

QUESTIONS AND ANSWERS

Re: June 1 Banking Changes

On June 1, 2014, a small portion of BC OnLine customers will be affected by the following banking-related changes:

- a) BC OnLine will have a new trust account number
- b) Cheques to BC OnLine will be made payable to the *Minister of Finance*
- c) International customers will make wire payments to a new account

Each of these changes is relevant to only a specific segment of BC OnLine customers. *For the vast majority of customers, there are no relevant banking changes.*

****NEW** MOST FREQUENTLY ASKED QUESTIONS**

Q1 Do I need to make any changes if I pay by electronic cheque or through online banking?

No. If you pay through online / PC banking or by electronic cheque, auto EFT or any other form of pre-authorized debit (PAD), you will not be affected by the upcoming changes.

Q2 Will I need a new BC OnLine account number?

No. Your customer account number remains unchanged. The only change is to BC OnLine's own bank account number.

Q3 Do I need to do anything to ensure that the balance in my BC OnLine account is transferred on June 1?

No. The balance in your deposit account will not be affected by the June 1 transition.

Q4 Can I pay for BC OnLine services by credit card?

No. Customers must pay for BC OnLine services by setting up a BC OnLine deposit account.

a) NEW TRUST ACCOUNT NUMBER

relevant only to EDI, direct deposit and wire transfer customers

Q1 How can I learn BC OnLine's new trust account number?

Please contact us by email at BCOLDirect@gov.bc.ca to request the new number.

Q2 When should I begin using the new trust account number?

The new account is effective for transactions as of June 1, 2014.

Q3 Will this new account number have any significance to me?

This new account number is significant only to specific groups of BC OnLine customers:

- EDI (Electronic Data Interchange) customers;
- Direct deposit customers; and
- Wire transfer customers.

If you do not use EDI, direct deposit or wire transfer in your dealings with BC OnLine, the change in bank account number will **not** affect you.

Q4 What do I need to do to account for this change?
If you are an EDI, direct deposit or wire transfer customer, simply use the new account number as of June 1. If possible, please also avoid making transactions in the final five days of May 2014 as we transition to the new account.

Q5 Why is BC OnLine opening a new trust account?
On June 1, 2014, the BC OnLine service, currently operated by Access Point Information Canada (APIC), will be repatriated, or transitioned back into government. As of the transition date, the Province of British Columbia will become the direct operator of BC OnLine, and all payments for BC OnLine services will go directly to the Province. This new trust account – held by the Province rather than APIC – marks this transfer of operation.

Q6 Is BC OnLine switching banks?
No. We are continuing to do business with the Royal Bank.

b) NEW 'PAYABLE TO' INFORMATION

relevant only to customers who pay by cheque

Q1 To whom should cheques be made payable as of June 1, 2014?
As of June 1, 2014, cheques to BC OnLine should be made payable to the *Minister of Finance*.

Q2 Will this change have any relevance to me?
This change is relevant only to those BC OnLine customers who pay by cheque.

Q3 What do I need to do to account for this change?
As of June 1, 2014, simply make your cheques payable to the *Minister of Finance* rather than Access Point Information Canada (APIC).

Q4 Why is this change to the 'payable to' information occurring?
On June 1, 2014, the BC OnLine service, currently operated by Access Point Information Canada (APIC), will be repatriated, or transitioned back into government. As of the transition date, the Province of British Columbia will become the direct operator of BC OnLine and all payments for BC OnLine services will go directly to the Province.

Q5 When should I begin using the new 'payable to' information?
Use the new 'payable to' information on all cheques dated on or after June 1, 2014.

c) NEW INFORMATION FOR INTERNATIONAL CUSTOMERS

relevant only to international customers who pay by wire transfer

Q1 What new banking information should international customers be aware of?
As of June 1, 2014, BC OnLine will have a new bank account for wire payments.

Q2 How can I learn this new banking information?
Please contact us by email at BCOLDirect@gov.bc.ca to request the new transmission information.

- Q3 What do I need to do to account for this change?**
Please use our new account information for wire payments as of June 1, 2014. If possible, please also avoid wiring payments in the final five days of May 2014.
- Q4 Should I include “BC OnLine” in the name of the account?**
No. The name of the account must simply be *Province of British Columbia*. If you wish to specify BC OnLine, please do so under Payment Details only.
- Q5 Is this information of significance to me?**
This new information is relevant only to international customers who pay by wire.
- Q6 When should I begin using this new information?**
The new information is effective for international payments made on or after June 1, 2014.
- Q7 Why is BC OnLine’s international-payment information changing?**
On June 1, 2014, the BC OnLine service, currently operated by Access Point Information Canada, will be repatriated, or transitioned back into government. On the transition date, the Province of British Columbia will become the direct operator of BC OnLine and all payments for BC OnLine services will go directly to the Province.
- Q8 Is BC OnLine switching banks?**
No. We are continuing to do business with the Royal Bank.