



# BNP PARIBAS

## 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”; or
- “engage in any prescribed conduct”.

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  
E-mail: [canada\\_compliance\\_ethics@americas.bnpparibas.com](mailto: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](mailto: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, 6<sup>th</sup> 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](http://www.fcac-acfc.gc.ca)