

As per the Bank Act, we are required to transfer all unclaimed balances to the Bank of Canada if an account has been inactive for 10 years. Please be advised that for all accounts which complete 10 years of inactivity between January and November of a year, dormancy charges will be debited in December of the same year. Any credit balance will then be transferred to the Bank of Canada and the account will be closed.

If you are unable to reactivate the account before we close it, you will need to contact Bank of Canada directly at the address given below to recover your funds or visit www.unclaimedproperties.bankofcanada.ca/ for more information.

Bank of Canada, Unclaimed Properties Office
234 Wellington Street, Ottawa, Ontario, K1A 0G9
Toll-free number: 1 833 876-2267
Outside North America: 1 613 782-7911

Online enquiry form -

www.unclaimedproperties.bankofcanada.ca/app/online-inquiry/email

This process was previously only applicable to accounts denominated in Canadian Dollars but will now apply to accounts denominated in all currencies. This change takes place with immediate effect.