



# Telephone Banking Menu Guide

Touchtone Menu Options

Press **1** for Keypad



**TeleScotia**

EN 1-800-267-1234  
FR 1-800-575-1212

**24/7**

**4SCOTIA**

EN 1-800-472-6842  
FR 1-800-575-2424

## **1** Self Service Banking

**1** Balances

**2** Recent Transactions

**3** Bill Payments

**4** Transfer Funds

**5** Other Banking Tasks

**0** Representative

**1** Pay a bill

**2** Add a new payee

**3** Modify an existing payee

**4** To remove a payee

**1** Order Cheques

**2** Change your access code

**3** Statement copy

**4** To return to the previous menu

**i** Reach **Self Service Banking** directly from **TeleScotia** or from **4SCOTIA**, **option 1**.

## **2** Online or Mobile Banking Inquiries

### **0** To get you to the right Representative, choose one:

**1** Banking

**2** Credit Cards

**3** Loans or Mortgages

**4** Investments

**5** Business Banking

**6** Insurance

OTHER FUNCTIONS ▾

**9** Return to Previous Menu

**#** Skip Listening to Options or Information

**\*** Repeat Options or Information

**Voice Recognition** In a few words, please describe the reason for your call today?

#### BEST PRACTICES ▾

- Use short phrases
- Use action words: "Make Payment", "Transfer Funds", "Speak to representative"
- Avoid speakerphone and noisy areas
- Authenticate when prompted: Card number + 3 digits at the back of the card or Card number and 5-8 digit Access Code

#### SELF SERVICE EXAMPLES ▾

- Balances
- Recent Transactions
- Bill Payments
- Transfer Funds
- Statement Copy
- Order Cheques
- Change Access Code
- Branch Information
- Foreign Exchange Rates

- Telephone banking is also offered in Cantonese (1-800-830-8800) and Mandarin (1-800-830-8080), Monday - Saturday, 10:00 am to 10:00 pm EST.
- Bill Payments made after 8:30 pm EST will be processed the next business day. • Future Dated Bill Payments will only be processed if sufficient funds are in the designated account by 6:00 pm EST on that day.
- Fund Transfers between Scotiabank accounts are immediate. • Payments to Scotiabank VISAs are considered funds transfers and are immediate. • For TFSA, GIC or Savings Accelerator, select Investments.