

# PAYMENT SOLUTIONS

## Fraud prevention

### Cheques

#### Best practices for cheque use

- Use cheques that have embedded security features that deter the ability to alter or counterfeit them
- Aim to reduce the use of cheques in favor of electronic payments and other electronic cash management solutions
- Leverage banking services to reconcile cheque activity

#### Electronic payment solutions using CIBC Cash Management Online® (CMO)

- Significantly reduce the fraud opportunities by moving from detective to preventative capabilities

#### CIBC Positive Pay with Payee Name and Date Verification

- Cheque matching service which compares daily paid items against issued cheques
- Mismatched items are identified as suspects and reported on each business day for pay/ no pay decisions
- Suspect items are identified for review at the time of presentment, rather than during subsequent statement reconciliation
- Eliminates the need for the physical examination of cheques that are paid
- Reduces the time required for cheque reconciliation as only a review of suspect items is required
- Helps minimize the financial impact of fraud with early detection and reduces costs associated with fraud

#### CIBC Electronic Funds Transfer

- Service which allows a fast and simple way to send and receive Canadian and U.S. Dollar payments to and from any financial institution in Canada
- Reduces risks and manual effort associated with sending or receiving payments by cheque/ money order/ draft and reduces uncertainties associated with timing of payments and the possibility of fraud from lost or misdirected cheques/ money order/ draft

#### CIBC Corporate Clearing

- Service which allows for close management of daily processing and reporting of paid cheques, using in-house systems
- Mismatched items are identified and reported daily. Clients are required to make pay/ no pay decisions
- Daily reconciliation of cheque disbursements and review of irregular cheques allows you to identify fraudulent activity early
- Detailed reports of paid items are automatically generated and provided electronically, granting more control over corporate disbursements

#### Wire Payments

- A secure and reliable way to send time sensitive payments electronically, in any major currency, to beneficiaries around the globe
- Eliminate the risk of mailing payments internationally
- Provide suppliers with immediate access to irrevocable funds
- Future date outgoing Wire Payments for accurate cash flow forecasting
- Templates can be created in CMO for re accruing payments

## Interac e-Transfer® for business

- Service which allows to send and receive payments electronically using your beneficiary's email address, mobile phone number or account number
- Interac e-Transfer users are protected by multiple layers of security, making the service one of the most secure money transfer services globally
- Reduces administrative expenses resulting from handling mail, sorting payments and preparing deposits
- Eliminates potential delays caused by sending/ receiving payments (cheque/ money order/ draft) through regular mail
- Provides suppliers with immediate access to irrevocable funds

## Recourse Rules

### Recourse timelines for fraudulent cheques

As per Payments Canada Rules and Standards (<https://www.payments.ca>), CIBC has 1 business day to return fraudulent cheques (counterfeit, altered and forged endorsement) to the negotiating financial institution.

Type of fraudulent cheque	Timeline
Counterfeit cheque	1 Business day
Altered cheque	If the client contacts CIBC after 1 business day of the clearing date, but within 90 calendar days, the client will be required to submit a signed declaration.
Forged endorsement	If the client contacts CIBC after 1 business day of the clearing date, but within 6 years, the intended payee is required to sign a declaration.

### Recourse Timelines for Electronic Funds Transfers (EFTs)

CIBC follows Payments Canada Rules and Standards, (<https://www.payments.ca>), as set out below:

Type of correction	Timeline
EFT Recalls	1 Business day
EFT Returns	<ul style="list-style-type: none"><li>• A Credit Transaction may be refused by a beneficiary up to and including 90 calendar days after the date on which the transaction was processed to the beneficiary's account</li><li>• A Debit Transaction for Personal PADs may be disputed up to and including 90 calendar days after the date on which the disputed funds were debited from the account</li><li>• A Debit Transaction for Business PADs may be disputed up to and including 90 calendar days after the date on which the disputed funds were debited from the account, if there is no PAD agreement in place</li><li>• A Debit Transaction for Business PADs may be disputed up to and including 10 business days after the date on which the disputed funds were debited from the account, due to PAD agreement revoked, PAD not processed in accordance with PAD agreement, or no pre-notification/ confirmation provided to recipient</li></ul>



### CIBC helps reduce fraud through:

- Providing current fraud trends on the Cash Management Online message board
- Your Relationship Manager or Cash Management Manager being your key contact to assist you with Products and/ or Services that are best suited to your organization
- CIBC Business Client Centre (BCC) Technical Support team at [1 800-500-6316](tel:18005006316)

CPA Recourse Timelines for Fraudulent Cheques refer to Rule A4 - Returned and Redirected Items

CPA Recourse Timelines for Electronic Funds Transfers (EFTs) refer to Rule F1 - Rules Applicable to Automated Funds Transfers (EFTs) & Rule H1 - Rules applicable to Payment Services (PADs)

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