged ²	\$2.50/month	\$2.50/month	Free
Interim statement	\$4.50 each	\$4.50 each	\$4.50 each

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 11-16 for details.

[▲] See Additional Account Details on page 7 for the definition of “transaction” and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

Other Important Information

Opening a Personal Bank Account

To complete a personal bank account application, you will need to provide your name, date of birth, occupation, if any, and address, if any. In addition, you will need to provide two pieces of valid, original and not substantially defaced identification from among those set out in Identification 1 or Identification 2, at least one of which must be from Identification 1.

NOTE: If you cannot provide at least one piece of photo identification from Identification 1, your account may be set up with limited Access to Deposited Funds Limits (see definition on page 27), and CIBC Overdraft Protection Service will not be available to you.

Identification 1:

- A driver's licence issued in Canada, as permitted to be used for identification purposes under provincial law. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted.
- A Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document or card but not a commemorative issue
- A Permanent Resident card or Citizenship and Immigration Canada Form IMM 1000, IMM 1442, IMM 5292, or IMM 5688
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada. While this card is not a mandatory piece of identification, the law requires CIBC to ask for your Social Insurance Number (SIN) when you open an account that earns interest
- An Old Age Security card issued prior to January 2008 by the Government of Canada which bears the individual's name and Social Insurance Number. In Quebec, this can only be used if you volunteer it when asked for identification
- A Certificate of Indian Status issued by the Government of Canada

- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial law. This identification is not valid for Ontario, Manitoba or Prince Edward Island. In Quebec, this can only be used if you volunteer it when asked for identification. In British Columbia, a BC Services Card may indicate it is a Services Card and a driver's licence; either a standalone BC Services Card or a combined BC Driver's Licence and Services Card can be accepted.
- An Ontario Photo Card issued by the Government of Ontario to residents 16 years of age and older – Ontario residents cannot have both a driver's licence and a photo card; either an Ontario Photo Card or a Canadian driver's licence can be accepted
- 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 and Municipal Relations; Department of Transportation and Public Works of the Province of Prince Edward Island; Service New Brunswick; Department of Government Services and Lands of the Province of Newfoundland and Labrador; Department of Transportation of the Northwest Territories; Department of Community Government and Transportation of the Territory of Nunavut
- Correctional Service Canada identification card with the individual's name and photograph
- Government of Canada employee identity card with the individual's name and photograph
- Liquor Control Board Age of Majority (BYID) card must bear a unique number to be acceptable as identification
- A Canadian Firearms licence
- Canadian Forces identification card
- MPIC card issued by the Manitoba Public Insurance Corporation
- NEXUS or CANPASS Air membership card issued by Canada Border Services Agency
- United Kingdom passport
- United States passport
- United States Permanent Resident Card (Green Card)
- Municipal, provincial or federal police force identification

Identification 2:

- An employee identity card, issued by an employer that is well known in the community, bearing the individual's photograph
- A bank or automated banking machine or client card, issued by a well-known and reputable Canadian financial institution in the name of, or bearing the name of, the individual and bearing the individual's signature
- A credit card, issued by a well-known and reputable Canadian financial institution in the name of, or bearing the name of, the individual and bearing the individual's signature
- A Canadian National Institute for the Blind (CNIB) client card bearing the individual's photograph and signature
- Provincial hunting or fishing licence (Outdoors card)
- Certificate of Registration of Birth Abroad
- Certificate of Retention of Canadian Citizenship
- Credit card issued by a well-known and reputable retail store in the individual's name or showing their name embossed on the card with the individual's signature
- Foreign passport (United Kingdom and United States passports are acceptable as ID1 or ID2)
- Senior citizen's privilege card issued by a well-known and reputable retail store, with the individual's name
- United Kingdom driver's licence
- United States driver's licence
- Canadian student card with individual's photograph
- Canadian library card
- Veterans Affairs Canada Health Card
- Membership card issued by a well-known and reputable business (e.g., health club, Costco) with the individual's name and photo (for Personal customers only)

Alternatively, you may present one piece of identification from among those set out in Identification 1, if your identity can be confirmed by a client in good standing with CIBC, or an individual in good standing in the community in which the branch is located.

The individual in good standing in the community will be required to present two pieces of identification in accordance with the first paragraph of this section.

CIBC reserves the right to refuse to open an account if one or more of the following circumstances is applicable to the individual requesting the opening of the account:

- CIBC has reasonable grounds to believe that the account will be used for illegal or fraudulent purposes,
- The individual has a history of illegal or fraudulent activity in relation to providers of financial services within the seven-year period preceding the account application date,
- CIBC has reasonable grounds to believe that the individual, for purposes of opening the account, knowingly made a material misrepresentation in the information provided to CIBC,
- CIBC has reasonable grounds to believe that it is necessary to refuse to open the account in order to protect the customers or employees of CIBC from physical harm, harassment or other abuse, or
- The individual refuses CIBC's request for consent to:
 - Verify the validity of the pieces of identification presented by the individual to CIBC, and/or
 - Verify whether any of the above circumstances are applicable to the individual.

If you have concerns, refer to page 27 for CIBC's complaint resolution process and how to contact the Financial Consumer Agency of Canada (FCAC).

Cashing Government of Canada Cheques

CIBC will cash Government of Canada Cheques for up to \$1,500, without charge. The minimum identification requirements to cash a Government of Canada cheque are different from the requirements for opening a personal account. In order to cash a government cheque, you will need:

- One valid, original piece of identification from either Identification 1 or Identification 2 (see pages 21-23), if the piece of identification presented has both your photograph and signature; or
- Two valid, original pieces of identification from Identification 1 or Identification 2 (see pages 21-23) – neither piece of identification requires a photograph; or One valid, original piece of identification from Identification 1 or Identification 2 (see pages 21-23) if your identity is also confirmed by a client of CIBC in good standing or by an individual in good standing in the community. The individual in good standing in the community will be required to present two pieces of identification in accordance with the first paragraph of the Opening a Personal Bank Account section (page 21).

If you have any concerns, refer to page 27 for CIBC’s complaint resolution process and how to contact the FCAC.

CIBC will also cash certain provincial or municipal government cheques if they are drawn on CIBC or guaranteed by the government. We recommend you open a CIBC Personal Bank Account and set up Direct Deposit so the government (or companies) can deposit your funds directly into your bank account. Authorizing a Direct Deposit will ensure timely receipt in the event of postal delays.

Our Hold Policy on Cheque Deposits to any Personal Deposit Account

For purposes of this policy:

- “Cheque” also includes certified cheques, bank drafts, money orders and other instruments
- Saturday, Sunday and holidays are not business days

Understanding hold periods

When you deposit a cheque in your Personal Bank Account, a hold period may apply to allow time for the cheque to clear. The funds will appear in your account at the time of deposit, but you may not be able to access them until the hold period expires. The day of deposit and hold period expiry are based on the location of your branch of account (not local time where the deposit was made).

Even after the hold period expires, there is no guarantee that a cheque will not be returned to us unpaid. If a cheque is returned unpaid for any reason at any time, either during or after the expiry of the hold period, we have the right to charge the amount of the cheque to your account.

We may also accept cheques from you on “collection”, meaning that *only* if and when CIBC receives payment from the financial institution on which the cheque is drawn will the funds be credited to your account and you have access to the funds.

How long are funds held?

The length of the hold period for cheques depends on the currency, amount of the cheque and other factors:

- For a CDN\$ cheque drawn on a financial institution’s branch located in Canada, the normal length of time we will hold funds is 4 business days after the day of deposit. The maximum hold periods are as follows:

CDN\$ Cheque Amount	Way you deposit	Maximum Hold Period
\$1,500 or less	In branch	4 business days after day of deposit
	By ABM or any other way	5 business days after day of deposit
Greater than \$1,500	In branch	7 business days after day of deposit
	By ABM or any other way	8 business days after day of deposit

- For a non-CDN\$ cheque drawn on a financial institution’s branch located in Canada, the normal length of time we will hold funds is 10 business days. The maximum hold period is 20 business days
- For a non-CDN\$ cheque drawn on a financial institution’s branch located outside of Canada, the normal length of time we will hold funds is 15 business days. The maximum hold period is estimated to be 30 business days

Reasons we may hold the funds beyond the maximum period

We may extend the maximum hold periods in some circumstances, including (but not limited to) where:

- CIBC has reasonable grounds to believe that the deposit is being made for illegal or fraudulent purposes in relation to an account
- an account has been open for less than 90 days
- the cheque:
 - is not encoded with magnetic ink character recognition or is not readable by operational systems (for example, if damaged or mutilated);
 - has been endorsed more than once;
 - is deposited six months or more after the date of the cheque

The hold period under these circumstances is estimated to be 30 business days and could be longer for non-CDN\$ cheques drawn on a financial institution’s branch located outside of Canada.

Access to Deposited Funds Limits

Access to Deposited Funds Limits may apply to cheque deposits you make in branch, at an ABM or any other way. These limits are the dollar amount you will have access to until the hold period expires on your deposit. To ask about your Access to Deposited Funds Limits, call Telephone Banking 24 hours a day, 7 days a week at 1 800 465-2422 or visit your nearest branch.

CIBC's Hold Policy and Access to Deposited Funds Limits are subject to the Personal Account Agreement, which governs your account.

Notice of Fee Changes

If a fee applicable to your account is increased or a new account fee is introduced and you receive regular statements, we will mail you a notice of the change at least 30 days before it is effective. For customers not receiving a regular statement, a notice will be posted in all branches and at all CIBC bank machines 60 days before the change is effective. For customers with paperless record-keeping option¹, CIBC may, at its option, provide you with notice in writing (which may be provided by electronic means, including posting a notice on Online Banking) at least 30 days before the change is effective, or by posting a notice at CIBC branches 60 days before the change is effective.

Our Commitment To You: To Exceed Your Expectations

Our Process for Resolving Your Complaints

We have created a process for dealing with complaints that we believe is both effective and efficient. We expect every CIBC employee who receives a client complaint to take ownership of the issue and ensure that the complaint is resolved quickly. If you have a complaint, we **encourage** you to follow the complaint procedure outlined here.

Step 1: Where You Do Business With Us

In most cases, a complaint is resolved simply by telling us about it. You should be able to get swift results by talking to our employees or Manager where you do business with us. You can speak with us in branch or by calling Telephone Banking at 1 800 465-CIBC (2422).

Step 2: Client Care Centre

If the problem is not resolved to your satisfaction, you can contact the CIBC Client Care Centre. You can reach us by:

Telephone: 1 800 465-CALL (2255)

Fax: 1 877 861-7801

E-mail: client.care@cibc.com

Write to: CIBC Client Care

P.O. Box 15, Station A

Toronto, ON

M5W 1A2

Be sure to include:

- Your name and contact information where you prefer to be reached
- The nature of your complaint
- Details relevant to the complaint and with whom you have already discussed the issue

If you are dissatisfied with the decision of the CIBC Client Care Centre, you may contact or be directed to the CIBC Ombudsman.

Step 3: CIBC Ombudsman

Assuming you have followed the complaint escalation steps outlined above and you remain unsatisfied with Client Care's resolution, you can contact the CIBC Ombudsman. Then, if the matter falls within the CIBC Ombudsman's mandate (www.cibc.com/ombudsman), and providing legal action has not been taken on the matter, the CIBC Ombudsman will conduct a further investigation. You can reach the CIBC Ombudsman by:

Telephone: 1 800 308-6859 or (416) 861-3313 in Toronto

Fax: 1 800 308-6861 or (416) 980-3754 in Toronto

E-mail: ombudsman@cibc.com

Write to: CIBC Ombudsman

P.O. Box 342

Commerce Court

Toronto, ON

M5L 1G2

If the above steps do not resolve your complaint, you may consider escalating the matter. See the listing for Independent Consumer Support Agencies.

Independent Consumer Support Agencies

In addition to CIBC's service commitment to you, there are a number of external agencies that monitor Canada's financial industry to ensure compliance and reliable access to financial services.

Ombudsman for Banking Services And Investments (OBSI)

You can contact the OBSI, who is independent from CIBC and whose purpose is to review your personal or business complaint when you do not accept the decision of the CIBC Ombudsman; or when 90 days have elapsed since escalating your concerns to the CIBC Client Care Centre.

Where appropriate, OBSI may seek the assistance of CIBC's internal complaint resolution staff – including the CIBC Ombudsman – to facilitate the earliest possible resolution to your complaint. You can reach the OBSI by:

Telephone: 1 888 451-4519

Fax: 1 888 422-2865

E-mail: ombudsman@obsi.ca

Web Site: www.obsi.ca

Write to: Ombudsman for Banking
Services and Investments
401 Bay Street
Suite 1505, P.O. Box 5
Toronto, ON
M5H 2Y4

If you choose to contact the OBSI at the conclusion of the CIBC Ombudsman investigation, you should do so within six months from the date of CIBC's response to you, as OBSI reserves the right to decline any investigation after that time.

The Financial Consumer Agency Of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally-regulated financial institutions, such as CIBC, to ensure they comply with federal consumer protection laws.

Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint handling procedures.

The FCAC also **helps educate consumers** and monitors voluntary codes of conduct and public commitments designed to protect the interest of consumers. If you have a regulatory complaint or a complaint concerning a voluntary code of conduct, you can contact the FCAC by:

Telephone: 1 866 461-3222

Web Site: www.fcac-acfc.gc.ca

Write to: Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Ave. West
Ottawa, ON
K1R 1B9

The FCAC will determine whether the financial institution is in compliance. It will not, however, resolve individual consumer complaints.

The Privacy Commissioner of Canada

If your concern involves a privacy issue you may contact the Office of the Privacy Commissioner of Canada by:

Telephone: (613) 995-8210 or 1 800 282-1376

Fax: (613) 947-6850

Web Site: www.privcom.gc.ca

Voluntary Codes of Conduct

Voluntary Codes of Conduct are guidelines and commitments that are designed to protect you, our customers. CIBC has voluntarily adopted a number of codes. These codes can be found on www.cibc.com or you can obtain a copy of "Our Service Commitment to You" brochure at any CIBC branch.

General Terms and Conditions

Your Personal Account Agreement contains important terms and conditions governing your account. Please be sure to read it.

Personal accounts are for personal use only. Businesses (including sole proprietorships) must obtain a CIBC business account.

In most cases, transactions done at a branch or bank machine after 6:00p.m. local time will have a transaction date of the next business day. Transactions done at a branch or bank machine after 9:30p.m. local time will be processed the next business day. Transactions done through Telephone, Online or Mobile Banking after 6:00p.m. (Eastern Standard Time) will have a transaction date of the next business day.

Transactions done through Telephone, Online or Mobile Banking after 9:30p.m. (Eastern Standard Time) will be processed the next business day. Please note that Saturday, Sunday and holidays are not considered business days.

Service charges are calculated for the calendar month up to and including the final business day of the month. Such service charges are dated the final calendar day of the month but are not posted until the first business day in the following month.

Interest is credited to your account as of the last business day in the interest period. However, the interest cannot be withdrawn, and will not be printed at branch terminals or at CIBC bank machines, nor made available through CIBC Telephone Banking, CIBC Online Banking or CIBC Mobile Banking until two business days after the end of the interest period. Interest rates quoted are annual and are subject to change without prior notice and are displayed on in-branch interest rate sheets.

If your account pays interest based on the minimum monthly or minimum semi-annual balance: a deposit made on the first business day of the period is credited as if it were actually made on the first calendar day (if earlier).

Seven days prior notice may be required for withdrawals by cheque or otherwise.

U.S. currency coins deposited into any CIBC account (Canadian or U.S. dollar) will be treated as if they were Canadian currency coins.

Digital or electronic representations of cheques and other instruments, or the relevant information from the cheque or instrument, may be made or captured and used by financial institutions involved in the exchange and clearing of payments in Canada and elsewhere, in which case the original paper item may be destroyed and not returned to you. CIBC is entitled to act upon such a representation or information for all purposes as if it were the original paper item. CIBC and other financial institutions may reject any cheque or other instrument that does not comply in all respects with all applicable by-laws, regulations, rules and standards of CIBC and the Canadian Payments Association.

End notes

- 1 "Paperless" record-keeping is a paper-free alternative to statements and bankbooks. This option enables customers to track account activity online or by phone or CIBC bank machine. Please note, no printed statements will be sent to customers selecting this option. Customers must review their account transactions through CIBC Online Banking, CIBC Mobile Banking, CIBC Telephone Banking or CIBC bank machines at least once every 30 days and examine all entries and balances at that time. If there are any errors, omissions or irregularities, customers must notify CIBC in writing within 60 days after the date on which the entry was, or should have been, posted to the account. Banking activity that occurred prior to Online Banking registration will not be available in the Online or Mobile Banking transaction history.
- 2 Only the front of cheques will be imaged.
- 3 The regular fee applies to sending any additional Interac e-Transfers. Unused Interac e-Transfers cannot be carried forward to subsequent months.
- 4 CIBC's standard credit criteria apply.
- 5 Excludes stop payments on pre-authorized debits/recurring payments set up using CIBC Advantage Debit Card details. To stop payment on these, you need to contact the merchant/biller/payee directly to instruct them to discontinue applying charges to your account(s) through your CIBC Advantage Debit Card. If you are unsuccessful in resolving the issue, CIBC may be able to work with Visa to request a refund for you.
- 6 Customers who were 60 years of age or older on or before June 24, 1991, and held a CIBC Key Account™ prior to this date, as well as when the CIBC Key Account was converted into the CIBC Unlimited Chequing Account, may have the monthly fee waived on their CIBC Unlimited Chequing Account.
- 7 "CIBC-branded" means any brand that has CIBC in its name. For example CIBC Wood Gundy is CIBC-branded however President's Choice Financial is not CIBC-branded.
- 8 In addition to transaction fee, if applicable to account. Some bank machines may levy additional surcharges.
- 9 You are charged the same foreign exchange conversion rate CIBC is required to pay, plus an administration fee of 2.5% of the converted amount in addition to any transaction fees applicable to the withdrawal and the fee noted. Conversion to Canadian dollars may occur on a date other than the date of your transaction. Therefore the conversion rate may be different from the rate in effect at the time of your transaction.
- 10 CIBC levies no fee to receive an Interac e-Transfer into a CIBC Canadian dollar personal account; however, if the account is not at CIBC, the recipient may be levied a fee by his/her own financial institution or by the provider of the Interac e-Transfer service.
- 11 Correspondent bank may levy additional charges.
- 12 The additional fees for withdrawals from non-CIBC bank machines are not waived. Fees apply for all other services listed in this brochure as indicated.
- 13 The CIBC Chequing Savings Account includes 2 free transactions per month (unused transactions cannot be carried forward to subsequent months). Monthly statement with cheques imaged record-keeping option (front only) is not available.
- 14 Youth refers to customers 18 years of age or younger. Monthly statement with cheques imaged option (front only) is not available for CIBC MenuPlus – Maximize Interest Accounts opened by youth on or after November 1, 2001.
- 15 Monthly statement with cheques imaged record-keeping option (front only) is not available on the CIBC Regular Savings Account and CIBC Daily Interest Savings Account.

Your Privacy is Protected

Client Privacy Policy – Canada
Effective March 1, 2010

What's
inside...

Our Commitment to Privacy

How We Protect, Collect, Use
and Disclose Your Information

Your Privacy Rights



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Your Privacy is Protected

At CIBC, an important part of our commitment to you is respect for your right to privacy. Keeping your information and affairs in strict confidence is a cornerstone of our business and an integral part of our commitment to service excellence.

This policy will help you better understand how CIBC protects, collects, uses and discloses your personal information and your right to access your information. This policy applies to CIBC's clients (including potential clients) in Canada. To understand the meaning of "personal information" and other terms used throughout this policy, please refer to the Important Terms section.

Copies of this policy are available in our branches and online under the Privacy & Security section of www.cibc.com. CIBC may amend this policy from time to time. For the most up to date version, please visit www.cibc.com.

Our Privacy Principles

CIBC respects the following principles when collecting, using, disclosing and protecting your personal information.

1. Identifying Purposes and Obtaining Your Consent

- We identify the purposes for collecting personal information at or before the time it is collected.
- We obtain your consent before collecting, using or disclosing personal information, except where permitted or required by law.

2. Limiting the Collection, Use and Disclosure of Your Information

- We limit the personal information we collect to what is necessary for the purposes we have identified. We collect information only by fair and lawful means.
- We do not use or disclose personal information for purposes other than those for which it was collected, except with your consent, or where permitted or required by law. We retain personal information only as long as necessary for these purposes.

3. Keeping Your Information Accurate and Providing Access to Your Information

- We take care to keep personal information as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.
- Upon request, we provide you with access to your personal information. You can ask how your information is used or disclosed, can ensure it is accurate and complete, and can update it if necessary.

4. Protecting Your Information

- We safeguard the privacy of personal information through security measures appropriate to the sensitivity of the information.

5. Addressing Your Concerns

- We are responsible for personal information under our control. There are designated individuals within CIBC who are accountable for compliance with these privacy principles.
- We make available to you, information about our policies and practices related to managing your personal information.
- We address your concerns. We have steps you can follow if you have questions or concerns about your privacy.

Identifying Purposes and Obtaining Your Consent (Part 1)

We identify why we collect personal information and how we use it

We collect, use and disclose personal information about you throughout our relationship so we can:

- establish your identity
- protect you and us from error and fraud
- understand your needs and eligibility for products and services
- recommend particular products and services to meet your needs
- provide ongoing service
- comply with legal and regulatory requirements

If we need your information for any other purpose, we will identify that purpose. We obtain most of your personal information directly from you and through the products and services you use. Some information may be obtained from other sources. For example, with your consent, we may verify some of the information you give us with your employer or your references. Generally, when we obtain information from someone other than you, such as a credit bureau, we record the source of that information.

We may review and analyze your applications, transactions and other personal information. We may do this to offer solutions that help meet your needs, and to develop new products and strategies to meet the needs of our clients. We may also do this to help us identify various types of risks such as credit, fraud, and money laundering.

We may monitor and record telephone calls

We may monitor and record telephone calls between you and our representatives to ensure service quality and security and to confirm our discussions with you.

We may use video surveillance

We may use video surveillance in and around our branches, ABMs and other locations for the safety of our clients and employees, and to protect against theft, vandalism, damage to property and fraud. Video recorded images are destroyed when they are no longer required for business or legal purposes. Any personal information collected is protected as provided in this policy.

Your information is collected, used or disclosed with your consent

When you apply for a product or service, we tell you about this policy and will obtain your consent. Depending on the product or service, this allows us to:

- check your employment
- obtain a credit report and exchange information with a credit bureau
- offer you other products and services
- send you information about products and services by means of direct marketing
- share your information in confidence within the CIBC group (provided it is legally permitted)
- obtain your information from, or disclose your information to, others that we tell you about

If you have a product or service where ownership or liability is shared with others (e.g., you have a joint account or you have a guarantor for your loan), we may share your information with them in connection with the product or service. Also, if you authorize us, we may provide your information to your lawyer, accountant, or others you've identified. Except as explained in **"There are exceptions to obtaining consent"** under Part 2 of this policy, we don't disclose information about you to anyone outside of the CIBC group without your consent. Similarly, if we intend to use your information for a purpose we didn't tell you about previously, we will obtain your consent.

There are many ways we may obtain your consent

We may obtain your express consent in writing, through electronic means or verbally. Alternatively, your consent may be implied through an action you've taken or when you continue to use a product or service after we've notified you of a change. In some cases, we are required by law to obtain your express consent, in which case we ensure that we do so.

Examples of express consent:

- **Written** – You may sign an application that states “I agree to the Terms on the reverse.”
- **Electronic** – You may be asked to electronically acknowledge that you will be bound by legal terms or agree to certain statements. Clicking “I Agree” is your electronic consent.
- **Verbal** – A CIBC representative asks whether you agree to us obtaining your credit bureau information. Saying you agree is your verbal consent.

Example of implied consent:

- **Action you've taken** – If you have a Visa* card and we inform you about revised conditions for the card, we can conclude that you agree to those conditions if you choose to continue using the Visa card.

Common consents and your options

There are several common consents that may apply in your relationship with us. They are described below to help you understand when you can refuse or withdraw your consent and when this right is limited.

Refusing or withdrawing your consent will generally not affect your eligibility for CIBC offers. However, if you refuse or withdraw your consent, we may not be able to provide you with a particular product or service. We'll explain the impact on you at the time, to help you with your decision.

You can choose not to receive direct marketing

From time to time, we may offer you products and services – including special promotions – that we believe will be of interest to you through direct mail, telephone, e-mail or other means. This consent is optional and you can decide to withdraw it at any time. If you withdraw your consent to receive direct marketing, this will not limit the information provided to you through discussions with a CIBC representative or information we may send you that is permitted or required by law or related to your existing products or services.

We share information within the CIBC group

We may share information about you within the CIBC group for legal and regulatory purposes, to manage credit risk and other business risks, and to ensure we have correct and up to date information about you, such as your current address, date of birth, etc. You may not withdraw consent for this sharing.

We may also share your information to better manage your total relationship with the CIBC group and enable other members of the CIBC group to bring suitable products and services to your attention, such as mutual funds and brokerage accounts. CIBC will share your information within the CIBC group for these purposes unless prohibited by law or you tell us not to.

We ask for your consent before using your Social Insurance Number

We are required by tax law to ask for your Social Insurance Number (SIN) when you open an account that earns income.

When we obtain a report and update your information with a credit bureau, your SIN is the best way to make sure that the information actually refers to you. Wrong information could lead us to draw wrong conclusions about you. You should be aware, though, that permitting us to use your SIN in this way is voluntary for you.

If you choose not to give us your SIN when its collection is optional, or tell us you do not want us to use it for credit bureau purposes, this by itself will not prevent you from getting any products or services.

We may exchange information with credit bureaus

When you apply for certain products and services, we obtain your consent to exchange information about you with credit bureaus. In order to maintain the integrity of the credit reporting system, we may periodically update your information with credit bureaus as long as you have the product or service with us and for a period of time afterwards. Your consent to the exchange of information cannot be withdrawn during that time.

We may share information with program partners

We may share information when product benefits are provided by others and are an automatic benefit of the product. For example, when you use a product or service with an affinity program such as Aeroplan®, we will share your information with the program partner, as this is necessary to administer the program. This also applies where a product has automatic insurance or other benefits such as Purchase Security and Extended Protection on certain Visa cards. If you withdraw your consent for this sharing, we cannot provide you with the product.

To withdraw your consent:

- contact the branch or office where your account is held,
- talk to your CIBC representative or
- If you are a CIBC banking client, call us at 1 800 465-CIBC (2422). For other CIBC clients, (e.g. clients of CIBC Private Investment Counsel or CIBC Wood Gundy), contact the branch or office where your account is administered.

When you withdraw your consent, we will update your file as quickly as possible. It may take some time for our records to reflect your choice as many records can only be changed during regular file updates and your choice may not be captured for a promotion already in progress.

Limiting the Collection, Use and Disclosure of Your Information (Part 2)

We limit the personal information we collect

While we collect various types of personal information from you and other sources, we limit the information to what is necessary for the purposes we've identified.

The information we ask for depends on the product or service requested. For example, we may ask you different questions depending on whether you apply for a bank account, an investment product or lending product. As well, we may need to ask new questions because of changes in legal and regulatory requirements.

Types of personal information we collect

Here are some examples of information we are required to collect to provide our products and services:

"Know your client" information

We require information to meet our various "know your client" legal and regulatory requirements. For example, we need your name, address, birth date, occupation, citizenship and identification for many products and services to meet anti-money laundering requirements. We may also be required to ask for information on how you use our products or services. In addition, for certain types of investment products and services, we are required to collect information about your investment profile, including your objectives, risk tolerance and investment knowledge.

Financial information

We require financial information to assess your eligibility for products and services, and to assess credit and other limits, for example, access to deposited funds or ABM withdrawals. We also require it to ensure that the advice, products and services offered to you and the investments purchased by you (or by us on your behalf, in the case of mutual funds or brokerage investments) are appropriate for you. Financial information may include account records, tax returns, financial statements, employment income and credit information.

Social Insurance Number

The Income Tax Act of Canada requires us to ask for your SIN when opening an account that earns income.

Health information

Health information is required to confirm you are eligible for some insurance products offered through certain members of the CIBC group. We will not refuse you any product or service, other than insurance, on the basis of the health information you have given us. We will not share your health information within the CIBC group, other than to administer the insurance product.

Using, disclosing and retaining your personal information

We do not use or disclose personal information for purposes other than those for which it was collected, except with your consent, or as described below. We retain personal information only as long as necessary for these purposes.

There are exceptions to obtaining consent

There are exceptions where we may collect, use or disclose information without consent:

1. If we use an outside supplier to do work for us.

At times we may use outside suppliers to do work for us involving some of your information.

For example, we may use suppliers to print statements and chequebooks, conduct telemarketing, collect accounts or process transactions on our behalf. We select suppliers carefully and insist they have privacy and security standards that meet CIBC's strict requirements. Similarly, your payment transactions will be processed through payment systems or networks operated by others such as Visa, the Interac Association, or the Canadian Payments Association. We may share your information with these operators on a confidential basis to process transactions, provide customer service, promote the service and for other reasonable purposes.

2. If we are permitted or required by law.

We may be compelled to release information by a court or other legal or regulatory authority. If so, our policy is to release information only to the extent that we are required to do so. We may also collect, use or disclose information without consent where permitted by law. For example, we may collect and use publicly available information like information in the telephone book for marketing or customer service purposes. Further, for legal, medical or security reasons, it may be impossible or impractical for us to obtain your consent.

3. If we have to protect the interests of CIBC.

In certain circumstances, CIBC may have to collect, use or release information without consent for its protection. For example, we may do so when returning a cheque for "Non Sufficient Funds," when collecting an overdue account, when realizing on security pledged for a loan, or to detect or prevent fraud. If we cannot locate you, we may obtain contact information from other sources, including motor vehicle registries.

We may share information for business transactions

From time to time, we may sell parts of our business, insure, sell or securitize assets, or merge

or amalgamate parts of our business with other parties. Since client and account information will normally be a part of the transaction, we may disclose this information to other parties in the transaction, as part of due diligence and on completion of the transaction. We require that the other parties keep this information confidential and limit its use to the purposes of the transaction.

Information may be located outside of Canada

CIBC, its outside suppliers and other third parties to whom we disclose information under this policy (such as credit bureaus) may perform activities outside of Canada. As a result, your information may be securely used, stored or accessed in other countries and may be subject to the laws of those countries. For example, information may be disclosed in response to valid demands or requests from government authorities, courts, or law enforcement in these countries.

We retain your information

The length of time we keep your information will vary depending on the product or service and the nature of the personal information. We have retention standards that meet customer service, legal and regulatory needs. For these reasons, we may keep your information beyond the end of your relationship with us.

When your information is no longer required, we securely destroy it or delete personally identifiable information.

Keeping Your Information Accurate and Providing Access to Your Information (Part 3)

We work with you to keep your information accurate

We take care to keep the information in our records as accurate, complete and up to date as necessary for the purposes for which it is used. However, we also rely on you to tell us when your personal information changes.

It is important to ensure your personal information at CIBC is accurate and complete. This allows us to continue to offer the highest quality service and to suggest products and services that best meet your needs.

To update your address and other personal information:

- contact the branch or office where your account is held,
- talk to your CIBC representative,
- sign on to CIBC Online Banking (where available) and edit your information under Customer Services or
- if you are a CIBC banking client, call us at 1 800 465-CIBC (2422). For other CIBC clients, (e.g. clients of CIBC Private Investment Counsel or CIBC Wood Gundy), contact the branch or office where your account is administered.

You can access your information

Much of your personal information is available to you through your account statements or passbook updates, by visiting the branch or office you deal with, or by accessing your account online, or through Telephone Banking.

If you require other information, please request this by contacting the branch or office you deal with. We will ask that you put your access request in writing (usually, by completing a form) and that you provide us with details to help us understand your request and conduct our search for your information. We will need you to verify your identity before searching for or providing you with access to your information. We will respond to your access request within 30 days upon receiving all necessary information, or advise you in writing if we require additional time.

We may charge a fee to provide access to your information. We will let you know in advance if there is a charge.

If you have a sensory disability you may request that your information be made available in an alternative format. If we already have that format, we will provide it. Otherwise we will convert the information into the requested format if it is reasonable and necessary under legislation to enable access.

There may be limits on your right to access your information

It may not be appropriate for us to release certain types of information to you. For example, our records may contain information about other clients, information that is confidential or proprietary to CIBC, or information that is subject to legal privilege. Because we must protect everyone's confidentiality and legal rights, we cannot make this information available to you. However, where possible, we will suppress this information and provide you with access to the remaining records.

If we are unable to provide access or disclose information to you, we will explain why, subject to any legal or regulatory restrictions.

Your information and other parties

If we have obtained information about you from others, you can ask us for the source of that information.

On request, and where legally permitted, we'll provide you with the names of outside companies or organizations to whom we've given or may have given your personal information. However, this won't include outside suppliers we've used to do work for us, such as printing chequebooks, conducting telemarketing, or processing information for us. This also won't include reports to the Canada Revenue Agency, particulars of cheques returned for the reason "Non Sufficient Funds" or information that has been provided for legal or regulatory reasons.

You can have your information corrected

If you tell us that we have information about you that is obsolete or incorrect, we will update our records with the proper information. When appropriate, we'll correct any information which we may have given to an outside organization.

Accessing and correcting credit reports

If you request access to a credit report we obtained about you from a credit bureau, we will give you a copy if we still have it on file. We will provide you with the name and address of the credit bureau we used. They will have the most current information and they can provide you with information on how to read the report. You have the right to access and correct the credit report directly with the credit bureau.

Protecting Your Information (Part 4)

How we protect your information

We limit access to your personal information and store it securely. Depending on the nature of the information, it may be stored in the branch or office you deal with, in various secure computer systems, or the record storage facilities of CIBC or our outside suppliers.

In addition to the physical and electronic security devices we use to protect your information, we have security standards to protect our computer systems and your information from unauthorized use or access.

Our systems also protect your information when it is electronically transmitted, for example, between our data processing centres, a branch or office you deal with or banking machines. We regularly audit our information security procedures and assess that they remain effective and appropriate.

Employees who have access to your information are made aware of how to keep it confidential. Each employee must sign an agreement stating that maintaining confidentiality is a condition of employment with CIBC. Also, each year employees undergo a review of our Code of Conduct and certify they will abide by CIBC's ethical and professional standards including the obligation of confidentiality and privacy.

We use contracts and other measures with our outside suppliers to maintain the confidentiality and security of your personal information and to prevent it from being used for any unauthorized purpose.

Access to your personal information is only given to those who require it to provide our products or services, or where permitted or required by law.

How you can protect your privacy

There are some simple yet very important steps you can take to protect your privacy:

Notify a CIBC branch or CIBC Telephone Banking at 1 800 465-CIBC (2422) immediately if:

- your Convenience Card^{®1} or Visa card is lost, stolen or retained by a bank machine
- you believe someone has obtained your card number, PIN, password or answers to online personal verification questions
- you believe your personal or financial information has been compromised
- you believe you have been the victim of identity theft, or that someone is using your personal information fraudulently

Protect your PIN, Passwords and Online Personal Verification Answers

Your Personal Identification Number (PIN), passwords and personal verification answers for online and telephone banking are the keys to your accounts. You are the **only** person who should know them.

Never disclose your current PIN, passwords or answers to online personal questions to anyone, or you could be liable for losses. No CIBC employee or agent will ever ask you verbally or through e-mail for this information. However, when using Telephone Banking, we may ask for a predetermined security word to identify you. When you conduct transactions at a bank machine or at a point-of-sale, use your hand or body to shield the keypad from onlookers.

Regularly monitor your account activities

Promptly check your statements or passbook to verify all transactions have been properly recorded. If entries do not accurately reflect your transaction activities (e.g., if there are missing or additional transactions), contact CIBC immediately.

Ensure your contact information is up-to-date

Making sure that CIBC has your most up-to-date address or contact information will help protect your personal information from being misdirected. In **“We work with you to keep your information accurate”** under Part 3 of this policy, we explain how to check and update your personal information.

Protect your privacy online

To protect your privacy online, you should clear your browser’s cache after each session, use a firewall, and use up to date software to protect your computer from viruses and spyware. For details, see the Privacy & Security section of www.cibc.com.

As online privacy measures continue to evolve, we update the information in the Privacy & Security section of our web site. You’ll find answers there to common questions about online security software, phishing and online fraud, web site activity (including cookies) and other steps you can take to protect yourself online.

Reduce your risk of identity theft:

- shred documents that contain personal or financial information before you throw them out
- request a copy of your credit bureau report periodically
- visit www.safecanada.ca and look for more identity theft information under the “Financial Safety” section
- don’t give out personal information over the phone unless you have initiated the call or know who you are dealing with

If you receive a suspicious phone call, e-mail or letter, contact us.

If you think someone is impersonating CIBC, or believe you have been the victim of a fraud or attempted fraud through telephone, mail or e-mail, call CIBC Telephone Banking at 1 800 465-CIBC (2422) or e-mail fraud@cibc.com.

Addressing Your Concerns (Part 5)

We are accountable for our compliance with this policy

We have procedures in place to assist our employees in complying with this policy, as well as the federal Personal Information Protection and Electronic Documents Act and applicable provincial privacy legislation.

We regularly monitor our procedures and security measures to ensure that they remain effective and that they are being properly administered. Our Privacy Office and Chief Privacy Officer are accountable for overseeing compliance with this policy.

If you have any questions about our policies and practices related to managing your personal information that have not been answered in this policy, please let us know so that we may provide further information.

Resolving your concerns is important to us

CIBC is committed to treating you with the greatest respect and consideration and providing the highest level of service. Even so, there may be a misunderstanding or times where you may feel you have been dealt with unjustly. Whatever the circumstances, our primary objective is ensuring your concerns are addressed.

How to resolve concerns and complaints at CIBC

We are committed to upholding this policy. If you have any questions or complaints about this policy or about how we are living up to this policy, let us know right away.

The following process applies to CIBC banking clients. For other CIBC clients, (e.g. clients of CIBC Private Investment Counsel or CIBC Wood Gundy), refer to the process provided to you when you opened your account, contact the branch or office where your account is administered, or speak to your CIBC representative.

Step 1: Talk to us

In most cases, a complaint or concern is resolved simply by talking to us about it. You should be able to get swift results by talking to a CIBC representative where you do business with us. You can speak with us in branch or by calling Telephone Banking at 1 800 465-CIBC (2422).

Step 2: Call the CIBC Customer Care Centre

If the problem is not resolved to your satisfaction, you can contact the **CIBC Customer Care Centre**:

Telephone: 1 800 465-CALL (2255)

Fax: 1 877 861-7801

E-mail: customer.care@cibc.com

Write to: CIBC Customer Care
PO Box 70, Station T
Toronto, ON
M6B 3Z9

Be sure to include:

- your name and contact information where you prefer to be reached
- the nature of your complaint
- details relevant to the matter and with whom you have already discussed the issue

Please note: If you choose to send us an e-mail under Step 2 or Step 3, do not include sensitive information (e.g., card or account numbers), as e-mail is not a secure method of communication.

Step 3: The CIBC Ombudsman

If your concerns have still not been resolved to your satisfaction, feel free to contact the **CIBC Ombudsman**:

Telephone: 1 800 308-6859
or (416) 861-3313 in Toronto

Fax: 1 800 308-6861
or (416) 980-3754 in Toronto

E-mail: ombudsman@cibc.com

Write to: CIBC Ombudsman
P.O. Box 342
Commerce Court
Toronto, ON
M5L 1G2

If you are not satisfied with the decision of CIBC's Ombudsman regarding your complaint

Should you not be able to accept the conclusion of CIBC's Ombudsman, you can ask how your complaint can be further escalated.

If the above steps fail to resolve your concern you may also contact the **Office of the Privacy Commissioner of Canada**:

Place de Ville
112 Kent Street, 3rd Floor
Ottawa, ON
K1A 1H3

Call toll free at 1 800 282-1376
www.privcom.gc.ca

Important Terms Used in This Policy

When reading this policy you should be aware of the meanings we give to the following terms.

When we refer to **“personal information”** or **“information”** it means information about an identifiable individual. This includes details such as your age, marital status, education, employment history, identification numbers, financial information and credit records.

Personal information does not include most of the information that appears on a business card.

When we refer to **“CIBC,” “we,” “our”** or **“us”** it means each of Canadian Imperial Bank of Commerce and its subsidiaries that offer deposits, loans, mutual funds, securities trading, portfolio management, investment counseling, mortgages, credit cards, trust, insurance or other products and services. Together they are the **“CIBC group”**.

When we make reference to sharing information within the CIBC group it means disclosure by one member of the group to some or all of the others.

When we refer to **“permitted or required by law,”** and **“legal and regulatory”** requirements, authority or restrictions, this includes law, regulation, rules or requests of the regulators or self-regulatory organizations which apply to CIBC (e.g., the Office of the Superintendent of Financial Institutions or the Investment Industry Regulatory Organization of Canada).

At CIBC, we are in the business to help our clients achieve what matters to them. Keeping your information and affairs in strict confidence is an integral part of our commitment to you.

We hope this policy provides you with the information you need to understand our privacy practices.

For more information on client privacy

talk to a CIBC representative
visit your nearest branch
visit www.cibc.com
call 1 800 465-CIBC (2422)



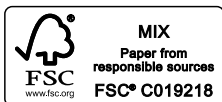
For what matters.

"For what matters." is a TM of CIBC.

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