



Changes to Dormant Account Periods – effective February 3, 2020

Great news! We are making your banking experience more convenient by extending the length of time it takes for an account to be considered dormant. Starting February 3, 2020, accounts will only become dormant if there has been no deposit, withdrawal or cheques written on the account for 24 months.

Want to know when it's time to initiate a transaction to keep your account active? Add your email address to your CIBC Online Banking® contact details and we will alert you by email before your account becomes dormant.

This section of the Personal Account Agreement will be revised effective February 3, 2020 as follows:

Dormant Accounts: *Accounts become dormant if there have been no deposits, withdrawals or cheques written on the account for the time period set out in the Disclosure Documentation available in any CIBC Banking Centre or online at cibc.com. If your account becomes dormant, and your record-keeping is by monthly statement, your record-keeping will be automatically changed to quarterly statements.*

We may close dormant accounts that have a nil balance.

The updated agreement will be available February 3 on cibc.com and in banking centres.

To accept this change, simply keep your account open after February 3, 2020. You can contact us to discuss other CIBC account options at [1 800 465-2422](tel:18004652422) or can close your account without cost by March 3, 2020. If you choose to close your account you are responsible for repaying everything you owe on your account on the day it is closed.

To learn more about dormant accounts refer to page 21 of the [Personal Account Service Fees](#) brochure.