



Ease your financial transition to your new home in Canada

Get an early start to banking with CIBC Smart™ Arrival
using this step-by-step guide



Welcome to Canada!

What you'll need to know

Ready to start your next chapter in Canada? This guide will help you get a secure financial head start. Start now and enjoy having one less thing to organize upon your arrival, so you can focus on making Canada feel like home.

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Preparing for the journey ahead

For over 150 years, CIBC has been welcoming newcomers with solutions that make sense for their financial needs, advice that helps them along their journey and banking tools that work with their lives.

With award-winning digital solutions that make it easier to move your money, we're here to ease your transition as a permanent resident, foreign worker or international student, and help you find financial success in Canada.

Arrive one step ahead

Once you arrive in Canada and set up your permanent CIBC account, you'll have access to expert advice and exclusive offers related to obtaining debit cards, credit cards, and other banking products – as well as banking tools and resources that will help start your next chapter.



Banking made for you

Whether you're a permanent resident, international student, or foreign worker, we've got banking solutions to meet your needs. You'll get access to banking offers that include unlimited transactions with no monthly fee, global money transfers,¹ credit cards, referral rewards and more. Terms and conditions apply. Please visit a CIBC banking centre when you arrive in Canada to learn more.



A guide to Canada for newcomers

In our [CIBC Smart™ Newcomer Hub](#), you'll find valuable resources that help you understand the opportunities when it comes to work, studying, money management, owning a home and more.



Get in-person advice

With nearly 1,000 CIBC banking centres across Canada, you're sure to be close to an expert who can help answer your questions, apply for a helpful solution and support you with your banking needs.



Meet our partners

We offer valuable savings, benefits and discounts with partners like cell phone providers, grocery stores, and more. Designed to save you money, you can access these offers through our website after your arrival in Canada.



Enjoy mobile banking in Canada

Our mobile app has been ranked #1 in highest customer satisfaction for mobile banking apps by J.D. Power for consecutive years*. That's access to your money management, designed to give you what you need.

Opening a Canadian account with CIBC

Why CIBC?

We give you the tools to ease your transition to your new home in Canada. From \$0 transfer fee with Global Money Transfer™, 1 and an award-winning mobile banking app to bank accounts created just for newcomers, CIBC has a long history of supporting newcomers like you.

Join millions of clients who have trusted CIBC with their finances and get advice you can trust created specifically for newcomers. Applying for CIBC Smart Arrival is friendly and secure with CIBC. We're here to give you an early start with peace of mind.

Get your money management tools in order

When you arrive, simply visit a CIBC banking centre to transition your temporary account with CIBC Smart Arrival to a CIBC Smart Account for newcomers, foreign workers or students and access your funds for everyday banking. Visit cibc.com/branchlocator to find one of our nearly 1,000 banking centres closest to your Canadian address.

The team at your nearest CIBC location will help you open a new bank account and provide other product information such as banking offers, credit cards and more to help start your new life in Canada. It's a convenient same-day service that helps maximize your time so you can begin checking off your financial goals.

CIBC is a leading North American financial institution, and we are guided by our purpose to help make your ambitions a reality. CIBC is a member of Canada Deposit Insurance Corporation ([CDIC](https://www.cdic.ca/)).

Ready to get started? Begin your [CIBC Smart Arrival](#) application.

Setting up your CIBC Smart Arrival in 4 easy steps

Before you arrive:



Complete your online application

Apply in as little as 10 minutes, verify your identity remotely and get started with CIBC Smart Arrival.²



Visit the CIBC Smart Arrival secure portal

If approved, you'll receive email instructions on how to access the CIBC Smart Arrival secure portal. There, you can find instructions to take to your bank and make a one-time wire transfer to fund your temporary bank account with CIBC Smart Arrival.³



Transfer your money

Your funds will be held securely until you arrive in Canada. You can also obtain a Proof of Funds letter on our secure portal. Please allow up to 10 business days for the wire transfer to be completed.



Book an appointment

Before you arrive, you can use the [Meet with us](#) tool to book a meeting at a CIBC banking centre in Canada.

After you arrive:



Come see us in person

When you arrive in Canada, you can visit any one of our nearly 1,000 banking centres across Canada to transition your account with CIBC Smart Arrival into a permanent Canadian bank account.⁴

Ready to get started? Begin your [CIBC Smart Arrival](#) application.

Be one step ahead as you start your new journey in Canada



Visit a CIBC banking centre

Visit your new neighbourhood CIBC banking centre and provide your passport along with your unique client identifier (UCI) number to transition to a new account that can best meet your needs.



Solutions built for newcomers and students

We know what it takes to get started. You can take advantage of banking solutions that were designed for newcomers and students. Learn more about our credit cards for newcomers, strategies on buying your home in Canada, global money transfers¹ and more when you arrive in Canada.



Access award-winning banking

From our website to our award-winning mobile banking app, feel good about choosing the banking solutions and services that make sense to you. And with features such as our CIBC Smart Guide to Canada, you'll be banking with confidence in no time.



Apply for a credit card

Start building your credit history in Canada after your arrival with helpful cards that come with rewards or cash back with every dollar you spend.



Ready for your next chapter? Here are some tips to help you get started.

Follow these steps to open your first Canadian bank account with CIBC:

1. Complete your online application

Before you begin, make sure you have the following documents and information:

- Your valid passport
- Your Canadian visa or a unique client identifier (UCI) issued by the Government of Canada
- Your local phone number and home address, email address, occupation and birth date

Fill in the application

These instructions will help you answer the questions on the online application form before moving to Canada.

What's your name and your birth date?

First name (as it appears on your passport)	Use the legal first name or given name that's on your passport.
Last name (as it appears on your passport)	Use the last name or family name that's on your passport.
Date of birth	Select your date of birth. Please note: To be eligible for opening an account with CIBC Smart Arrival, you need to be the <u>age of majority</u> of the selected province or territory of arrival at the time of your application.

How can we contact you?

Your email address	Enter your email address. This is the email we'll use to contact you. Remember to keep your emails, as they'll include your unique link to the secure portal and information on documents you'll need when you arrive.
What's your phone type?	Enter your phone type, such as Mobile.
What's your phone number?	Enter your current phone number(s) in your country of residence, including the country code.
What's your current home address?	Enter your current home address in your eligible country of residence.
What province will you arrive to?	Select the province you are planning to arrive in when coming to Canada.

Tell us your tax information

What country are you a tax resident of?

Select the country where you are a tax resident.

Please note that you need to be a tax resident from one of the eligible countries of residence to apply.

What is your tax number?

Enter your tax identification number.

What kind of work are you planning to do?

Your Occupation

Select the option that most closely matches what you plan on doing after you arrive in Canada.

2. Verify your identity and provide your eSignature

Once you've entered the required information and agree to the legal documents, we will review your information and verify your identity online.

Verify your identity securely

Complete this step online with your mobile device and ID

By uploading an image of your identification securely and your eSignature will be electronically recorded.

Please note that you will need the following:

Your valid international passport

If you are on desktop, a mobile phone with a working camera to scan the QR code

If you cancel your application

If you are unable to provide ID electronically, you can book a meeting with one of our CIBC Representatives within 50 days of your arrival in Canada, or you can reapply to CIBC Smart Arrival at a later time.

3. Once your online application has been approved

You'll receive an email with instructions on how to access the CIBC Smart Arrival secure portal.

The CIBC Smart Arrival secure portal will take you step by step through information we need to get started with funding your temporary account. Follow the steps and the tasks listed for you, such as providing your unique client identifier (UCI) and expected month of arrival.

4. Transfer your money before arriving

Once we've opened your temporary account you will be able to access Wire Transfer Instructions for you to transfer funds. You will need to visit your local bank or money transfer service in your country to make your one-time wire transfer in Canadian dollars.³

Your money will be held securely until you arrive in Canada. You can also obtain a Proof of Funds letter on the secure portal to use during your immigration process.

Service levels vary widely depending on how many intermediary banks are involved. Please allow up to 10 business days for the wire transfer to be completed. You will receive an email once we have received the funds and will be able to access your Proof of Funds letter at that time.

5. Visit your CIBC banking centre in Canada to complete the transition

When you arrive in Canada, visit a CIBC banking centre to transition into a CIBC Smart Account for newcomers for your day to day banking needs. Please ensure to bring the requested documents and information, including a valid passport, proof of Canadian address, and your immigration documents.



Have questions about banking in Canada before you arrive?

Whether this is a move you've been planning for a long time, or you're just starting to figure things out, our team is here to help you navigate it all. Here is a list of questions and answers specifically designed by other newcomers to help you get started. If you have any additional questions, you can give our team a call.

For all countries outside Canada, the U.S. and these [select countries](#), you can contact the CIBC Telephone Banking Contact Centre at the phone numbers listed [here](#).

Why should I open a Canadian bank account before arriving in Canada?

By opening a bank account before arriving in Canada, you can get a head start on your new life.

If your application is approved, you'll receive access to a secure portal to get started. You can make a one-time wire transfer in Canadian dollars to fund your account before you arrive.^{2,3} Once you make the transfer, you'll have access to a Proof of Funds letter through the secure portal.

[Learn more about Proof of Funds.](#)

What documents do I need to complete my CIBC Smart Arrival application?

You will need the following documents and information to complete your online application:

- Your valid International Passport
- Your local phone number and home address, email address, occupation, and birth date

Please note: To be eligible for opening an account under CIBC Smart Arrival, you'll need to have reached the [age of majority](#) in your arrival province or territory. Your account with CIBC Smart Arrival will be kept active for a maximum period of 12 months only.

Do I need to open a new bank account once I arrive in Canada?

Yes. With CIBC Smart Arrival, your account can only accept a one-time wire transfer.³ To access everyday banking, open a new bank account in Canada.

Once you arrive in Canada, you can visit a CIBC banking centre to get started. An advisor will verify your identity, help you open your new CIBC account and transfer funds from your temporary account under CIBC Smart Arrival into your new account. They will also provide advice about our other banking products that can help you start your new life in Canada. [Learn more about our current newcomer banking offers.](#)

For more information and to get ready for your new journey, you can access our FAQ at any time

- [English FAQ](#)



Notes

- ¹ CIBC foreign exchange rates apply. A CIBC Global Money Transfer and a Foreign Exchange transaction counts towards your allowable transaction limit. Bank account transaction fees may apply. Must have a CIBC chequing account, savings account, eligible credit card or personal line of credit account to send a CIBC Global Money Transfer. Most transfers are completed within 1 to 3 business days. Only primary credit card cardholders can use their eligible credit card account to pay for the CIBC Global Money Transfer service. Review the [CIBC Global Money Transfer Agreement \(135 KB, PDF\)](#).
- ² If approved, your account will be a temporary, no fee CIBC Smart Account, with restrictions for access and use. You have 12 months from the date your temporary account is opened to visit a CIBC banking centre in Canada and complete your CIBC Smart Arrival by transferring all funds in your temporary account to a new CIBC account. There are no fees for applying to CIBC Smart Arrival. However, there are fees applicable to the one time wire transfer to your temporary account, including an incoming wire payment fee. For more details, refer to the [CIBC Smart Arrival Terms and Conditions \(PDF, 170 KB\)](#) and the [CIBC Personal Deposit Account Agreements and Disclosures \(PDF, 1.5 MB\)](#). Other banks may also charge a fee in connection with the one time wire transfer.
- ³ You will only be permitted to make a single wire transfer into your temporary account. All other transactions are prohibited. Wire transfer, processing, and foreign exchange fees will apply. For more details, refer to the [CIBC Smart Arrival Terms and Conditions \(PDF, 170 KB\)](#) and the [CIBC Personal Deposit Account Agreements and Disclosures \(PDF, 1.5 MB\)](#). Other banks may also charge a fee in connection with the wire transfer.
- ⁴ You have 12 months from the date of opening the temporary account to visit a CIBC banking centre in Canada and complete your CIBC Smart Arrival by transferring all funds in your temporary account to a new CIBC account. The applicable fees on your new CIBC account will be disclosed to you at the time you open your new CIBC account. If, for any reason, your new CIBC account is not opened within 12 months, your temporary account will be automatically closed. Any funds in the temporary account will be returned to you via wire transfer to the same bank account that they originated from. Wire transfer, processing, and foreign exchange fees will apply. For more details, refer to the [CIBC Smart Arrival Terms and Conditions \(PDF, 170 KB\)](#) and the [CIBC Personal Deposit Account Agreements and Disclosures \(PDF, 1.5 MB\)](#). Other banks may also charge a fee in connection with the wire transfer return. We suggest keeping your original bank account open to receive the returned funds.
- * CIBC received the highest score in the J.D. Power 2020-2021, and 2023 (tied) J.D. Power Canada Banking Mobile App Satisfaction Studies which measures customer satisfaction with financial institutions' mobile applications for banking account management. Visit jdpower.com/awards for more details.

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