

Newcomer Finances Toolkit

Banking

Worksheets



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What do you want to learn about?

- Banking** (choosing a bank, bank accounts, bank machines)
- Credit** (credit history, kinds of credit, credit cards, loans, debts)
- Income Tax** (paying income tax, income tax returns, getting help)
- Government Support Programs** (families, students, seniors, youth)
- Investments** (RRSPs, RESPs, TFSAs, RDSPs)
- Insurance** (house, car, tenant, life, health, disability, travel)
- Fraud** (identity theft, scams)

Banking in Canada

In Canada, banks are a safe place to keep money.
You won't lose your money accidentally and no one can steal your money.
When you put your money in a bank, you open a **bank account**.
You don't need to have a job to open an account.
You can open an account at a bank, a trust company, a credit union, or a caisse populaire.

Using Your Account

You can use your account to deposit money, pay bills, and cash cheques.
It is much cheaper to cash cheques at the bank than at a cheque-cashing store.

Deposit Insurance

If the bank has a problem and it closes, then you get your money back.
The Canadian government **insures** your deposits in trust companies and most banks up to \$100,000.
Only deposits in Canadian funds are insured (not U.S. dollar accounts or other currency).
The provincial governments insure your deposits in credit unions and caisses. Some provinces insure up to \$100,000 and some provinces insure more.
Canadian **branches** of foreign banks and a few Canadian banks are not covered by Canadian government insurance.
The bank **must** tell you if it is not covered by government insurance.



Cashing a Government Cheque

You can cash a Government of Canada cheque **free** at any bank.

You don't need to have an account at the bank.

You need to show **ID** (identification). Your ID must be original, not a photocopy.

If the cheque is for more than \$1500, the bank can decide not to cash it if you don't have an account.

You can cash cheques from the governments of British Columbia, Alberta, Quebec, and New Brunswick at any bank. You don't need an account.

If there is a problem cashing a government cheque, the bank must give you a letter to say it will not cash the cheque.

The bank must also give you the number to call to make a complaint.



Bank Accounts

Kinds of Bank Accounts

You can open a savings account, a chequing account, or a combination account.

A **savings account** is to keep your extra money and get a little more money from interest.

Interest is a small amount of money the bank pays you for keeping your money in that bank.

A **chequing account** is for your day-to-day needs, such as paying bills and getting cash. You get very little or no interest on your money in a chequing account.

A **combination account** is part savings and part chequing.

Banks often give their accounts a name (like Value Plus or Money Builder) because they have more than one kind of savings or chequing account.



Choosing an Account

You can choose what kind of savings or chequing account you want.

You choose an account depending on how much money you can keep in the account and how many **transactions** you do every month.

Transactions are **deposits** (putting money in), **withdrawals** (taking money out), **transfers** (moving money from one account to another account), **cheques**, and **bill payments**.

The amount of money in your account is the **balance**.

Bank Fees

The bank may take money from your account to pay for services and transactions. This payment is a **fee**.

Some banks have **low-fee** accounts. These accounts cost less than \$4 a month and include some free transactions.

Some accounts have no fees if you always keep a certain amount of money in the account, a **minimum balance** (for example, \$1,000).

If you have to keep a minimum balance in your account, you must have that much money in your account all month or you will pay a fee for the month.

Special Services

Special Accounts

Some banks have accounts for young people, students, and seniors. These accounts have low fees or no fees.

Some banks have **banking packages** for newcomers, with no fees at the beginning (such as for six months or one year). After that, you pay the **regular** fees.

Some bank branches have tellers who speak more languages, and some banks have bank machines with more languages.



Credit Unions and Caisses Populaires

Credit unions and caisses are different from banks and trust companies.

People who open accounts in a credit union or caisse become **members** and they are the owners of the credit union or caisse.

The members can vote on how they want the credit union or caisse to work. Different credit unions and caisses have different accounts and services. It depends on what their members want.

Credit unions and caisses pay their members a **dividend** with their **profits**.

Sharia

Some banks, credit unions, and insurance companies in Canada are looking for ways to have products and services that can work with sharia.

Choosing a Bank

Think about what you want:

- Look for banks with branches or bank machines close to where you live, shop, go to school, or work.
- Decide if it is more important to have the bank close by or to have low fees.
- Decide if you will do your transactions at the teller, at the bank machine, by telephone, or on the internet.
- You often pay less fees when you use **self-service** banking (bank machine, telephone, or internet banking) instead of the teller.
- Think about how many times you will make transactions in a month (cheques, withdrawals, transfers, bill payments, and direct payments).
- Some accounts have a monthly fee that includes some free transactions.
- Some accounts don't have a monthly fee, but you may pay for every transaction.
- Some accounts include other services, such as **money orders** or a **safety deposit box** where you can keep valuable things like passports or jewelry.



Questions to ask:

- What are the monthly fees?
- What transactions are included in the fees, and how many?
- Do I need to keep a minimum balance to have no monthly fee? How much is the minimum balance?
- How much will I pay for extra transactions?
- How much will I pay if I use a bank machine from a different bank?

Changing Banks

If you move, you can move your account to a branch close to you.

If you find a bank with lower fees or better services, you can move your bank accounts to the new bank.

Opening an Account

Go to the front desk at the bank and ask to open an account.

You don't need to deposit money to open an account.

The **teller** will ask you for your name, your date of birth, your address, and your job, if you have one.

You also show two pieces of **ID**. It must be the original ID, not a photocopy.



If you are opening an account that pays interest, the bank must ask you for your Social Insurance Number (SIN), but you do not need a SIN to open an account.

The bank may ask to check your **credit history**.

The credit history will tell the bank if you pay your bills on time and if you owe money.

The bank can't refuse to open an account because you have a poor credit rating.

You can open a **joint account** if you want two people to be able to use the account (like a husband and wife). Both people must come to open the account.

The teller will give you an **account number** for your account.

If you open more than one account (like savings and chequing), the accounts will have different numbers.

The teller will ask you to sign a **signature card**.

Then the bank knows what your signature looks like, so nobody else can take out your money.

You will sign an **account agreement** and you will get a copy of the agreement.



Some accounts come with a **passbook**, a small book that shows your transactions.

Some accounts have a **statement** that shows your transactions. You can have your statement mailed to you or get it online.

Bank Cards

You will get a **bank card** (a debit card or access card) when you open an account.

You can use your bank card at the teller, at the **bank machine**, or at a **direct payment machine** (such as in a store or gas station).



Your PIN

The teller will ask you to choose a **PIN** (personal identification number) for your card.

Your PIN is 4, 5, or 6 numbers (such as 78329).

Keep your PIN **secret**. Don't tell anyone your PIN.

If someone else has your card and knows your PIN, they can take money from your account.

Don't use a number that is easy to guess (like your birthday or phone number or 1234).

Don't write your PIN down. Pick a number you can remember.

No one needs to know your PIN. No one at the bank, at a store, or anywhere else should ask you to tell them your PIN.

The teller will give you a PIN machine.

You **swipe** (slide) or **insert** your card in the machine. The teller can help you.

You put in your PIN by pushing the buttons on the machine, like the number buttons on a telephone.

Use your hand to cover the buttons so no one can see your PIN.

The teller will ask you to put in your PIN again to check the number.

Then your card is ready to use.

Safety Tips

Keep your card safe. Don't give or lend your card to anyone.

You can change your PIN at the bank teller anytime. Ask at the teller to change your PIN.

You can change your PIN at some bank machines too.

If you forget your PIN, you can choose a new one at the bank. You may have to show ID.

If you lose your card or it is stolen, **call the bank** right away to let them know.

Making a Deposit

You can deposit cash or cheques into your account at the teller or at the bank machine.

At some banks, the teller will fill out a **deposit slip**.

The teller writes the amount of cash and cheques you are depositing on the deposit slip. You check to see if it is right and then sign the deposit slip.

At other banks, the teller will ask you to swipe your bank card and enter your PIN to make your deposit.

You can get a **receipt** or you can get your passbook **updated** to show the deposit.

Depositing Cheques

When you deposit a cheque, write “for deposit only” and your account number on the back of the cheque.

Endorse (sign) the back of the cheque when you are at the teller.

Don't sign the cheque before, because anyone can cash the cheque if it is signed.



Holds

When you deposit a cheque, the bank can put a **hold** on the money from the cheque.

A hold means you may have to wait up to 7 work days before you can use the money from the cheque.

If the cheque is from a bank outside Canada, the bank may put a hold on the money for 30 days.

The bank puts a hold on the money until the cheque **clears** (the bank knows there was enough money in the other account to pay for the cheque).

When you open an account, the bank must tell you how many days it will put a hold on cheques.

Direct Deposit

If you get money from the government, you can get the money by **direct deposit**.

Direct deposit means the money goes into your bank account and you don't get a cheque.

Some employers pay by direct deposit too.

There are no holds on direct deposit money, so you don't have to wait to withdraw the money.

Starting a Direct Deposit

To start a direct deposit, you need to give your bank account information.

You may fill out a form for direct deposit or you may give a **void** cheque.

You write the word **VOID** across your cheque.

Do not sign the void cheque.

If you change banks or bank accounts, remember to change your account information for direct deposits.

Making a Withdrawal

You can withdraw your money at the teller or at the bank machine.

You may have to pay a fee to withdraw money.

If you use a bank machine that is not owned by your bank, you will pay an extra fee.

At some banks, the teller fills out a **withdrawal slip**.

The teller writes how much money you are withdrawing on the slip and you sign the slip.

At other banks, the teller will ask you to swipe your bank card and enter your PIN to make a withdrawal.

You can ask for a receipt or you can get your passbook updated to show the withdrawal.

Pre-Authorized Debit

You can pay some of your bills by **pre-authorized debit**.

A pre-authorized debit is an agreement you make with a company to take money out of your account in the future.

You can use pre-authorized debits for bills you have every month, such as a loan payment, a hydro bill, or a gym membership.

The company will take the money from your account every month according to your agreement.

Starting a Pre-Authorized Debit

You give your account information to the biller on a form or with a void cheque.

Don't give your account information unless you have a **written** agreement for a service.

Make sure you get a copy of the agreement, and **never** give your PIN or **password** for your account.

Make sure there is enough money in your account to pay the bill on the day of the pre-authorized payment.

If there isn't enough money, the biller can take the money out of the account anytime in the next 30 days.

Some bills have a different amount to pay every month, like telephone bills or hydro bills.

The biller must tell you how much you will pay at least 10 days before the payment.

You can agree with the biller to have less than 10 days **notice** or not to have notice.

If you change banks or change accounts, you need to give the new information to the biller.

Canceling a Pre-Authorized Debit

If you want to cancel a pre-authorized debit, tell the biller **in writing** and keep a copy.

Check your account to make sure the payments stop.

If the payments don't stop, tell your bank right away.



Problems

If debits continue after you have cancelled your agreement with a biller, you can get your money back.

If there is a pre-authorized debit on your account that is wrong, you can get your money back.

Wrong pre-authorized debits can happen by mistake or because of **fraud**. To get your money back, you must tell the bank within 90 days of the debit. You must sign a form to say that the pre-authorized debit is wrong or that you have cancelled your agreement with a biller.



Stop Taking My Money!

Mohamed joined a gym to get exercise in the winter.
Mohamed's agreement with the gym was for a monthly rate that he could cancel at any time, not a full-year membership.
He paid for his gym membership by pre-authorized debit.
Every month, the gym took \$85 from his account.

In the spring, he decided that he didn't want to go to the gym any more.
He told the gym in writing that he was cancelling his membership.
But when he checked his bank statement the next month, the gym was still taking money from his account.

He went to the bank and showed the bank that he had cancelled his membership.
He signed a form about cancelling the agreement for pre-authorized debit.
The bank put the money back in his account.

- Mohamed had proof that he cancelled his membership, because he told the gym in a letter and he kept a copy of the letter.
- Mohamed checked his bank statements every month, so he knew that the payments did not stop on time.
- He went to the bank right away about the mistake.

Direct Payment

You can pay for things you buy at stores, gas stations, and other places by **direct payment** with your bank card and PIN.

Direct payment is the same as using money, but you don't have to carry cash with you.

You must have enough money in your account to pay for what you buy.

When you put in your PIN, cover the direct payment machine with your hand so that no one can see.

Keep the transaction record from direct payments to check with your passbook, bank statement, or online account information.



Fees

Most stores don't charge a fee for direct payment.

If the store charges a fee, the direct payment machine will ask you if you want to pay the fee.

If you don't want to pay the fee, you can cancel the direct payment and pay another way.

Cash Back

Some stores will let you get **cash back** without a fee when you use direct payment.



Cash back means that you can add extra money (such as \$40) to the payment and the store will give you the extra money in cash. You save money on bank fees because you pay for your purchase and you make a withdrawal from your account with one transaction instead of two transactions.

Direct Payment Machine Transactions

1. Pay \$23.16 from savings.
2. Pay \$37.08 from savings, with a \$0.25 fee for using direct payment.
3. Pay \$77.92 from chequing, and add a **tip**.



Using Cheques

In Canada, people use cheques:

- to pay bills by mail
- for larger amounts like rent and buying furniture
- to have a **record** that you paid (such as paying for repairs or buying a used car)
- for places that don't take credit cards or direct payment (like community centres or school fundraisers)

A cheque tells the bank to pay money from your account.

Some chequing accounts have free cheques to get started. You pay to get more cheques when you need more.



Cheque Registers

Every cheque has a different number on it in the top right corner.

You use a small booklet called a **cheque register** to write down the date, the cheque number, the **payee** (person or company you are paying), and the amount of money.

NSF Cheques

You must have enough money in your account, or the cheque will **bounce** (not be paid).

If the cheque bounces, it is called **NSF** (not sufficient funds).

You will pay a **penalty fee** for NSF cheques at the bank and another penalty fee from the business that tried to cash your cheque.

Postdated Cheques

Sometimes you may be asked to give a **postdated cheque**.

Postdated means that you don't write today's date on it. You write the date when the cheque will be cashed.

Stop Payments

If you write a cheque and then you change your mind because there is a problem with what you paid for, tell your bank to **stop payment** on the cheque.

Your bank needs to know the cheque number, the date, the payee, and the exact amount on the cheque.

You will pay a fee at the bank to stop payment. You must tell the bank quickly or it may be too late to stop the payment.



Certified Cheques

You may be asked to give a **certified cheque** for some payments.

When a cheque is certified, it means the bank **guarantees** it will be paid.

Go to the bank with one of your cheques and ask to have it certified.

The bank will take the money out of your account right away and stamp your cheque.

Safety Tips

Do not sign a **blank cheque**. Anyone can fill the cheque in and take money from your account.

If your cheques are lost or stolen, tell the bank right away.

Money Transfers

You can transfer money from one of your accounts to another (such as from savings to chequing) at the teller, the bank machine, online, or by telephone.

Email Money Transfers

Many banks have a service called **Interac email money transfer** where you can transfer money to an account at a different bank in Canada by email.

You need to have an email and online banking and the other person needs to have an email and online banking.

The email doesn't have your account information and the money doesn't travel by email. The email only tells the other person how to get the money.

Money Orders and Bank Drafts

Banks also have **money orders** and **bank drafts**.

Money orders and bank drafts are like certified cheques.

You pay for a money order or bank draft when you buy it at the bank.

The payee and the amount are on the money order or bank draft.

Checking Your Account

Every month, look carefully at your passbook, bank statement, or online account information to see if all the transactions are right.

If you have a passbook, get it updated at the teller at least once a month. You can update your passbook at some bank machines too.

A **credit** is any kind of deposit.

A **debit** is any kind of withdrawal.

Your statement will show the cheque number of the cheques the bank paid from your account.

Use your cheque register and your transaction records from the bank machine and direct payment machine to check the amounts.

Look at the direct deposits and pre-authorized debits.

If there are any mistakes, tell your bank right away. You may need to show your records to the bank.

When you check your statements or passbook, look at the bank fees.

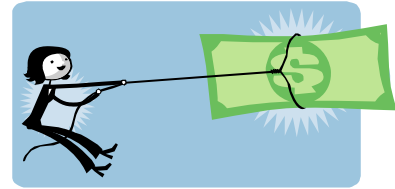
Maybe you can plan your transactions to have less fees, such as withdrawing one large amount of money instead of more small amounts.

If you are paying extra fees often, look again at the different accounts at the bank.

Maybe it will be less expensive to change your account so that more transactions are included in the monthly fee.

Maybe you are paying for services you don't use.

Maybe you can look at accounts at other banks to find a better account for you.



Bank Machines

A bank machine is called an ATM or an ABM.

You put your bank card in the machine and enter your PIN by pressing the number buttons.

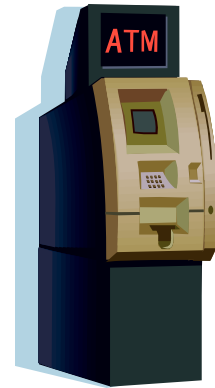
Use your hand or your body to cover the machine so other people can't see your PIN.

If you make a mistake, the machine will ask you to enter your PIN again.

If you keep making mistakes, the machine may not let you try again or it may take your card.

The machine takes the card in case your card was stolen and someone is trying to guess the PIN to take money from your account.

If the machine takes your card, tell your bank right away.



Fees

You can withdraw money from most bank machines.

You can only deposit money, transfer money, pay bills, and check your account balance at bank machines owned by your bank.

If you use a bank machine that is not owned by your bank, you usually have to pay a fee to the owner of the bank machine and a fee at your bank.

The bank machine will tell you about extra fees and let you choose to withdraw money or cancel the withdrawal.

Withdrawals

To withdraw money, you enter the amount you want to take out. You must enter a multiple of \$20.

Usually you can choose an amount that is on the screen (such as \$20, \$40, \$100). Some bank machines have a **fastcash** button for these amounts.

When you withdraw cash, count the money at the machine and put the money away before you leave the machine.

Paying Bills

To pay bills at the bank machine, you can register the bills at the bank.

Take the bills you want to pay to the bank.

Ask the teller to register the account numbers of the bills you want to pay, such as the phone bill, cable bill, or credit card.

You can enter the account numbers yourself if you do internet banking.

Deposits

If you are depositing cheques or cash, you must enter the **total** amount you are depositing.

You can take extra envelopes home with you. Add the cheque amounts at home and write the total on the outside of the envelope.

Write “for deposit only” on the back of the cheque with your account number.

Sign the cheque at the bank machine.

If you are depositing more than one cheque, you can put them all in the same envelope.

Don't deposit coins in the bank machine.

Records

You can get a transaction record or receipt to show your transactions.

Check the receipt right away to make sure it is right.

Keep the receipt to check it with your bank statement, passbook, or online account information.

Safety Tips

Remember to take your card and your receipt with you.

If something on the bank machine looks strange or different, don't use that bank machine.

Bank Machine Transactions

1. Deposit \$130 cash into the chequing account.
2. Deposit two cheques (\$245.20 and \$220.25) into the savings account.
3. Withdraw \$220 from the savings account.
4. Withdraw \$60 from the chequing account using Fastcash.
5. Transfer \$350 from savings to chequing.
6. Pay a telephone bill for \$83.59 from the savings account.
7. Withdraw \$500 from the chequing account.
8. Check the account balance for the savings account.
9. Check the account balance for the chequing account.



Other Bank Machine Messages

Out of Service

Card not accepted at this ABM.

Do you need more time?

PIN tries exceeded. Your card is being retained.

Your card has expired.

Invalid amount entered.

Withdrawals unavailable at this time.

This ABM cannot dispense more than \$200.

Unable to process.

Receipts unavailable at this time.

Telephone Banking

Ask at your branch to register for telephone banking.

You can also register the account numbers of the bills you want to pay by telephone (such as the phone bill, cable bill, credit card).

You need a bank card and an **access number**.

Usually, the bank gives you a **temporary** access number.



Using Telephone Banking

You call the telephone banking number.

You enter your bank card number.

The first time you call the telephone banking number, you enter the temporary access number.

Then the telephone banking machine will tell you to enter a new access number that you choose yourself.

Don't use the same number for your PIN and your access number.

Keep your access number **secret**.

Don't use a number that is easy to guess.

Don't write your access number down. Pick a number you can remember.

You can pay bills, transfer money, check your account balance, and listen to a list of your recent transactions.

You can also use the telephone banking number to talk to a person.

The bank person can order cheques for you.

They can put a stop payment on a cheque or find out if a cheque went through your account.

Safety Tips

Never give your account number, access number, or SIN to someone who calls you.

No bank will ever ask you to **confirm** this information by telephone.

Internet Banking

Internet banking is also called **online** banking or **electronic** banking.

Ask at your bank to start internet banking.

You need a bank card number and **password** or **access code**.

Usually, the bank will give you a temporary password.

The first time you log onto the internet banking website, you enter the temporary password.

Then the website will tell you to enter a new access number that you choose yourself.



Use letters and numbers in your password to make it more **secure**.

Keep your password **secret** and don't use a password that is easy to guess.

Don't write your password down. Pick a password you can remember.

Don't save your password on your computer.

You can register the account numbers of the bills you want to pay online (such as the phone bill, cable bill, credit card).

You can make postdated bill payments, transfer money between accounts, check your account balance, and see an online bank statement.

Safety Tips

Always look for the **closed lock** or **unbroken key** symbol on the browser before you log in by entering your bank card number and password.

Log off your account, delete the browsing history, and close the browser window when you finish so that no one else can get your information.

Never give your account number, password, or SIN by email. No bank will ever ask you to confirm this information by email.

If you get an email that looks like it is from your bank, don't click on any links or call any telephone numbers in the email.

Use the telephone number that is on the back of your bank card.

Check with your bank if you're not sure about the email.

Problems with Banking

If you have a problem at your **bank or trust company**, you can follow these steps to get help.

You must do the steps in order (you can't skip a step).

Every time you talk to someone, write down their name, the date you talked to them, what they told you, and if some part of the problem was fixed.

Keep your papers about the problem. If someone asks you to give them the papers, give them a copy and keep the original paper.

Step 1

Explain your problem to the staff at your branch. You can ask to talk to a supervisor or a manager.

Step 2

If the branch staff don't fix your problem, ask them for their brochure about complaints. The brochure has telephone numbers for senior managers or customer care centres. Call the number and explain your problem. Many banks also have their own **ombudsman** to help customers with complaints.

Step 3

If you still have a problem, you can call an independent ombudsman who doesn't work for the bank. If your bank account is at RBC Royal Bank, call ADR Chambers at 1-877-307-0014. For all other banks, call the Ombudsman for Banking Services and Investments at 1-888-451-4519. The ombudsman will talk to you and to the bank, and look at your papers about the problem. The ombudsman will decide what is fair and tell the bank to do it.

You can go to court to get a problem fixed, but it is more expensive.

If you go to court, you can't use the ombudsman.

If you have a problem at a **credit union or caisse populaire**, ask to speak to the manager. If the manager doesn't solve your problem, ask what to do about complaints.

The provinces have government offices that can help you with a problem after you try to fix it with the credit union or caisse.

Banking Problem

Customer

When you check your bank statement, you find a direct payment transaction that is incorrect. It's for \$641.70 at Bonus Shoes. You bought shoes at Bonus Shoes, but they only cost \$64.17. You don't have the transaction receipt anymore, but you're sure you didn't say OK for \$641.70 on the direct payment machine.

Teller

Ask the customer for the transaction receipt and for the bank statement. You aren't allowed to make a decision on this problem. Refer the customer to the bank manager.

Manager

Ask the customer for the transaction receipt and for the bank statement. Explain that the store must have made a mistake, but the customer authorized the payment at the direct payment machine. You need to see the transaction receipt to change the transaction. Give the customer the brochure for bank complaints if the customer asks for it.

Customer Care Centre

Ask the customer for the transaction receipt and for the bank statement. Explain that the bank needs to see the transaction receipt to give a refund of the extra money.

Ombudsman

Ask the customer to explain the problem. Talk to the Customer Care Centre to find out what the bank says about the problem. What do you think is fair? You can tell the bank to pay the customer the whole amount, none of the amount, or part of the amount. You must give your reasons for your decision.

Cashing a Cheque

\$500



\$500

Identification

To **open a bank account**, you need:

- two pieces of ID from List A, **or**
- one piece from List A and one from List B, **or**
- one piece from List A and a person with you who can tell the bank who you are. This person must be a client in good standing of the bank or a person in good standing from the community where the bank is.

To **cash a Government of Canada cheque**, you need:

- two pieces of ID from List A or List B, **or**
- one piece of ID from List A with your photo and signature, **or**
- one piece of ID from List A or List B and a person with you who can tell the bank who you are. This person must be a client in good standing of the bank or a person in good standing from the community where the bank is.

List A

- Valid Canadian driver's licence
- Valid Canadian passport
- Social Insurance Number card
- Provincial health insurance card (not from Ontario, Prince Edward Island, or Manitoba)
- Canadian Old Age Security card
- Certificate of Canadian Citizenship
- Certificate of Naturalization
- Permanent Resident card
- Citizenship and Immigration form IMM 1000, IMM 1442, or IMM 5292
- Certificate of Indian Status
- Canadian birth certificate
- A document or card with your photo and signature from:
 - 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 Nouveau-Brunswick
- Department of Government Services and Lands of the Province of Newfoundland and Labrador
- Department of Transportation of the Northwest Territories
- Department of Community and Transportation of the Territory of Nunavut

List B

- Employee ID card with photo from an employer known in the community
- Debit card or bank card with name and signature
- Canadian credit card with name and signature
- Valid foreign passport
- Canadian National Institute for the Blind client card with photo and signature

Banking in Canada

Banks are safe places to keep money.

You will not lose your money by accident.

No one can steal your money.

You open a **bank account**.

You can open a bank account at a **bank**, a **trust company**, a **credit union**, or a **caisse populaire**.

You don't need to have a job.

You can put money in the bank (**deposit**).

You can pay bills.

You can cash cheques.

