

Technical Support Helpdesk Contact Information

Reference Guide



April 2025

OVERVIEW	2
CONTACT INFORMATION	2
CALL NAVIGATION	3

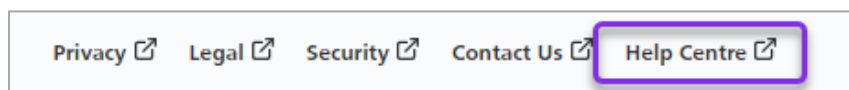
Legal Disclaimer

This reference guide has been prepared by The Bank of Nova Scotia for use and reference by its customers only. It is not to be relied upon as financial, tax or investment advice. Scotiabank makes no representation or warranties in this reference guide including about the services described in it.



This reference guide is not for public use or distribution. This guide is for information purposes only. Usage of this service is subject to the terms set out in its enrollment documentation.

OVERVIEW

The Technical Helpdesk for ScotiaConnect provides technical support to customers who may still need help after reviewing the documents, videos, webinars, and guided tutorials in the online Help Centre. You will find the Help Centre link in the footer of any page in ScotiaConnect.



The Helpdesk is available from Monday through Friday, 8:00 am to 8:00 p.m. ET. Before calling the Helpdesk, ensure that you have the following information available:

- Your six-digit ScotiaConnect ID (located in the profile icon  in ScotiaConnect)
- Your secret word (located in **My Profile** in the profile icon  in ScotiaConnect)

Note: If your company is new to ScotiaConnect and you are one of the initial Super Users but have not registered, please obtain your ScotiaConnect ID and secret word from your Relationship Manager/Business Advisor.

The Technical Helpdesk will not be able to provide assistance on:

- New product enrolments
- Changes on products & services
- Pricing and charges
- Executing transactions on customers' behalf, including uploading files

For product enrolments, changes on products & services, and pricing charges, please contact your Relationship Manager/Business Advisor.

CONTACT INFORMATION

- 1-800-265-5613 - Toll-free number within North America
- 1-416-288-4600 - Local Toronto area customers
- 1-800-463-7777 - pour le service en français
- 1-800-320-3396 - para servicio en español
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.



CALL NAVIGATION

Product & Services	Call Path
ScotiaConnect Registration	Press 1, enter ScotiaConnect ID, press 1
ScotiaConnect Reporting <ul style="list-style-type: none"> • Consolidated Balance Statement • Account Details • Account Statements • Foreign Currency Accounts 	Press 1, enter ScotiaConnect ID, press 2, then 1
ScotiaConnect Payments <ul style="list-style-type: none"> • Wire Payments • Electronic Funds Transfer (EFT) • ACH • Interac e-Transfer† • International Money Transfer 	Press 1, enter ScotiaConnect ID, press 2, then 2
Account Transfer Bill Payments Stop Payments	Press 1, enter ScotiaConnect ID, press 2, then 3
Remote Deposit Capture Wholesale Lockbox Electronic Cheque Services (ECS) ECS for Clear-Through Accounts	Press 1, enter ScotiaConnect ID, press 2, then 4
ScotiaConnect – Other Services	Press 1, enter ScotiaConnect ID, press 2, then 5
File Delivery or Host-to-Host File Exchange	Press 2
Electronic Daily Statement	Press 3
Image File Transfer or Cheque Reconciliation	Press 3
Other Services	Press 4

