

BUSINESS SUPPORT CENTRE – AUTHENTICATION PROCESS

1. Roles & Responsibilities

The Business Support Centre is equipped with an automated telephone system that allows callers to be identified through the use of Personal IDs and Passwords. To ensure your continued security and privacy, we ask that you complete the attached Business Authentication Entitlements form by identifying those employees authorized to access your company's business financial information and confirm their entitlements and access levels. As the Owner of the company or an Authorized Signing Officer¹, it is important that you review the information provided to gain an overall understanding of the verification process.

You will need to identify a Master Administrator who will oversee the verification process within the company. You are also asked to sign the completed Entitlements form to confirm the accuracy of the information provided. By way of your signature, you authorize Scotiabank to set up your company in the Bank's database and perform ongoing changes to the company's information through the Master Administrator or Administrator.

Master Administrator – Assigned by Authorized Signing Authority to oversee and manage the authentication process on behalf of the organization.

Please Note: All companies are required to have a Master Administrator. Master Administrators do not have User privileges unless assigned by the Authorized Signing Authority as both a Master Administrator and a User.

Responsibilities:

- Complete the required documentation for initial set up
- Act as Scotiabank's main contact for the authentication process (when no Administrator role is assigned)
- Assign company employees to the role of Administrator (if required) and/or User and communicate to them the details of this process
- Perform the role of Administrator if your organization does not need separate Administrators (see Administrator section that follows)
- Verify information contained in the User Activity reports provided by Scotiabank, and respond to any discrepancies
- Confirm acceptance of these responsibilities by signing the Business Authentication Entitlements form. (Please refer to Section 4 for more detail on the Entitlements form.)
- Obtain the signoff of an Authorized Signing Authority and forward the completed Entitlements form to your Business Support Centre by fax

Administrator – A company employee assigned by the Master Administrator to manage the authentication process on a day-to-day basis.

An Administrator does not have User privileges unless appointed by the Authorized Signing Authority as both an Administrator and a User.

Please Note: *In many situations the Administrator role may not be required.* This role was created to accommodate the management of Users located in geographically dispersed locations or multiple isolated departments within an organization. This option is entirely at the company's discretion.

Responsibilities:

- Act as Scotiabank's main contact for the authentication process
- Assign employees to User roles within your company and identify the specific accounts, access levels and privileges for each User
- Advise the Business Support Centre (in writing) if a User does not receive their Personal ID or Password.
- Provide written instructions to the Business Support Centre to reset a User's Password if the User has forgotten both their Password and Secret Word
- Advise the Business Support Centre of any changes to User information by fax
- Confirm acceptance of these responsibilities by signing the Entitlements form and returning it to the Master Administrator

User – Company employees assigned by the Master Administrator (or Administrator) to transact business or obtain information from the Business Support Centre on a day-to-day basis, on behalf of the company.

Please Note: In order to initiate transactions at the Business Support Centre, a Master Administrator or Administrator must also be a User.

Responsibilities:

- Review the information on the authentication process and become familiar with the procedures, roles and responsibilities.
- Keep both your Personal ID and Password confidential.
- Advise your Master Administrator (or Administrator) if:
 - There are any errors or omissions in your User Entitlements
 - There are changes in your personal information
 - You do not receive your Personal ID or Password
 - You have forgotten both your Password and Secret Word
- Raise any questions you may have regarding the authentication process to your Master Administrator (or Administrator)
- Confirm acceptance of these responsibilities by signing the Entitlements form and returning it to your Master Administrator (or Administrator)

2. Business Authentication Entitlements Form

Please use the Entitlements form to inform Scotiabank of the roles and privileges that you would like to assign your employees. This form is to be used for initial set up. The Master Administrator (with the assistance of Administrators, if appropriate) will need to complete this form, obtain the signoff of the Authorized Signing Authority, and return it to the Business Support Centre by fax.

Access Types

There are four types of User access. An Access Type is a pre-defined level of authority assigned to Users by their organization. Please refer to the reverse side of this page for more details on Access Types.

The Business Support Centre telephone authentication system does not eliminate the legal requirement to obtain an Authorized Signing Authority signature to complete dollar transactions (as defined on reverse side of this page).

A sample of how to fill out the form is also included on the reverse of this page. If you have any further questions regarding the completion of the Entitlements form, please contact your Business Support Centre at 1-888-855-1234 or by e-mail at <bsc@scotiabank.com>.

Upon receipt of the completed form, the Business Support Centre will review the information and phone the Master Administrator (or Administrator) if additional information or clarification is required.

3. Security & Protection

When the Business Support Centre has your company's completed Entitlements form, your company will be set up in a database. Following the set up of your company's employees in their appropriate roles, each will receive two letters from the Business Support Centre. The first letter will contain a Personal ID and the second letter will contain a temporary Password. For security reasons, these letters will be issued separately, within a few days of each other.

Personal IDs and Passwords

Personal IDs and Passwords will be mailed to employees assigned a Role within seven business days of the Business Support Centre receiving your company's completed Entitlements form.

The Personal ID is a unique nine-digit code. Callers are prompted to enter it every time they call the Business Support Centre. The temporary Password is a six-digit code that, combined with the Personal ID, allows callers access to the business accounts and loans with which the company has authorized them to work.

Secret Word

During the first call to the Business Support Centre, callers will be asked by a BSC representative to provide a Secret Word, which will be used when additional verification is required. The Secret Word is a confidential word or phrase up to 15 characters long and can be used to change a Password when necessary.

Password Resets

If a caller has forgotten their Password but recalls their Secret Word, the caller can reset their Password through the phone system when calling the Business Support Centre.

If a caller has forgotten both their Password and Secret Word, the caller must advise their Master Administrator (or Administrator as appropriate) so that they can provide written instructions to the Business Support Centre to reset the caller's Password. The Business Support Centre will contact the caller directly when the Password has been reset.

If a Master Administrator has forgotten both their Password and Secret Word, they must advise the Authorized Signing Authority to reset the Password.

¹ The individual(s) who has the authority to sign on behalf of the company, (as per the company Business Account Documentation with Scotiabank) henceforth referred to as an Authorized Signing Officer.

4. Activating Your Privileges

It is important that those assigned a Role contact the Business Support Centre to activate their identities upon receipt of their Personal IDs and Temporary Passwords.

When phoning the Business Support Centre, callers will be directed through the activation process by a voice message. During a first call to the Business Support Centre, callers will be asked to:

- Select the type of transaction they want to perform.
- Enter a User Personal ID.
- Enter a temporary Password.
- Select a new Password.
- Provide a 'Secret Word' (maximum of 15 characters) to a Business Support Centre representative.

Callers will then be ready to initiate business account requests with a Business Support Centre representative. Because all entitlements will appear on our representative's screen, the transaction will go quickly. On subsequent calls, callers will only need to enter their Personal ID and Password before being connected to a Business Support Centre representative.

5. Program Reporting & Maintenance

Reporting

Two reports will be produced and provided to the Master Administrator (or Administrator).


- **Activity Report:** Details new set ups, maintenance activity, completed Password Resets and identifies those assigned a Role that have not changed their Passwords. It is produced only as new employees are added or as changes to entitlements occur.
- **Entitlements Report:** Provides a snapshot of all employees assigned a role in the authentication process and associated entitlements for Users. It is mailed to the company annually or as requested.

Business Support Centre Access Types

Please select one or more of the following Access Types for each Product/Service category assigned to a User:

ACCESS TYPE	ACTIVITIES
Type 1 = General Inquiry	<ul style="list-style-type: none"> • Transaction inquiries • Balance inquiries • Copies of transactions / cheques • Duplicate statement requests
Type 2 = Account Maintenance	<ul style="list-style-type: none"> • Request to change statement cycle (Loan / Business Accounts) • Address changes • Consolidated Cash Plan arrangements
Type 3 = Dollar Transactions*	<ul style="list-style-type: none"> • Instructions for Transfer of Funds • Stop Payments (Lodgement only) • Wire Transfers • Letters of Credit / Guarantees • Loan draw downs and payments, etc
Type 4 = All	<ul style="list-style-type: none"> • Access Types 1, 2 and 3

Fax Agreement – If you would like the Business Support Centre to accept instructions or information by fax, please check the box on the front of the Entitlements form. Please read the fax agreement on the back of the form.



BUSINESS SUPPORT CENTRE - EMPLOYEE ENTITLEMENTS

Page _____ of _____

Please provide a list of your employees who you designate to contact the Business Support Centre (the "BSC") and perform specified banking business on behalf of the Company. All businesses are required to have a Master Administrator and a User (which may be the same person). For larger companies or those in dispersed geographic locations, one or more Administrators may be desirable. To obtain banking information from the BSC, the employee must be assigned the role of User. Employees may be assigned multiple roles. For additional details, please refer to the BSC process documentation. **Please make additional copies of the form if necessary.**

COMPANY NAME _____ BUSINESS PHONE _____ BUSINESS FAX _____

STREET _____ CITY _____ PROVINCE/STATE _____ POSTAL CODE/ZIP CODE _____

PLEASE PRINT Roles (Select One)	Name (First and Last) and Signature of Employee	Phone/ Fax No./ E-mail Address	Mailing Address (If different than above)	Grant User Access to Products & Services (Select ALL that apply)	Designated Accounts (Select one option for each Product/Service category)	Excluded Accounts or Specific Accounts (See sample)	Access Types (See sample, Circle ALL that apply)
<input type="checkbox"/> Master Administrator <input type="checkbox"/> Master Administrator and User <input type="checkbox"/> Administrator <input type="checkbox"/> Administrator and User <input type="checkbox"/> User Only	<input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MS. FIRST _____ LAST _____ EMPLOYEE SIGNATURE (ACKNOWLEDGING ROLE): _____	PHONE _____ EXT _____ FAX _____ E-MAIL _____	STREET _____ CITY _____ PROVINCE/STATE _____	<input type="checkbox"/> Business Accounts (incl. Cash Management) <input type="checkbox"/> Loans and/or Letters of Guarantee <input type="checkbox"/> Investments (incl. GICs) <input type="checkbox"/> Trade Products (incl. Letters of Credit)	<input type="checkbox"/> All: with noted exclusions <input type="checkbox"/> Only specific accounts as noted <input type="checkbox"/> All: with noted exclusions <input type="checkbox"/> Only specific accounts as noted <input type="checkbox"/> All: with noted exclusions <input type="checkbox"/> Only specific accounts as noted <input type="checkbox"/> All: with noted exclusions <input type="checkbox"/> Only specific accounts as noted	<input type="checkbox"/> All <input type="checkbox"/> Only Specific Accounts	1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4

INSTRUCTIONS:

Return, by fax, the completed form to:
 Fax: **1-800-504-1825**

If you have any questions regarding the forms,
 please call: **1-888-855-1234**

Remember, Master Administrators (and Administrators) do not have User privileges unless they are also assigned a role of User.	All employees assigned a Role must sign here.	This is the address to which confidential Personal ID and Password letters will be mailed. Please ensure that this address will allow the letters to go directly to the Users.	Select product and service categories the User can access.	For each selected category, choose the option to be granted to the User.	If " All " selected, identify noted exclusions. If " Only Specific Accounts " selected, identify which accounts.	Access Types are only required for those employees that have been assigned as Users. Details on Access Types are available above. PLEASE NOTE: Access Types are independent of each other.
--	--	--	--	--	--	--

Facsimile Transmission Agreement – Terms and Conditions

I, we (the "CUSTOMER") hereby requests and authorizes The BANK of Nova Scotia (the "BANK") to receive instructions and information from time to time ("INSTRUCTIONS") from the CUSTOMER by way of facsimile transmission equipment ("FACSIMILE MESSAGE"), and the BANK agrees to act upon such instructions or rely upon such information, subject to the following terms and conditions:

1. The CUSTOMER agrees that the BANK shall be under no obligation to act upon any INSTRUCTIONS received from the CUSTOMER by way of facsimile transmission equipment. The BANK may, in its sole discretion, refuse to act upon any such INSTRUCTIONS received from the CUSTOMER. In the event, however, that the BANK declines to act as aforesaid, it shall so advise the CUSTOMER and require in the alternative, original written INSTRUCTIONS.
2. The CUSTOMER agrees to assume full responsibility for all actions taken by the BANK, its correspondents, or agents in accordance with INSTRUCTIONS purporting or appearing on their face to have been received from the CUSTOMER by the BANK on facsimile transmission equipment. The CUSTOMER acknowledges and agrees that if any INSTRUCTIONS received by the BANK purport or appear on their face to have been signed by the CUSTOMER, such INSTRUCTIONS may be treated by the BANK as though they had been duly signed by the CUSTOMER or the authorized signing officer(s) of the CUSTOMER with the authority and on behalf of the CUSTOMER, notwithstanding that it may later be established that such INSTRUCTIONS were not so signed. The copy of a facsimile transmission of the INSTRUCTIONS will constitute the irrevocable evidence of their content, the CUSTOMER's signature and the date of execution.
3. Any action taken in good faith by the BANK or any of its correspondents or agents under or in connections with any such INSTRUCTIONS shall be binding on the CUSTOMER without any resulting liability to the BANK, its correspondents or agents.
4.
 - a) The CUSTOMER releases the BANK from any liability or claim for failure to act, execute, or complete any INSTRUCTIONS due to any reason beyond the BANK's control.
 - b) The CUSTOMER agrees to indemnify and save harmless the BANK and any of its correspondents or agents from and against any and all liabilities, obligations, losses, damages, penalties, actions,

judgements, suits, costs, expenses, disbursements of any kind or nature whatsoever which may be imposed upon, incurred by, or served against the BANK, its correspondents, and agents by reason of the BANK's actions taken in accordance with the INSTRUCTIONS.

- c) The BANK will not be liable for the insolvency, neglect, misconduct, mistake or default of any of its special correspondents or agents, and in no event will the BANK be liable for indirect, special or consequential damages.
5. With regard to any instruction relating to the transfer of funds, the BANK may use any means or routes it, in its sole discretion, may consider suitable for the transmission of funds. If the CUSTOMER should cancel any funds transfer INSTRUCTIONS, the BANK shall not be obligated to return the funds to the CUSTOMER unless the BANK is able to have its transfer stopped and the funds are returned to the BANK.
6. The CUSTOMER will pay the BANK's usual and customary fees for acting in accordance with any such INSTRUCTIONS received. The BANK may debit the CUSTOMER's account with the amount of any such fees and charges.
7. This Agreement shall continue in effect and be binding on the parties, their successors and assigns (provided that no party may assign its rights hereunder without the consent of the other party) unless terminated by either party by written notice delivered to the other party at the address indicated above.
8. These terms and conditions are in addition to and not in derogation of any other terms or conditions that may from time to time govern all or any part of the relationship between the BANK and the CUSTOMER.
9. (Quebec only) The parties have requested that this Agreement and all related documents be drawn up in English. Les parties ont demandé que cet accord et tous documents s'y rapportant soient rédigés en anglais.

CUSTOMER acknowledges receiving a copy of this Agreement.

For additional details, please refer to the Business Support Centre - Authentication Process documentation.