

Voluntary Commitments and Codes of Conduct

Online Payments

The CBA recognizes the importance of consumer confidence and adequate disclosure to a safe and secure payment system. In this regard, the CBA, on behalf of its members, commits to applying the principles and provisions of the Canadian Code of Practice for Consumer Debit Card Services [Debit Card Code](#) as applicable to online payment items in respect of customer deposit accounts.

CBA member banks will apply this commitment at such time as they implement any online payment system in accordance with the Canadian Payments Association Rule E2 (Exchange for the Purpose of Clearing and Settlement of Electronic Online Payment Items). More information regarding online payments and rules governing such payments can be found at the Canadian Payments Association [Online Payments & Rules](#).

Customer service rules for the INTERAC Online service can be found on the [Customer Commitment](#) page at www.interaonline.com.