

Daily Banking with
KEB Hana Bank Canada

Our Service Commitment

Effective November 1st, 2016

Opening a Personal Account

You may open an account with KEB Hana Bank Canada by simply visiting any of our branches and speaking to a branch representative to make arrangements to open an account. With opening a personal account, you may apply for the Debit Card (also known as 'Cash Card') for Automated Banking Service for ABM Cash Withdrawal, Balance Inquiries, Deposit, Bill Payment and Balance Transfer between your accounts. We ask you to change a PIN (Personal Identification Number) at first to use your card.

Using your PIN with your card is your electronic signature and we consider all transactions made this way have been authorized by you.

You are not required to make a minimum deposit (except Time Deposit/ Installment Deposit) or to be employed to open a personal account with us. You also have the right to close an account, without charge, within 15 days of opening the account. However, the followings are the conditions to be met for the opening your personal account with the bank:

- Two pieces of identification among those set out in Part A or B of the schedule at least one of which is from those set out in Part A of the schedule, or
- One piece of identification among those set out in Part A of the schedule, if your identity is confirmed by a client in good standing with the bank or by an individual of good standing in the community where the bank is situated.
- If the information in Part C is not available on the pieces of identification presented, then the information should be disclosed orally or in writing.

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Schedules

Part A:

- ◆ Valid Driver's License issued in Canada, as permitted to be used for identification purpose under provincial law;
- ◆ Current Canadian Passport;
- ◆ Certificate of Canadian Citizenship or a Certification of Naturalization;
- ◆ Permanent Resident Card or Citizenship and Immigration Canada Form IMM 1000 or IMM 1442 or IMM 5292 or IMM 5688
- ◆ Birth Certificate issued in Canada;
- ◆ Social Insurance Number Card issued by the Government of Canada;
- ◆ Old Age Security card issued by the Government of Canada;
- ◆ Certificate of Indian Status issued by the Government of Canada;
- ◆ Provincial Health Insurance card (Not permitted: Ontario, Manitoba, P.E.I.) or
- ◆ NEXUS or CANPASS Air Membership Card issued by Canada Border Service Agency
- ◆ BCID (British Columbia Identification Card)
- ◆ 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 License and a photo card; either an Ontario Photo Card or Canadian Driver's License can be accepted.)
- ◆ 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
- ◆ Canadian Firearms license
- ◆ Canadian Forces Identification card
- ◆ MPIC card issued by Manitoba Public Insurance Corporation
- ◆ Municipal, Provincial or federal police force identification
- ◆ Document or card with your photograph and signature issued by:
 - the Insurance Corporation of British Columbia;
 - Alberta Registries;
 - Saskatchewan Government Insurance;
 - the Department of Service Nova Scotia Municipal Relations;
 - the Department of Transportation and Public Works of the Province of P.E.I.;
 - Service New Brunswick;
 - Department of Government Services and Lands of the Province Newfoundland and Labrador;
 - the Department of Transportation of the Northwest Territories; or
 - the Department of Community Government and Transportation of the Territory of Nunavut.

Part B:

- ◆ an Employee Identity Card with a photograph from an employer well known in the community;
- ◆ a Bank or Automated Banking Machine or Client Card, issued by a member of Payments Canada (Formerly, the Canadian Payments Association) in the name of, or bearing the name of, the individual and bearing the individual's signature;
- ◆ a Credit Card, issued by a member of Payments Canada (Formerly, the Canadian Payments Association) in the name of, or bearing the name of, the individual and bearing the individual's signature;
- ◆ a signed Canadian National Institute for the Blind (CNIB) client card with a photograph;
- ◆ a current Foreign Passport; or
- ◆ Student Visa

Part C:

- ◆ The individual's name
- ◆ The individual's date of birth
- ◆ The individual's address, if any
- ◆ The individual's occupation, if any

If you are a Canadian resident, we are required by the Income Tax Act to obtain your Social Insurance Number (SIN) for reporting purposes when you open an interest bearing account. If the account owner is a minor who has not applied a SIN yet, then the minor's parent or guardian will be asked to provide his/her SIN for the same purpose.

General Information on Personal Accounts

Personal accounts belong to the owner or owners of the account. They may not be used for business purposes and they cannot be transferred to anyone else.

◆ We have four types of Personal Accounts

Accounts	Currency
Savings	Canadian, U.S. and Korean currency
Savings Chequing	Canadian and U.S. currency
Investment	Canadian and U.S. currency
Personal Chequing	Canadian and U.S. currency

Interest rates are available on our website(www.kebhanabank.ca) or at our branches. We may change account and service fees as provided by law.

Please refer to the Personal Account Agreement on page 24 of this booklet for details about being an account owner.

When you open an account at the KEB Hana Bank Canada, you can depend on us to maintain the confidentiality of your information, subject to the procedure of the Bank's Personal Information Protection and the summary of Protecting Your Privacy on page 20 of this booklet.

◆ Ways to access your account:

- ◆ Visit your branch or any of our branches
- ◆ Use ABM (Automated Banking Machines located with our branches or those of any financial institution displaying the INTERAC® or THE EXCHANGE® Network or Cirrus® symbols)
- ◆ Make direct payment purchases from your account (Debit Card), or
- ◆ Set up pre-authorized payments
- ◆ Internet Banking (<https://bank.ikeb.com>)
- ◆ 1Q Banking (<https://www.1qbank.ca>)

◆ Holding your funds (Maximum Cheque Hold Periods)

Cheques presented for cash or deposit to your account may not be always cashed right away. A hold may be placed on the funds because we need to know that the institution of which the cheque is drawn will not return the cheque. Following hold period applies to cheques drawn on a financial institution located in Canada.

- ◆ For a Canadian dollar cheque drawn on a financial institution located in Canada

Amount of Cheque	Deposit method	
	In person with a teller at our branches or point of service	Any other ways at an ABM or in any other manner
\$1,500 or less	4 business days	5 business days
More than \$1,500	5 business days	6 business days

*Note: the maximum Cheque hold periods shown in the table above do not include the day you deposit the cheque.

- ◆ For a U.S. dollar cheque drawn on a financial institution located in Canada or United States of America.

- Up to 15 business days after the day of deposit, in case of a cheque issued in Canada or United States of America, if it is deposited in person with a teller at our branches.

- ◆ For a U.S. dollar cheque drawn on a financial institution located outside Canada or United States of America.

- Longer holds (until receiving credit confirmation by us for other countries) may be placed for deposits of cheques drawn on a financial institution outside Canada or United States of America.

*Note: As of November 1st, 2016, U.S. dollar cheque drawn on a financial institution located outside Canada cannot be cleared until further notice.

◆ First C\$100.00 per cheque or other instrument deposited on any one day will be available for withdrawal*

- ◆ Immediately, if it is deposited in person with an employee at our branches or points of service; and
- ◆ One (1) business day following the day of deposit, if it is deposited in our ABM or in any other manner.

*Note: We may refuse access to the first \$100 of the cheque in the following circumstances:

- (a) a deposit that the Bank has reasonable grounds to believe is being made for illegal or fraudulent purposes in relation to your account;
- (b) an account that has been open for less than 90 days
- (c) a cheque or other instrument that has been endorsed more than once; or
- (d) a cheque or other instrument that is deposited at least six months after the date of the cheque.

Please ask our staff at one of our branches for written notice if above circumstances is met with your case.

◆ Cheques you deposit may be returned

A cheque you deposited may be returned by another financial institution for the following reasons:

- ◆ NSF: Non-sufficient funds means there is not enough money in the account where the cheque is drawn on
- ◆ Payment Stopped: The owner of the account has requested the cheque not to be paid
- ◆ Postdated: The date on the cheque is in the future
- ◆ Stale Dated: The date on the cheque is minimum 6 months or older
- ◆ Account Closed: The account where the money is coming from is closed
- ◆ Funds Not Cleared: A hold has been placed on the funds of the account where the cheque is drawn on
- ◆ Materially Altered Cheque: The owner of the account says the cheque has been altered without authorization
- ◆ Previously Deposited Cheque: The cheque has already been deposited through KEB Hana Bank Canada or another financial institution
- ◆ Counterfeit item: The owner of the account denies issuing the cheque
- ◆ Irregular Signature: The signature on the face of the cheque does not match the usual signature of the person that it purports to be
- ◆ Forged Signature: The signature on the face of the cheque is not the signature of the person that it purports to be
- ◆ Words and Figures Differ: The written and numerical amounts on the cheque don't match

◆ Issuing a stop payment on a cheque

When you ask us to stop payment on a cheque you have issued and we act on your request, you are agreeing to pay any costs and expenses incurred to do so. Naturally, if the cheque has been already cleared from your account before we receive your request, we are not liable for stopping payment.

◆ Cashing government cheques

You may cash federal government cheques up to \$1,500 without any service charge if you have the proper identification. Followings are the conditions to be met to cash federal government cheques.

- ◆ Two pieces of identification from among those set out in Part A or B of the schedule; or
- ◆ One piece of identification from among those set out in Part A or B of the schedule if
 - that piece bears the signature and photograph of you, or
 - your identity is confirmed by a client in good standing with the bank or by an individual of good standing in the community where the bank is situated

*Note: The Government of Canada is switching from direct deposit for all payments that it issues. Direct deposit is convenient, reliable, and secure. You may need to set-up a direct deposit to receive your payments for Tax Refunds, GST/HST Rebates, Canadian Pension Plan, Old Age Security, Canada Child Tax Benefit, and Employment Insurance. Please ask more details to our staff at one of our branches.

◆ Direct Deposit

You can arrange for direct deposit for most employer pay cheques and government payments. That way, the amounts are directly deposited to your account, and you can immediately access to the funds on the day of deposit.

Deposit Account Features

Account Features	Personal Account				Business Account
	Savings	Savings Chequing	Investment	Personal Chequing	
Special Features	Interest on balance	Interest on balance while using cheques	Tiered Interest Rate*	Cheques and overdraft	Business features with overdraft
Currency Available	CAD USD KRW	CAD USD	CAD USD	CAD USD	CAD USD
Transaction Records	Statement or Passbook	Statement or Passbook	Statement or Passbook	Statement or Passbook	Statement
Cash Card (C\$ A/C)	Yes	Yes	Yes	Yes	Yes
Direct Deposit	Yes	Yes	Yes	Yes	Yes
Overdraft Protection	N/A	Yes	N/A	Yes	Yes
Stop Payment	N/A	Yes	N/A	Yes	Yes
Interest Paid*	Monthly (Daily Accrued)	Monthly (Daily Accrued)	Monthly (Daily Accrued)	N/A	N/A

* Please refer to the Daily Rates for Interest Rates of Deposit accounts on our website (www.kebhanabank.ca) or at our branches.

Service Charge Package for Deposits

A. Personal Accounts

(Please refer to Page 13 for Low-Cost and No-Cost Accounts)

Type	Option	Monthly Min. Bal./ Monthly Fee	Monthly Transaction Limit
Maintaining Daily Minimum Balance or Paying Monthly Service Charges	1	Bal. \$500	<ul style="list-style-type: none"> Self-Service: 10 Tr. Full-Service: 3 Tr. * Low-Cost Account
		Fee \$3.00	
	2	Bal. \$1,000	<ul style="list-style-type: none"> Self-Service: 15 Tr. Full-Service: 5 Tr.
		Fee \$5.00	
	3	Bal. \$2,000	<ul style="list-style-type: none"> Self-Service: 25 Tr. Full-Service: 7 Tr.
		Fee \$9.00	
	4	Bal. \$3,000	<ul style="list-style-type: none"> Self-Service: 35 Tr. Full-Service: 10 Tr.
		Fee \$12.00	
	5	Bal. \$5,000	<ul style="list-style-type: none"> Self-Service: Unlimited Full-Service: Unlimited Exchange Network: Unlimited (WD)*
		Fee \$25.00	
	6	Bal. \$1,000	<ul style="list-style-type: none"> Self-Service: 15 Tr. Full-Service: 5 Tr. Exchange Network: 5 Tr. (WD)*
		Fee \$5.00	
	7	Bal. \$2,000	<ul style="list-style-type: none"> Self-Service: 25 Tr. Full-Service: 7 Tr. Exchange Network: 10 Tr. (WD)*
		Fee \$9.00	
	8	Bal. \$3,000	<ul style="list-style-type: none"> Self-Service: 35 Tr. Full-Service: 10 Tr. Exchange Network: 20 Tr. (WD)*
		Fee \$12.00	

Type	Option	Monthly Min. Bal./ Monthly Fee	Monthly Transaction Limit
YES 2030	1	Bal. \$1,000 or 2 Payroll Dep./Month or ISD** \$5,000 (ISD** Term 6 months~1 Year)	<ul style="list-style-type: none"> • Self-Service: 10 Tr. • Full-Service: 3 Tr. • IDP***: Unlimited • Exchange Network: 10 Tr. (WD)*
		Fee \$5.00	
	2	Bal. \$2,000 or ISD** \$10,000 (ISD** Term 6 months~2 Years)	<ul style="list-style-type: none"> • Self-Service: 15 Tr. • Full-Service: 5 Tr. • IDP***: Unlimited • Exchange Network: 20 Tr. (WD)*
		Fee \$7.00	
	3	Bal. \$3,000 or ISD** \$15,000 (ISD** Term 6 months~3 Years)	<ul style="list-style-type: none"> • Self-Service: 25 Tr. • Full-Service: 7 Tr. • IDP***: Unlimited • Exchange Network: 30 Tr. (WD)*
		Fee \$9.00	

* WD: Withdrawal

**ISD: Installment Savings Deposit

***IDP: INTERAC® Direct Payments

[Note] Types of transactions included in the service package are following:

- ◆ Self-Service: Cheque withdrawals (including cheque clearing)
In-branch ABM withdrawals, INTERAC® Direct Payments,
Pre-Authorized Payment withdrawals
- ◆ Full-Service: In-branch withdrawals

B. Low-Cost and No-Cost Accounts

Type	Option	Monthly Min. Bal./ Monthly Fee	Monthly Transaction Limit
Low-Cost Account	1	Bal. \$500	<ul style="list-style-type: none"> • Self-Service: 10 Tr. • Full-Service: 3 Tr.
		Fee \$3.00	
Students	9	No Monthly Minimum Balance & Monthly Fee	<ul style="list-style-type: none"> • Self-Service: 10 Tr. • Full-Service: 3 Tr. <p>*Annual proof of full-time post-secondary student required.</p>
Youth up to 18 years old	10	No Monthly Minimum Balance & Monthly Fee	<ul style="list-style-type: none"> • Self-Service: 10 Tr. • Full-Service: 3 Tr. <p>*Proof of age is needed and it will automatically be converted to the fee charged account when the youth turns 19 years of age</p>
Seniors	GIS recipient or From 60 years old customer	No Monthly Minimum Balance & Monthly Fee	<ul style="list-style-type: none"> • Unlimited Tr.: In-branch withdrawal, Cheque Withdrawal, CD machine Tr., Debit Card(IDP), Bill Payment, Certified Cheque, Bank Draft, Stop Payment • Not Included: Certificate of Account Balance, Traveler's Cheque Purchase, Other Bank CD machine, Remittance fee
RDSP Beneficiary A/C	RDSP Beneficiary	No Monthly Minimum Balance & Monthly Fee	<ul style="list-style-type: none"> • Self-Service: 10 Tr. • Full-Service: 3 Tr. • Unlimited In-Branch Deposit • Unlimited Bill Payment

[Note] Use FCAC Account Selector to compare bank accounts in Canada (<http://www.fcac-acfc.gc.ca/Eng/resources/tools/Calculators/Pages/BankingT-OutilsIn.aspx>)

C. Business Accounts

Type	Option	Monthly Min. Bal./ Monthly Fee	Monthly Transaction Limit
Maintaining Daily Minimum Balance	1	Bal. \$15,000	Cash Deposit(Bill): \$5,000 Package: 15 Transactions
		Fee \$15.00	
or Paying Monthly Service Charges	2	Bal. \$30,000	Cash Deposit(Bill): \$10,000 Package: 30 Transactions
		Fee \$30.00	
	3	Bal. \$50,000	Cash Deposit(Bill): \$50,000 Package: 50 Transactions
		Fee \$40.00	

[Note] Types of transactions included in the service package are following:

Cash deposits, Cheque clearing, In-branch cheque withdrawals, Pre-Authorized Payment withdrawals

- ◆ **Service fees and charges (Pay-As-You-Go)** schedule will be applied for the excess of each monthly transaction limit of service package options for both personal and business accounts.
- ◆ If a customer wants to change option of the service package within the subject month, the request should be received by the last business day of the subject month

Service Fees and Charges (Pay-as-you-go)

Personal Account

Monthly Minimum Service Charge \$1.00

It will be charged for Chequing Accounts, Saving-Chequing Accounts, Savings Accounts & Investment Accounts. But the charge will be waived in the following cases,
if there is no transaction
if the account maintains daily minimum balance for C\$1,000.00 (or over, US\$1,000.00 or over for U.S. dollar accounts)
if service charge package is applied to the account

Cheques

Cheque Withdrawal \$0.65/cheque
Pre-authorized Payment/ Debit \$0.65/tr.

Transfer

RRSP/RRIF/TFSA transfer to another
financial institution \$100.00/tr.
(Additional transfers per customer in a day are free)

Deposit

Coin \$0.15/roll

Business Account

If the account maintains a lowest daily ending balance of \$1,000 during the month, the service charge of one cheque withdrawal/deposit transaction for every \$1,000 in the lowest daily ending balance of the month will be waived.

Monthly Minimum Service Charge \$6.00

Cheques

Cheque Withdrawal \$0.80/cheque
Pre-authorized Payment/Debit \$0.80/tr.

Deposit

Cheque \$0.80/cheque
Cash (Bank Note) \$1.90/\$1,000.00
Coin \$0.15/roll

Additional Fees and Services

Bill Payment Investigation (at a customer's request) \$10/case
Payment Transfer Request
via FAX/E-mail handling charge \$5.00/tr.

Cheques

Returned Non-Sufficient Funds (NSF) \$40.00/cheque
Overdraft Protection Fee \$5.00/cheque
Stop Payment with Complete Details \$12.50/cheque
(If provided Cheque No., Payee and Amount;
Including Pre-Authorized Payment)
Stop Payment without complete details \$20.00/cheque
Drawn on a Non-chequing Account \$5.00/cheque
Temporary Cheque Fee (For Personal Account)* \$0.30/cheque
Temporary Cheque Fee (For Business Account)* \$0.50/cheque

* 10 free cheques for new account opening

Withdrawal

Cash Withdrawal by Teller	\$0.75
Cash Supply Special Order	\$1.90/\$1,000
Coin Special Order (For Personal Account)	\$0.15/roll
Coin Special Order (For Business Account)	\$0.15/roll
Cashing Government of Canada Cheques	Free
(Up to C\$1,500.00)	

Withdrawal at ABM (Automated Banking Machines)

At KEB Hana Bank Canada Branches	\$0.50
INTERAC®/THE EXCHANGE® Network	
ABM in Canada	\$1.50
INTERAC® Direct Payment (Debit Card) Purchase	\$0.50
Cirrus® ABM outside Canada	\$5.00
Deposit, Fund transfer between own accounts,	
Bill Payment at KEB Hana Bank Canada ABM	Free
ABM Mini Statement	\$0.75
Bill Payment History	\$0.75

Balance Inquiry at ABM

At KEB Hana Bank Canada ABM	Free
INTERAC®/THE EXCHANGE® Network	
ABM in Canada	\$0.75

Reissue

Passbook	\$2.50
Cash Card (Debit Card)	\$2.50

Certified Cheque

Requested by Account Holder (Up to \$5,000.00)	\$5.00
Requested by Account Holder (From \$5,000.01)	\$10.00
Requested by Third Party	\$15.00

Bank Draft

Up to \$5,000.00	\$5.00
From \$5,000.01	\$10.00

Certificate of Account Balance*

Confirm or Search (by Bank Form)	\$10.00/tr.
Manual Letter Form	\$20.00/tr.

(*It includes Account Balance Confirmation, Audit Confirmation, Transaction Confirmation/Search etc.)

Additional Confirm or Search (by bank form) on the same day (Additional copy of the certificate)	\$2.50/tr.
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Interim Statement (per Month)	\$2.50/tr.
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Monthly Statement Mailing	\$2.50/statement
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Search for Vouchers, Statements, Cheque Tracing etc.

Less than 90 days	\$10.00/item
More than 90 days	\$20.00/item
For Computer Printout	\$5.00/item

Deposit

Post-dated Cheque	\$2.50/cheque
(except deposit to Installment Savings Deposit account)	
Non-MICR encoded Cheque	\$5.00/cheque
Night Deposit	\$40.00/yr.
Chargeback (item charged back to account)	\$5.00/cheque

Deposit at ABM

THE EXCHANGE® Network ABM in Canada	\$3.00
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Dormant account notice

Monthly Fee	\$1.00
2 year to 4 year annual notice	\$20.00
5 year to 9 year annual notice	\$30.00
10 year transfer to the Bank of Canada	\$40.00
Dormant Official Cheque Transfer Fee	\$40.00
Account Closed (within 16 ~ 90 days of opening)	\$15.00

Outgoing Remittance (Canadian, U.S. dollar)

T/T (Telegraphic Transfer) From \$100.01	0.20%
(Additional cable charge \$10.00)	
T/T Up to \$100.00 (Include cable charge)	\$10.00
Minimum charge	\$15.00
Maximum charge	\$50.00
Amendment	\$15.00
Cancellation	\$20.00
Our Charge Condition	\$25.00

Outgoing Remittance (Korean Won)

T/T (Telegraphic Transfer) From ₩100,001	₩10,000
(additional cable charge ₩10,000)	
T/T Up to ₩100,000 (Include Cable Charge)	₩10,000
Amendment	₩15,000
Cancellation	₩20,000

Incoming Remittance (Canadian, U.S. dollar)

This fee is deducted from the principle of the wire payment prior to being credited to your account

Up to \$100.00	\$5.00
From \$100.01	\$10.00
Our Charge Condition	\$15.00
Cable Charge (Remittance)	\$10.00
Cancellation	\$20.00

Incoming Remittance (Korean Won)

Up to ₩100,000	₩5,000
From ₩100,001	₩10,000

Postage

Domestic mail (Fax included)	\$8.50 +Postage
Overseas mail (Fax included)	\$8.50 +Postage
Courier (TNT etc.)	Actual Rate + \$10.00

Traveler's Cheque

Purchasing (on total purchase)	1.00%
Encashment (Non-account holder)	\$3.00/tr.

(This charge will be waived, if Traveler's Cheque(s) was(were) purchased at KEB Hana)

Handling U.S. dollar cheque from Canadian dollar account

Up to \$1,000.00	\$7.00
From \$1,000.01	\$10.00

Handling (Korean Won) Cash 1.0%

Overseas Korean Service Charge \$40.00

Collection

Clean item (International)	0.125%/each
Minimum	\$12.50
Maximum	\$125.00
Unpaid (Clean item)	\$40.00

Online Tax Filling

Payment Fee	\$2.00/item
Enrollment Fee	\$20.00/client
Amendment Fee	\$10.00/item

Safety Deposit Boxes

Box Type	Box Size (H x W x D)	Annual Fee	
		More than 6 months	Less than 6 months
Small	2" x 5" x 24"	\$50	\$25
Medium	3" x 5" x 24"	\$60	\$30
Medium/Large	5" x 5" x 24"	\$100	\$50
Large	3" x 10" x 24"	\$120	\$60
Extra-Large	5" x 10" x 24"	\$200	\$100
Replacement Key		\$50/key	
Drilling of box and replacement of lost keys		At Cost	

[Note] GST/HST will be added to these fees. All sizes may not be available at all KEB Hana bank Canada branches. Sizes are measured in inches. Fees for related services will apply.

Non-Client Services

Bill Payment handling charge \$2.00/tr.
Cashing Government of Canada Cheques Free
(Up to C\$1,500.00)

Cash withdrawal at INTERAC® and
THE EXCHANGE® Network ABM in Canada \$2.00
(This fee is in addition to any fees your financial institution may charge)

Incoming Remittance (Canadian, U.S. Dollar)

Non-account Holder less than \$1,000.00 \$15.00

Incoming Remittance (Korean Won)

Non-account holder ₩15,000
(In the equivalent amount to less than C\$1,000.00 will be applied)

- + Where applicable, U.S Dollar account fees or transactions are charged in U.S. Dollars.
- + If there are to be any increases, a list of Personal Account fee changes will be sent to statement account customers 30 days in advance of the increase. Notice of changes will be posted in branches and at ABMs 60 days in advance of the increase.
- + If there are any increase of any charges and of any new charges applicable to the account, customer who receive account statement will receive written information about this change at least 30 days before it takes effect.
- + Information about the change will be displayed at the branch, website and at automated banking machines (ABMs) at least 60 days before the change.
- + Check the notices displayed in your branch, on your financial institution's website or at its other points of service.

Protecting Your Privacy

Protecting your privacy and confidentiality of your personal information has always been our top priority at KEB Hana Bank Canada.

This page is to inform you that the Bank has **Personal Information Protection Procedures** in place in order to ensure that your privacy and the confidentiality of your information are protected.

◆ Personal Information

Personal information is information that identifies you as an individual. It includes not only your name, address, age and gender but also your personal financial records, identification number including your social insurance number, personal references and employment records.

◆ Reasons for Asking for Your Personal Information

We obtain most of your information directly from you. The information we ask for depends on which product or service you want. For every product or service we need our name, address and identification with photo. The followings are reasons for asking for your personal information:

- ◆ to identify you
- ◆ to understand your needs
- ◆ to determine your eligibility for products and services
- ◆ to provide ongoing services
- ◆ to comply with legal requirements

◆ Social Insurance Number (SIN)

We obtain your SIN for reporting your investment income (T5), to comply with the provisions of the federal Income Tax Act, and for administrative purposes to accurately match your personal information with your credit bureau information when applying for our credit product and services.

◆ Financial Information

We also collect your financial information to assess your eligibility for credit product and services.

◆ Releasing Your Information

Under no circumstances do we release your information to third parties without your prior written or verbal consent. Your information may be released:

- ◆ to legal counsel representing us
- ◆ for the purpose of collecting a debt owed to us
- ◆ to comply with a request, inquiry or order from lawful authorities or court.
- ◆ to an investigative body(-ies) or to government agencies
- ◆ to a person who needs information in an emergency that threatens your life health or security

◆ Accessing Your Information

You will have access to your personal information that we have. Request shall be made in writing and presented to the branch where you purchased or opened the product or service.

If you provide us with proof of an error or any changes that need to be made on your current information, we will gladly update your information.

◆ Resolving Concern or Complaints

If you have any concerns or complaints about the privacy and confidentiality of your information, Please follow the steps in **Resolving Your Complaints** section.

Resolving Your Complaints

KEB Hana Bank Canada is committed to providing the best possible service to each and every customer. We value your business and will make our utmost efforts to satisfy your expectations regarding your banking experience.

We understand that you may sometimes have concerns or complaints about our services. We take these matters very seriously and will try to resolve each concern or complaint in a prompt and appropriate manner.

We have created the following process for dealing with your complaints.

◆ Steps for Resolving Your Complaints

STEP 1

You can contact our Compliance Officer at the branch

Toronto Area

Main Branch

4950 Yonge Street, Suite 103, Toronto, ON, M2N 6K1
Tel: (416) 222-6500 Fax: (416) 222-5855

Bloor Branch

627 Bloor Street West, Toronto, ON, M6G 1K8
Tel: (416) 533-8593 Fax: (416) 531-1047

Mississauga Branch

90 Burnhamthorpe Road West, Suite 120, Mississauga, ON, L5B 3C3
Tel: (905) 272-3130 Fax: (905) 272-3430

Thornhill Branch

7670 Yonge Street, Suite 5, Thornhill, ON, L4J 1W1
Tel: (905) 707-7001 Fax: (905) 707-0171

Richmond Hill Branch

9625 Yonge Street Unit A, Richmond Hill, ON, L4C 5T2
Tel: (905) 883-5885 Fax: (905) 883-9134

Bayview Sub-Branch

22 Rean Drive, Toronto, ON, M2K 0A6
Tel: (416) 221-3999 Fax: (416) 221-9996

Vancouver Area

Burnaby Branch

4900 Kingsway, Suite 100, Burnaby, BC, V5H 2E3
Tel: (604) 432-1984 Fax: (604) 432-1964

Coquitlam Branch

4501 North Road, Suite 202A, Burnaby, BC, V3N 4R7
Tel: (604) 420-0019 Fax: (604) 420-0066

Vancouver Downtown Branch

590 Robson Street, Vancouver, BC, V6B 2B7
Tel: (604) 609-2700 Fax: (604) 609-2777

Richmond Branch

5911 No.3 Road, Unit 150, Richmond, BC, V6X 0K9
Tel: (604) 285-6340 Fax: (604) 285-6349

Calgary Area

Calgary Branch

1935-37th Street SW, Suite 110, Calgary, AB, T3E 3A4
Tel: (403) 398-7070 Fax: (403) 398-1045

STEP 2

If you are dissatisfied with Step 1, you can contact Chief Compliance Officer (CCO) of the bank

Head Office

4950 Yonge Street #1101, Toronto, ON, M2N 6K1
Tel: (416) 227-5570 Fax: (416) 222-5822
E-mail: mikecho@hanafn.com

STEP 3

If above steps do not resolve your complaint or when 90 days have elapsed since escalating your concerns to the Chief Compliance Officer (CCO) of the bank, you can seek the assistance of Ombudsman for Banking Services and Investments

Ombudsman for Banking Services and Investments

401 Bay St. Suite 1505, PO Box 5, Toronto, ON, M5H 2Y4
Toll free telephone: 1-888-451-4519
Toll free fax: 1-888-422-2865
E-mail: ombudsman@obsi.ca
Website: www.obsi.ca

There are a number of provisions that each bank has to comply with the requirements such as disclosure requirements, accepting government cheques and others. If you believe that we have breached such requirements, please contact:

Financial Consumer Agency of Canada

427 Laurier Avenue West,
6th floor, Ottawa, ON, K1R 1B9
Toll free: 1-866-461-3222 (In English)
Fax: 1-613-941-1436 or 1-866-814-2224
E-mail: info@fcac-acfc.gc.ca
Website: www.fcac-acfc.gc.ca

If your concern or complaint is about the privacy or confidentiality of your information, please contact:

The Privacy Commissioner of Canada

30 Victoria Street, Gatineau, QC, K1A 1H3
Toll free telephone: 1-800-282-1376
Fax: 1-819-994-5424
Website: www.priv.gc.ca

Personal Account Agreement

When you sign the Application for a Personal Account (Individual/ Joint Account), you are agreeing to the following terms and conditions governing the account.

◆ Definitions

You and Your means the account holder(s) named in the Application for the Personal Account, and **We, Us** and **Our** mean KEB Hana Bank Canada (**the Bank**).

◆ Receipt

You have received duly completed copies of current interest rates and service charges applicable to the account, and a copy of this agreement.

◆ Service Charges

You have agreed to pay (and we can deduct) service charges related to your account.

◆ Overdraft

(Applicable to Personal Chequing Account/Savings Chequing Account only)
Unless you have applied for and been granted overdraft privileges, you acknowledge that you have no right to overdraw your account. You have agreed to repay any over-exceeded amount that we have permitted. You have further agreed to pay interest on any such overdraft at our standard/authorized overdraft rate until the balance of the overdraft amount has been fully paid.

◆ Overdraft Protection

(Applicable to Personal Chequing Account/Savings Chequing Account only)
In case your account has been overdrawn but becomes a zero or positive balance on next business day, you will be charged Overdraft Protection Fee of \$5.00 plus interest* calculated daily on your overdraft balance.

In case of NSF Cheque return, you will be charged NSF Charges of \$40.00 plus interest* on your overdraft balance. The interest will be calculated on your daily closing overdrawn balance starting from the date your account is first overdrawn until account has a zero or positive balance.

*The applied interest rate will be either pre-authorized rate or 21% (per annum)

◆ Deposits and Hold on Funds

Any cheque or other payment instruments (each of which is called an **instrument**) you deposit for credit to an account will be payable to your order or bearer and will not have a prior endorsement. If we credit such an account, it shall not:

- affect us in any way for we are merely the collecting agent;
- obligate us to pay any of your cheques on the account until the instrument has been paid; or
- entitle you to withdraw any funds from the account until the instrument has been paid

We may reverse such credit if the instrument is returned unpaid. We may send you any returned instrument in the same manner as we may send a statement of account.

◆ Statements of Account

You shall promptly examine any statement of account and notify us of any errors or objections to the statement. If you do not notify us of any errors or objections within 30 days of the date of the statement, the statement shall be conclusively deemed correct except for:

- any amount credited to the account in error; or
- any amount debited to the account by reason of a cheque drawn on the account that is found to bear a forged or unauthorized endorsement of the payee and of which you have given us prompt notice

◆ Notice of Withdrawal

You understand that we may require up to 7 days notice before you make a withdrawal.

◆ Account Closure

We may close your account if you do not operate your account in a satisfactory manner. For example, if you maintain an overdrawn balance due to NSF cheques or outstanding service charges, if you use your account for illegal purposes or if your account has been inactive without any balance for more than 12 consecutive months.

◆ Inactive (Dormant) Account

Your account will be considered inactive (dormant) if you do not complete a transaction, update your passbook or request a statement of account for 24 consecutive months or more. You are required to contact your account branch to reactivate the account.

In order to avoid inactive account fees, you must respond to our notice, which informed you of the status of your account. The balance of your account will be transferred to the Bank of Canada after ten years of inactivity. Please contact the Bank of Canada to retrieve the unclaimed balances.

Bank of Canada - Unclaimed Balances

234 Laurier Avenue West,
Ottawa, ON, K1A 0G9

Toll free: 1-800-303-1282

Fax: 1-613-782-7713

E-mail: info@bankofcanada.ca

Website: www.bankofcanada.ca/unclaimed-balances

◆ Joint Account

If more than one person signs on a joint deposit account agreement or a signature card, the following terms apply collectively and individually to each of you and to any renewals of such accounts. You may choose to set up the signing authorities for your joint account to be any one of you / all of you / any number of you, as designated by you on a joint ownership record or signature card. This designation means that the designated account holder or combination of account holders:

- will authorize us to pay and charge against the account of any instruments signed by the designated account holder or combination of account holders, even if the effect is to create or increase an overdraft in the account. If you do not complete this designation, instruments must be signed by all of you; and
- may provide instructions to us regarding the account and funds in the account.

Notwithstanding the signing authorities for the account:

- we may act on instructions with respect to the account from any one of you if they do not substantially alter the rights of each of you to the account or the funds in the account; otherwise we may require all of you to confirm the instructions;
- any one of you may make deposits—including cash and proceeds of any instruments payable to all or any of you—to the account;
- any one of you may provide instructions to stop payment of any instrument, which will terminate your authority to pay the instrument;
- any one of you may sign receipts for vouchers, sign releases with us with respect to the account, confirm that the account is correct, and validate vouchers.

◆ Survivorship

You may obtain a joint account with the right of survivorship record. By signing a joint deposit account agreement indicating that you want the right of survivorship, you can assign and transfer all money deposited to the joint account and any interest that has been accumulated. If an account has a right of survivorship, on the death of any of you, any moneys in the account may be withdrawn by the survivor. Or if there is more than one survivor, this joint deposit account agreement regarding survivorship applies.

◆ Facsimile Instructions

By signing the **Agreement for Acceptance of Facsimile Instructions** you have agreed that:

- We are authorized to act upon the instructions without verifying the signatures or enquiring the validity of the instructions. We are to consider them as written orders made in accordance with the account authorities of the Bank for the operation of your account.

- If the Bank seeks to verify the signature or validity of the instructions by telephone or otherwise and is unable to do so to its satisfaction, instructions may be delayed in acting upon or we may refuse to perform them. Nothing in this paragraph and no verifications of any instructions or signatures at any time made by the bank shall obligate the Bank to verify the instructions or signatures in any particular case.
- We are not liable for any losses, costs, fees, damages, expenses, claims, suits and liabilities that may be brought against us relating to or arising out of us acting upon, delaying in acting upon or refusing to act upon any instructions, including improper, unauthorized or fraudulent instructions given by any person, including any employee, agent or representative of you and us.
- We may immediately debit your account with the amount on any payment, transfer or transaction done pursuant to an instruction, our fees and charges relative thereto and any other amount owing to us.

■ Cash/Debit Card Agreement

Please read this agreement carefully as it contains legal rights and obligations in relation to your cash/debit card.

This agreement contains terms and conditions relating to your Cash/ Debit Card issued by the KEB Hana Bank Canada and your personal identification number (PIN) for the Automated Banking Services described below.

◆ Definitions

You and **Your** mean the account holder(s) named in the Application for a designated deposit account, and **We**, **Us**, **Our** and **the Bank** means the KEB Hana Bank Canada.

Account means designated deposit account(s) that we have linked at your request for access with your Cash / Debit Card.

Card means your Cash/Debit Card with our name and logo on it, in which we permit you to use for deposit and cash withdrawal at Automated Banking Machines (ABM) or direct payment transactions on your account at point-of-sale (POS)/ debit card terminals. In this agreement, references to **Card** include **Card Number** unless otherwise specified.

Automated Banking Services means any access channels which we may enable you to use by means of your Card and PIN (Personal Identification Number) including:

- ABMs located within the KEB Hana Bank branches in Canada, other ABM's bearing the name of INTERAC®, Cirrus® and THE EXCHANGE® Network for deposit and cash withdrawals; and
- Point-of-sale/debit card terminals for INTERAC® direct payment transactions.

Automated Banking Transaction means transactions with respect to your account including deposit, cash withdrawals, balance inquiries, INTERAC® direct payment/point-of-sale or debit transactions, and any other system we may designate from time to time for purchase transactions paid for using your Cash/Debit Card.

Personal Identification Number(PIN) refers to the combination of numbers selected only by you, for your use, as a means of your authorization to use certain services, but not limited to, use of the card with your personal identification number (PIN) at automated banking machines (ABMs) and Direct Payment Terminals.

◆ Using your Cash/Debit Card

Upon your request, we will issue a Cash / Debit Card to you at our branch. Use of your card will show that you have received, understood and agreed to this Agreement. You will use Automated Banking Services in accordance with the terms in this Agreement or as we may otherwise communicate to you from time to time.

◆ Timing of Automated Banking Transactions

Automated Banking Transactions to your account that are made on weekends or banking holidays will be processed by your branch's next banking business day.

We may decline or delay any Automated Banking Transaction acting upon any cases such as:

- the instructions are incomplete or ambiguous
- it cannot be carried out due to the insufficient funds
- we doubt their authenticity or their lawfulness

◆ Foreign Currency Transactions

Cash withdrawals or Direct Payments obtained in a foreign Currency using your card and PIN will be deducted from your accounts in Canadian dollars plus service charges per withdrawal or Direct Payment. The conversion will be made at the exchange rate determined by the Bank on the day that the transaction is charged to your account.

◆ Keep Your PIN and Card number Confidential

You are responsible for the care and control of your Card and PIN. You must keep your PIN and Card number confidential. We do not encourage you to keep written records of your PIN, but if you need to keep such records, you must keep them separate from your Card at all times. When selecting your own PIN, avoid the use of number combinations that can easily be guessed by someone else – for example, your birth date, address, telephone number or other such information easily obtainable by the third parties.

◆ Your responsibility for Lost or Stolen Card/PIN Confidentiality

You must notify us immediately by telephone and in writing if:

- Your Card is lost or stolen, or you suspect it is lost or stolen, or someone has used it other than yourself.
- Your PIN has become known to someone else, or you suspect it has become known to someone else.

Your liability will cease only for the transaction after we received a notice of such loss, theft or unauthorized use of your Card and PIN.

Lost or Stolen Card/PIN (24 Hour Toll Free): 1-866-826-7500

◆ Your Liability

You are responsible for the full amount of all authorized activity resulting from the use of your Card and/or PIN by you or any other persons. You are also responsible if you make entry errors at point-of-service terminals, or if you make fraudulent or worthless deposits. Careless handling of your Card and/or PIN can result in serious financial losses.

In most cases, you will not be liable for any losses from unauthorized use of your Card or Automated Banking Services due to circumstances beyond your control. These are situations where you could not have prevented and did not knowingly contribute to the unauthorized usage. Such circumstances include Bank errors, technical problems or system malfunctions.

You will not be liable for losses that occur after you have notified us:

- of the loss, theft or misuse of your card,
- that your PIN was disclosed to or obtained by anyone else or maybe known by anyone else, or
- that unauthorized use of Automated Service may occur

You have agreed to cooperate and assist in any investigation that we initiate into the unauthorized usage that you have reported as a precondition to being reimbursed for any losses. This cooperation may include filing a report with law enforcement authorities.

You may be liable for all losses from unauthorized use of your Card if you:

- willingly disclosed your PIN;
- did not keep your PIN separate from your Card; or
- did not notify us by telephone immediately, by telephone and in writing, of learning that your Card was stolen, or that the confidentiality of your PIN was compromised, and that there are no exceptional circumstances for your failure to notify us in that way.

◆ Our Liability

We are liable for:

- Unauthorized transactions after you have notified us that your Card has been misused, lost or stolen or that the PIN security has been breached.
- Transactions completed through Cards that are forged, faulty, expired or canceled.
- Fraudulent or negligent conduct by our employees or agents.
- Losses to your account resulting from any failure, error, malfunction or technical problem of our system or equipment.

◆ We May Charge for Services

We may charge our current service charges for the Automated Banking Services used by you. Please see our current service charge information available at branches.

You will pay the service charges of any other financial institution that are imposed as a result of any Automated Banking Service that you may use.

We may debit your account accessed through the Automated Banking Service for any applicable service charges without notice. If you don't have enough money in your account to cover the service charges they may be charged to any other account you have with us, or your account may be overdrawn. Our service charges are subject to change from time to time.

◆ Limitation of Our Liability

We will not be responsible or liable for any delay, damage, loss or inconvenience you or any other persons may incur if you are unable to access Automated Banking Services in the event of any malfunction for any reason whatsoever; or if we do not receive your instructions for any reason; or if there is any delay in the processing of any Automated Banking Transaction; or if we decline to act on your instructions, for any reason. Also, the Bank is not liable for any accident, act or aggression, theft, loss or damage you may suffer while using Automated Banking Services, whether you are on Bank or other premises.

We will not be responsible or liable for the release of any information about you before you notify us of the theft or loss on your Card, or if the confidentiality of your Card number or PIN is compromised.

◆ We May Set Limits or Change or Terminate this Agreement

We may set or change the limits (dollar amounts or otherwise) on the use of your Card at any time. If a multiple cards have been issued under the same account, daily withdrawal limit and daily INTERAC® Direct Payment limit of the account will be applied to not per card but per account.

We may change or terminate this Agreement, and/or the service terms, or services at any time.

You have agreed to that changes are made and have been given a notice in a readily accessible place in our branches or in any other manner, which we may determine from time to time. You can obtain a copy of the changes or the revised agreement at our branches.

◆ Records and Dispute Resolution

Our record will be conclusive evidence of your communications and Automated Banking Transactions. We and/or our network service providers may tape your communications with us.

Any transaction record you receive, or any transaction confirmation number supplied, is meant only to help you with your record keeping. We will be pleased to review our records if you disagree with the accuracy. We will not be responsible for any failure to supply, or lack of suitability or quality of, any goods or services purchased from merchants or others through an Automated Banking Services. You will resolve the dispute directly with the merchants or others involved.

If you have a problem regarding a transaction completed through an Automated Banking Services that is posted to your account, speak to your branch first.

If you have a problem with merchandise or retail service that is paid for through a debit card transaction, you should resolve the problem with the retailer concerned.

Any dispute you have regarding the services provided by this agreement will normally be resolved within 10 business days after your branch is notified in writing of the dispute. If a dispute cannot be resolved within this time, we will provide you with the information concerning our dispute resolution process and how long each step will normally take.

Your Cash / Debit card provides access to Automated Banking Services, wherever you see these symbols:



◆ Governing Laws

This agreement and Automated Banking Transactions are governed by the applicable laws of the Canadian Province or Territory in which you reside, and by the applicable laws of Canada.

- The Bank voluntarily adheres to the Canadian Code of Practice for Consumer Debit Card Services. For information about the Code, visit <http://www.cba.ca/voluntary-commitments-and-codes-of-conduct>

◆ Steps Dealing with Debit Card Transaction problem

1. In the event of unauthorized debit card transaction, the customer must notify us by telephone or visit our branch within 24 hours of learning about the loss.
2. The bank temporarily suspends the cardholder's account to stop further losses.
3. The cardholder is advised to report Debit Card Fraud Case to the local police.
4. The bank reviews the Debit Card Fraud Case report and investigates total loss amount, location that unauthorized transaction took place and etc. to confirm the unauthorized transaction.
5. If the unauthorized transaction was not made by cardholder's fault (e.g. disclosure of PIN), the bank will reimburse the whole amount of unauthorized transaction immediately.
6. If cardholder is not satisfy with the actions that the bank has taken or the bank does not reimburse the unauthorized transaction amount within 10 days after the cardholder's first report on the unauthorized transaction due to any reasons, then;

STEP 1

Contact Chief Compliance at Head Office of the bank

Chief Compliance at Head Office of the bank

4950 Yonge Street, #1101,
Toronto, ON, M2N 6K1
Tel.: (416) 227-5570 Fax: (416) 222-5822
E-mail: mikecho@hanafn.com

STEP 2

Contact Ombudsman for Banking Services and Investments

(if not satisfied in Step 1)

Ombudsman for Banking Services and Investments

401 Bay St. Suite 1505, PO Box 5, Toronto, ON, M5H 2Y4
Toll free telephone: 1-888-451-4519
Toll free fax: 1-888-422-2865
E-mail: ombudsman@obsi.ca
Website: www.obsi.ca

If the cardholder believes that the bank is in breach of compliance requirements or needs of further consumer related information contact:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th floor, Ottawa, ON, K1R 1B9
Toll-free: 1-866-461-3222 (In English)
Fax: 1-613-941-1436 or 1-866-814-2224
E-mail: info@fcac-acfc.gc.ca
Website: www.fcac-acfc.gc.ca

What You Need to Know About Coercive Tied Selling

The Bank Act requires banks to inform customers in plain language that coercive tied selling is illegal. To comply with the law, KEB Hana Bank Canada has prepared this brochure explaining:

- ◆ what coercive tied selling is,
- ◆ what coercive tied selling is not, and
- ◆ how to contact us if you have any questions, complaints or concerns.

◆ What is Coercive Tied Selling?

Section 459.1 of the Bank Act prohibits banks from practicing coercive tied selling. More specifically, it is against the law for a bank to **impose undue pressure on, or coerce a person to obtain a product or service from a particular person, including a Bank and any of its affiliates, as a condition for obtaining another product or service from the Bank.** You cannot be unduly pressured to buy a product or service that you don't want from the Bank or one of its affiliates, to obtain another bank product or services.

The following two examples will help to explain coercive tied selling and what is not allowed.

Your bank's mortgage specialist tells you that you qualify for a home mortgage. However, you are also told that the bank will approve your mortgage only if you transfer your investments to the Bank or its affiliates. You want the mortgage, but you do not want to move your investment.

Your bank's credit officer tells you that you qualify for a loan. However, you are also told that the bank will approve the loan only if you use the money to buy the bank's investment products. You want the loan but you want to invest the money somewhere else.

Both of the above practices are against the law. If you qualify for a product, a banking representative is not allowed to excessively pressure you to buy another unwanted product or service as a condition of obtaining the product you want.

◆ Our Commitment to You

We expect all employees at KEB Hana Bank Canada to comply with the law by not practicing coercive tied selling. We urge you to let us know if you believe that you have experienced coercive tied selling in any dealing with us. You can find out how to contact us at the end of this brochure.

◆ What is NOT Coercive Tied Selling?

Most businesses, including KEB Hana Bank Canada, look for tangible ways to show their interest in your business and appreciation for your loyalty. Sales practices, such as preferential pricing and bundling of products and services, offer potential and existing customers better price or more favorable terms. These practices should not be confused with coercive tied selling, as defined by the Bank Act. Many of these practices will be familiar to you in your dealing with other businesses.

◆ What is Preferential Pricing?

Preferential pricing means offering customers a better price of rate on all or part of their business. For example, a printer offers a lower price for each business card if you buy a thousand cards instead of a hundred. A shoe store offers a second pair of shoes at half price.

Similarly, a bank may be able to offer you preferential pricing—a higher interest rate on investments or a lower interest on loans—if you use more of its products or services. The following two examples will help to explain preferential pricing in banks.

After approving your application for a home mortgage from the bank, your bank's mortgage specialist tells you that this mortgage would be available at a lower interest rate if you transferred your investments to the bank or its affiliates.

After approving your application for a loan, your bank's credit officer offers you a lower interest rate if you use the loan to buy the bank's investment products.

The above practices are acceptable. The approval of your mortgage and a loan is not conditional on your taking another bank product or service. Rather you are offered preferential pricing to encourage you to give the bank more business.

◆ What is Bundling of Products and Services?

Product and services are often combined to give consumers better prices, incentives or more favourable terms. By linking or bundling their products or services, businesses are often able to offer them to you at a lower combined price than if you bought each product on its own. For example, a fast-food chain advertises a meal combination that includes a hamburger, fries and a drink. The overall price is lower than if you bought the three items separately.

Similarly, banks may offer you bundled financial services or products so that you can take advantage of package prices that is less than the sum of the individual items.

The following example will help to explain the bundling of bank products and services.

You plan to open a bank account that charges you for individual transactions. The banking representative offers you a package of services that includes a comparable bank

account, a credit card with no annual fee and a discount on purchasing traveler's cheques. The total price is less than if you purchased each part of the package separately.

Bundling products in this way is permitted because you have the choice of buying the items individually or in a package.

◆ How Do We Manage Our Credit Risk?

To ensure the safety of their depositors, creditors and shareholders, banks must carefully manage the risk on the loans and the credit cards they approve. Therefore the law allows us to impose certain requirements on borrowers as a condition for granting a loan—but only to the extent necessary for us to manage our risk.

The following example will help to explain how banks manage such risk.

You apply for an operating loan for your business. To manage the risks associated with the loan, your bank requires your business to have an operating account with the bank as a condition for obtaining the loan.

The above example is legal and appropriate. Having your business's operating account at the bank allows your bank to access possible risks associated with your business's cash flow and manage the risks associated with the loan.

At the KEB Hana Bank Canada, our requirement for borrowers will be reasonable and consistent with our level of risk.

◆ How Can You Contact Us?

If you have any concerns or complaints about your dealings with KEB Hana Bank Canada, Please follow the steps in **Resolving Your Complaints** section (page 21).

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‡ Cirrus® Registered trademark of Cirrus Systems, LLC. Used under license

§ THE EXCHANGE® Network is a registered trademark owned by Fiserv Inc., licensed for use in Canada by FICANEX Services Ltd. Partnership.

 KEB Hana Bank Canada

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