

OCTOBER 2021

# Deposit Account Services of CIBC Mellon Trust Company

## Terms and conditions disclosure

Customers who have entered into a custody or trust agreement (the “Client Agreement”) with CIBC Mellon Trust Company (“CMT”) and which use the deposit account services of CMT and CIBC Mellon Global Securities Services Company (“CIBC Mellon GSS”) in its capacity as agent of the custodian (and together with CMT, “CIBC Mellon”) are subject to the terms and conditions herein.

### PARTICIPATING FINANCIAL INSTITUTIONS

1. Monies administered by CIBC Mellon GSS in a custody account pursuant to a Client Agreement are referred to the deposit account of CMT, Canadian Imperial Bank of Commerce (“CIBC”), The Bank of New York Mellon (“BNY Mellon”), or any of their affiliates or related parties (collectively the “Participating Financial Institutions”).
2. Funds transferred to a Participating Financial Institution are governed by separate deposit terms, conditions and/or agreements as may be issued by such Participating Financial Institution from time to time.
3. Any deposits transferred to Participating Financial Institutions other than CMT are obligations of those Participating Financial Institutions and are not obligations of, nor guaranteed by, CIBC Mellon.
4. CIBC Mellon, in the normal course of business, may receive revenue generated in connection with deposits held by Participating Financial Institutions.

### CMT DEPOSIT TERMS AND CONDITIONS

5. Monies on deposit with CMT are held on behalf of the customer and the customer shall be entitled to any amount on demand.
6. The amounts maintained in a deposit account by CMT may bear interest at the rate, if any, agreed to by CIBC Mellon and the customer, from time to time.
7. CIBC Mellon and the customer hereby agree that CMT shall not charge fees for maintaining a deposit account with CMT unless agreed to in writing by the parties.
8. CMT’s deposit account shall be governed by usual banking practices and the account procedures established by CMT from time to time.
9. CMT is a member of the Canada Deposit Insurance Corporation (CDIC). All cash held in the deposit account by CMT which is due on demand is eligible to be insured under the Canada Deposit Insurance Corporation Act. Please refer to the [CDIC website](#) for further information.

10. The customer may provide CIBC Mellon with written instructions to transfer funds that are in the deposit account of CMT to a third party including a financial institution. The customer releases CIBC Mellon from all liabilities, claims, demands, actions and suits of any kind arising from any action taken by CIBC Mellon in reliance on or in compliance with any such instructions. In the event of any dispute between the customer and CMT in connection therewith, the records of CIBC Mellon shall be deemed to be conclusive.
11. All information relating to the deposit account of the customer held by CMT may be stored or recorded by CIBC Mellon in such form and by means on such devices as CIBC Mellon sees fit and CIBC Mellon is under no obligation to retain original instruments, documents or vouchers other than those entrusted to CIBC Mellon by the customer or as required by applicable laws.
12. The branch of account for the customer's deposit account held by CMT shall be:  
1 York Street  
Toronto, ON M5J 0B6
13. In the event of any conflict between these terms and conditions and the Client Agreement, the Client Agreement will prevail.



## COMPLAINTS PROCEDURE

If the customer has any complaints relating to this Deposit Account, the following process is applicable:

1. If you have any problems, questions or concerns with respect to a deposit Account, the disclosure of or manner of calculating the cost of an overdraft, the disclosure of interest rates or about any other obligation of CMT under a consumer provision, please contact your relationship manager so that we can address the matter in a timely and efficient manner.
2. If your concern or complaint remains unresolved after speaking with your relationship manager, please contact our complaints and privacy officer in writing:

### Complaints and Privacy Officer

CIBC Mellon Trust Company  
1 York Street, Suite 900, Toronto, ON M5J 0B6 CANADA  
Tel: 416-643-6484  
E-mail: [privacyofficer@cibcmellon.com](mailto:privacyofficer@cibcmellon.com)

3. CIBC Mellon has engaged the CIBC ombudsman to provide an independent review process. If your concern or complaint remains unresolved after contacting our complaints and privacy officer, you may contact their office directly:

### CIBC ombudsman

P.O. Box 342, Commerce Court  
Toronto, ON M5L 1G2 CANADA  
Tel: 416-287-2877 or 1-888-451-4519 (from outside the greater Toronto area)  
Fax: 416-225-4722  
E-mail: [ombudsman@cibc.com](mailto:ombudsman@cibc.com)

4. If you feel your concern requires a further independent review, please contact the Ombudsman for Banking Services and Investments:

### Ombudsman for Banking Services and Investments

401 Bay Street  
Suite 1505, P.O. Box 5  
Toronto, ON M5J 2Y4 CANADA  
Fax: 1-888-422-2865

## FINANCIAL CONSUMER AGENCY OF CANADA

As a federally regulated financial institution, CMT falls within the mandate of the Financial Consumer Agency of Canada ("FCAC") for complaints by consumers. FCAC is responsible for ensuring that federally regulated financial institutions comply with federal consumer protection laws, regulations and requirements such as providing consumers with information about complaint handling procedures.

You can contact FCAC directly at any time during the complaint management process:

FCAC  
6th Floor, Enterprise Building  
427 Laurier Avenue West  
Ottawa, ON K1R 1B9 CANADA  
Tel: 1-866-461-3222  
E-mail: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

If you have a complaint about your deposit account, the disclosure of or manner of calculating the cost of an overdraft, the disclosure of interest rates or about any other obligation of CMT under a consumer provision in the Trust and Loan Companies Act (Canada) which we have been unable to satisfy, you may contact the Financial Consumer Agency of Canada at the address provided above.

## About CIBC Mellon

CIBC Mellon is dedicated to helping Canadian institutional investors and international institutional investors into Canada service their financial assets throughout the investment lifecycle. Founded in 1996, CIBC Mellon is 50-50 jointly owned by The Bank of New York Mellon (BNY Mellon) and Canadian Imperial Bank of Commerce (CIBC). CIBC Mellon delivers informed investment services for investment funds, pension plans, insurance companies, banks, foundations, endowments, corporations, and global financial institutions whose clients invest in Canada. As at June 30, 2021, CIBC Mellon had more than C\$2.4 trillion in assets under custody and/or administration. CIBC Mellon is part of the BNY Mellon network, which as at June 30, 2021 had US\$45.0 trillion in assets under custody and/or administration.

[www.cibcmellon.com](http://www.cibcmellon.com)



➤ A BNY MELLON AND CIBC JOINT VENTURE COMPANY<sup>SM</sup>

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[www.bnymellon.com](http://www.bnymellon.com)

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