

Access our user-friendly TelNat Telephone Banking Solutions today from 6 a.m. to midnight, Eastern time, seven days a week!



The next time you use the service, enter the **last 13 digits** of your Client Card, followed by the pound (#) key, then enter your **3-digit confidentiality code**, followed by the pound (#) key.



Keep your code safe and never reveal it to anyone.

*If you do not yet have your 3-digit confidentiality code:*

You can obtain a temporary code at a branch or from a TelNat agent.

The first time you call, please use the temporary code and then change it to a 3-digit code of your choice.



To ensure that your bills are paid on time, we suggest you make your payments at least **two business days** prior to the due date.

WE CAN HELP



Should you have any questions or comments, do not hesitate to contact us.

514-394-5555  
1-888-4-TELNAT (483-5628)

For more information on National Bank's Banking and Transaction Solutions, please visit our Web site.  
[www.nbc.ca](http://www.nbc.ca)



16470-002 (12/2008)



TelNat  
Personal Telephone Banking Solutions



## 5 SERVICES FOR INDIVIDUALS

### 1 TRANSACTIONAL SERVICES - AUTOMATED SERVICE

#### 1 ACCOUNT BALANCES

- Choose an account
- 1 Chequing account
- 2 Savings account
- 3 4 5 6 Other accounts
- 7 All accounts
- Hear information again
- Other account balance

#### 2 TRANSFER FUNDS

- Select account for withdrawal
- Select account for deposit
- Indicate amount to be transferred (*enter 1000# for \$10.00, etc.*)
- 1 Hear information again
- 2 Confirm transaction (*take note of confirmation number*)
- 3 Cancel transaction

#### 3 PAY BILLS

- 1 Pay bills under today's date or at a later date
- Select account for withdrawal
- Select bill to be paid
- Indicate the amount to be paid (*enter 1000# for \$10.00, etc.*)
- 1 Same day bill payment
- 2 Post-dated bill payment
  - 1 Pay another bill
  - 2 Confirm the payment (*take note of confirmation number*)
  - 3 Cancel the payment
- 2 Modify, delete or obtain list of post-dated bill payments

#### 4 LIST OF YOUR RECENT TRANSACTIONS

- Select account
- Listen to the last 20 transactions, in blocks of 5 (last 14 days maximum)
- 1 Hear last 5 transactions
- 2 Hear the next 5 transactions
- 3 Hear a list of the last transactions of another account

#### 5 CHANGE YOUR CONFIDENTIALITY CODE

- Enter new confidentiality code
- Re-enter new confidentiality code

\* RETURN TO THE PREVIOUS MENU

9 END YOUR CALL

## TRANSACTIONAL SERVICES - AGENTS SERVICES

- CHEQUES ORDERS
- FOREIGN EXCHANGE RATES
- INFORMATION ON BRANCHES AND BANKING MACHINES

- PERSONAL LOANS AND MORTGAGES
  - Obtain loan balance, defer a payment or order account statement
  - Personal and student loans, credit lines and mortgage loans
- INVESTMENTS, RRSPs, RRIAs AND TFSAs

- SUBSCRIPTIONS TO THE TELNAT TELEPHONE BANKING SERVICES
- BILLS
- INFORMATION ON YOUR BANK ACCOUNTS
- CHANGES TO YOUR FILE
- STOP PAYMENTS

CHANGE OF ADDRESS

- PERSONAL INTERNET BANKING SOLUTIONS
  - Internet subscription, password, or Client Card modification
  - Transfer to another person and all other information on Personal Internet Banking Solutions