



CTBC BANK
中國信託銀行

Coercive Tied Selling

The Bank Act states that Canadian banks must not practice coercive tied selling. Section 459.1 of the Bank Act specifically places this restriction on all banks by stating the following:

"A bank shall not impose undue pressure on, or coerce a person to obtain a product or service from a particular person, including the bank and any of its affiliates, as a condition for obtaining another product or service from the bank."

CTBC Bank Corp. (Canada) is committed to comply with this law and therefore has instructed its employees to never practice coercive tied selling by placing undue pressure on any customer at any time to purchase a product or service that the customer does not want in order to obtain another bank product or service.

Management

CTBC Bank Corp. (Canada)