



HCB's voluntary codes of conduct and public commitments

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

Bank's voluntary codes of conduct:

- [Canadian Bankers Association's Code of Conduct for Authorized Insurance Activities](#)

This code of conduct outlines the standards for selling credit, travel and personal accident insurance by branch staff members. It deals with training, disclosure, promotion practices, customer privacy protection and complaints procedures.

NOTE: This particular code of conduct does not apply to the Bank, as the Bank does not sell any insurance products to its clientele.

- [Canadian Code of Practice for Consumer Debit Card Services](#)

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

- [Code of Conduct for Credit and Debit Card Industry in Canada](#)

This code of conduct applies to debit and credit card networks and their participants. It outlines payment card networks operators' responsibilities for providing information, flexibility and choice to merchants.

- [Code of Conduct for Federally Regulated Financial Institutions—Mortgage Prepayment Information](#)

This code of conduct is designed to ensure that enhanced information is available to assist borrowers in making decisions about mortgage prepayment. Please refer to LFG-CA-GCR-008 «Credit Risk Management Policy».

- [Canadian Bankers Association's Model Code of Conduct for Bank Relations with Small- and Medium-Sized Businesses](#)

The Canadian Bankers Association («CBA») has developed a code of conduct model that states minimum standards for banks dealing with small and medium-sized enterprises («SMEs»). The code outlines the banks' responsibilities when it processes loan or credit applications by small and medium-sized businesses. Each bank develops and applies its own code to the business activities it conducts with SMEs. However, all bank codes include the key elements of the CBA model.

- [Principles of Consumer Protection for Electronic Commerce: A Canadian Framework](#)

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



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Bank's voluntary public commitments

- [Canadian Bankers Association: Commitment to Provide Information on Mortgage Security \(2014\)](#)
This public commitment sets out the nature of the information about mortgage security that banks will provide to consumers shopping for a mortgage to obtain funds for the purchase of a residential property, and when they will provide that information, so that, before finalizing their choice of product, consumers have enough information to understand the implications of their choice. Please refer to LG-CA-GCR-004 «Residential Mortgage Underwriting Policy («RMUP»)»
- [Canadian Bankers Association: Commitment on Powers of Attorney and Joint Deposit Accounts \(2014\)](#)
This public commitment sets out the information about PoAs that banks will make available to clients who want to give someone else the authority to do banking for them. The commitment also sets out information that the banks will make available to their clients about joint deposit accounts.
- [Commitment on Modification or Replacement of Existing Products or Services \(2012\)](#)
This public commitment outlines the procedures for banks to follow when they modify or replace existing personal products or services. It excludes optional products and services as defined by the *Negative Option Billing Regulations*. All modifications of existing products or services must be referred to COUNTRY COMPLIANCE FUNCTION for guidance on ensuring that the commitment is met.
- [Low-cost and no-cost accounts](#)
Several Canadian banks committed to enhance their low-cost bank accounts and offer no-cost accounts with the same features as low-cost accounts to a wider range of eligible consumers. No-cost accounts will be available to youth, students, seniors qualifying for the Guaranteed Income Supplement, and Registered Disability Savings Plan beneficiaries. This will ensure that Canadians have access to affordable banking services. The Bank is committed to ensuring that low or no cost accounts are considered when designing new products. The present product offering is essentially low cost, and only a small fraction of the personal account client base pays monthly fees.
- [Canadian Bankers Association's Guidelines for the Transfer of Registered Plans](#)
A commitment outlining the maximum amount of time that banks may require when transferring a registered savings plan («RSP») containing deposit type instruments, mutual funds or securities between financial institutions. Please see «RSP Terms and Conditions».
- [Canadian Bankers Association: Online Payments](#)
This public commitment outlines consumer and industry responsibilities related to the use of online payment systems in Canada. A process for dealing with disputes is included in the commitment. Please see Local Policy LG-CA-CM-022 «Complaint handling procedure & internal dispute resolution» and «HCB web and SMS Alert Agreement».
- [Canadian Bankers Association Commitment: Plain-Language Mortgage Documents](#)
This document reflects the CBA member banks' commitment to improving the understanding of residential mortgage documents. Please see «Clear Language Policy».



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- [Fraud Protection](#)

These commitments outline consumers' liability in relation to fraudulent transactions on their credit cards.

- MasterCard
- Visa
- Interac

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

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