



VOLUNTARY COMMITMENTS & CODES OF CONDUCT

RFA Bank of Canada has adopted many voluntary commitments and codes of conduct which are designed to protect the interests of consumers in a number of areas. The [Financial Consumer Agency of Canada](#) monitors RFA's compliance with these voluntary commitments and codes of conduct.

1. [Commitment to Provide Information on Mortgage Security](#)

Banks that offer residential mortgages agree to provide consumers shopping for a mortgage loan with certain comparative information about collateral charge and conventional charge mortgages to help consumers choose the mortgage product that best suits their needs.

- [Canadian Bankers Association - Understanding Mortgages](#)

2. [Commitment on Powers of Attorney and Joint Deposit Accounts](#)

Banks that accept Powers of Attorney from or open joint deposit accounts for customers agree to provide customers with certain information to help customers understand the implications of using them. RFA currently offers Guaranteed Investment Certificates to investors across Canada through a network of IIROC regulated deposit dealers. RFA does not currently provide deposit accounts for its customers.

- [Consumer Guide - Power of Attorney and Joint Deposit Accounts](#)

3. [Code of Conduct for Federally Regulated Financial Institutions - Mortgage Prepayment Information](#)

If customers choose to break their mortgage or pay it off early, there could be a mortgage prepayment charge. This code of conduct outlines the type of information customers will receive to help them make an informed decision about mortgage prepayment.

4. [Canadian Bankers Association Code of Conduct for Authorized Insurance Activities](#)

Outlines standards for branch employees offering credit, travel and personal accident insurance with respect to training, disclosure, promotion practices, customer privacy protection and customer redress. RFA currently only offers creditor life and disability insurance to its customers.

5. [Plain Language Mortgage Documents – Canadian Bankers Association Commitment](#)

A commitment by Canadian banks to improve readability of residential mortgage documents.

6. [Code of Conduct for the Delivery of Banking Services to Seniors](#)

This voluntary code of conduct sets out principles that apply to banks to guide them when they deliver banking products and services to Canada's seniors.