

## **Peoples Bank of Canada (PBC): Conditions for opening a consumer deposit account – in person**

To open an account, you must present two pieces of identification from those listed below, with at least one piece from Part A. All pieces of identification must be original, valid and not substantially defaced.

### **Part A**

- A drivers' licence issued in Canada, as permitted to be used for identification purposes under provincial law
- A Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document or card but not a commemorative issue
- A permanent resident card or Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada
- An Old Age Security card issued by the Government of Canada bearing your name and Social Insurance Number
- A Certificate of Indian Status issued by the Government of Canada
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial or territorial law
- A document or card, bearing your photograph and signature, issued by any of the following authorities or their successors:
  - (a) Insurance Corporation of British Columbia
  - (b) Alberta Registries
  - (c) Saskatchewan Government Insurance
  - (d) Department of Service Nova Scotia and Municipal Relations
  - (e) Department of Transportation and Public Works of the Province of Prince Edward Island
  - (f) Service New Brunswick
  - (g) Department of Government Services and Lands of the Province of Newfoundland and Labrador
  - (h) Department of Transportation of the Northwest Territories
  - (i) Department of Community Government and Transportation of the Territory of Nunavut.

## **Part B**

- A foreign passport
- A bank card, automated bank machine card, or client card, issued by a member of the Canadian Payments Association bearing your name and signature
- A credit card, issued by a member of the Canadian Payment Association bearing your name and signature
- A Canadian National Institute for the Blind (CNIB) client card bearing your photograph and signature.

If the names shown on the pieces of identification differ, a certificate evidencing the change of name or a certified copy of that certificate must also be presented.

You may present only one piece of identification from Part A if your identity is confirmed by a client in good standing with Peoples Bank or by an individual of good standing in the community where Peoples Bank is located. The individual in good standing in the community may be required to present identification in accordance with the above.

## **Contacting the regulator with a complaint**

The Financial Consumer Agency of Canada (FCAC) ensures federally regulated financial entities comply with consumer protection measures, promotes financial education and raises consumers' awareness of their rights and responsibilities.

If you have a regulatory complaint about a possible breach of federal legislation, code of conduct or public commitment, you can contact the FCAC by:

Telephone:  
1-866-461-3222

Website: <https://www.canada.ca/en/financial-consumer-agency.html>

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