



WHAT EVERY CLIENT MUST KNOW REGARDING COERCIVE TIED SELLING

The *Bank Act* prohibits all authorized foreign banks (a “Bank”), including BNP Paribas, in Canada, to force a person to purchase a product or service to obtain another product or service, constituting an illegal practice, called “coercive tied selling.”

The *Bank Act* prohibits any Bank in particular to:

- “impose undue pressure on a person, or coerce a person, for any purpose, including to obtain a product or service from a particular person—including the institution and any of its affiliates—as a condition for obtaining another product or service from the institution”; or
- “take advantage of a person”.

No undue pressure can thus be imposed by a Bank on a person as a condition to purchase a product or service which such person does not wish to obtain, and any person has the right to freely choose a product, service or financial provider.

For example:

- A Bank cannot force a person to transfer investments in its institution as a condition to opening up an account.

However, the law does not prohibit a Bank:

- To provide a service or product at a more advantageous rate should you wish to obtain another service or product;
- To group products and services in order to offer a lower rate than the one that would have been offered if the products or services were obtained separately.

Should you feel that any form of undue pressure was placed upon you by a staff member of BNP Paribas, in Canada, please inform us by contacting in writing the following representative:

Representative of the Protection of Interests of Clients

Compliance Canada

2001 Robert-Bourassa Boulevard, suite 900

Montréal, Québec, H3A 2A6

Fax: 514-228-3875

E-mail: canada_compliance_ethics@americas.bnpparibas.com

If you are not satisfied with the outcome of that process, please write to the **Ombudsman for Banking Services and Investments** at the following address:

Ombudsman for Banking Services and Investments

401 Bay Street

Office 1505, C.P. 5

Toronto (Ontario) M5H 2Y4

Telephone: 416-287-2877

Toll-free Telephone: 1-888-451-4519

Fax: 416-225-4722

Toll-free Fax: 1-888-422-2865

E-mail: ombudsman@obsi.ca

Web site: <https://www.obsi.ca>

You may also communicate in writing, at any time, with the **Financial Consumer Agency of Canada**:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th floor

Ottawa (Ontario) K1R 1B9

Telephone: 613-960-4666

Toll-free Telephone: 1-866-461-3222

Fax: 613-941-1436

Toll-free Fax: 1-866-814-2224:

Web site: www.fcac-acfc.gc.ca