

FX Online@CIBC

Frequently Asked Questions



- Q. Is there a fee to use the service?
- A. There is no fee to set-up or maintain a CIBC FX Online account. In addition, clients can send wire payments, bank drafts, and make transfers between CIBC currency accounts without charge when settling foreign exchange trades online. "Correspondent Charges" are typically applied by the beneficiary bank on wire payments, however CIBC FX Online clients may choose to pay this charge, or allocate to the recipient.
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- Q. What happens if I don't reach the minimum volume requirement of CAD \$50,000 per year or equivalent.
- A. CIBC FX Online has the right to terminate the service at any time. However, it is understood that business conditions do change. With this in mind, any issues as such will be handled on a case by case.
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- Q. What are the security features provided by the service?
- A. CIBC FX Online has many internet security processes and features in place, such as:
- 128-bit encryption
 - 16 digit login I.D.
 - Client generated confidential password

For further information regarding security features, please refer to our website: e.cibcwm.com under the heading Online Banking Safety Tips.

- Q. How long does it take to get set up?
- A. CIBC FX Online is committed to providing clients with access to the service as soon as possible as long as the client has provided the Trading Support Team with all of the necessary paperwork.
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- Q. Which currencies are available on the website?
- A. 37 of the most actively traded currencies are available online. Please refer to our website for the current list of available currencies or contact a Trading Support Representative for details.
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- Q. Which browser should I be using when accessing the website?
- A. To ensure the security of CIBC e-Commerce Services, CIBC supports the following browsers that use 128-bit encryption:
- Microsoft Internet Explorer 7.0 and later
 - Mozilla Firefox 3.5 and later

For more information,
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