

# Bulk File Upload Trust Beneficiaries

## Quick Reference Guide

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### Legal Disclaimer

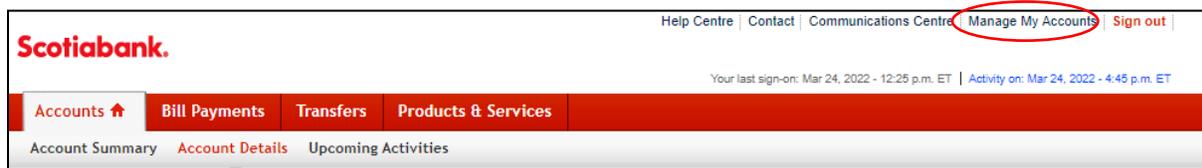
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## OVERVIEW

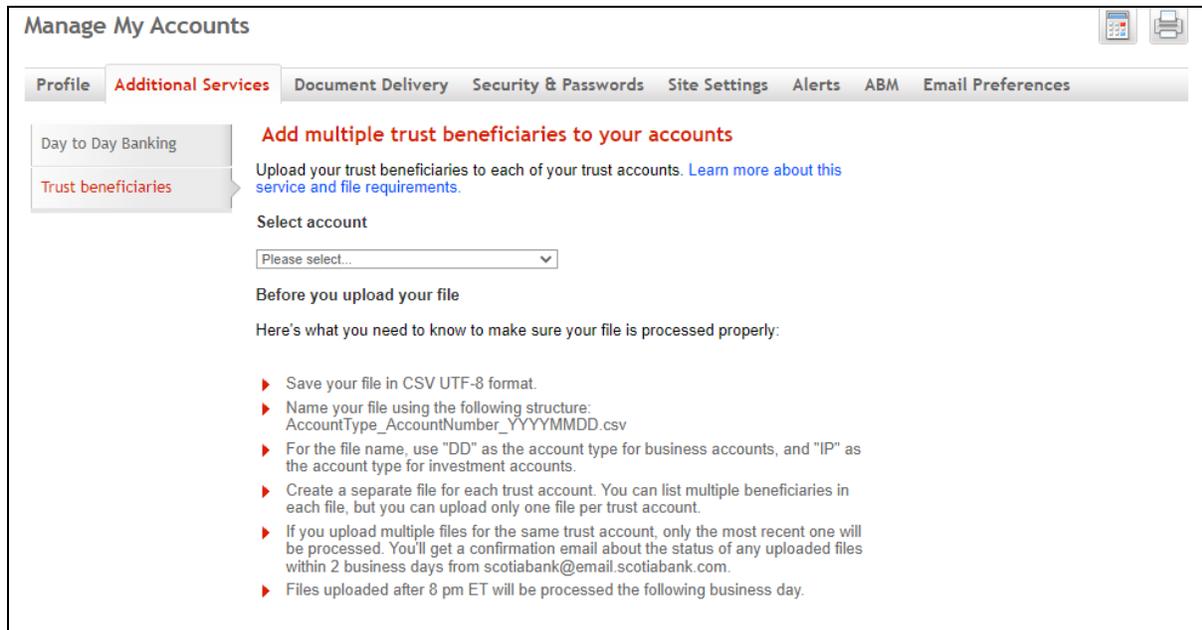
Scotia OnLine customers can upload a file that contains trust beneficiary information (i.e., legal name, full address, interest in the deposit expressed as a percentage or dollar amount for each trust beneficiary) for their trust account that is designated as a General Trust.

## UPLOADING A FILE

Select **Manage My Accounts** located on the top right hand side of the Scotia OnLine landing page.



Select **Additional Services** and then **Trust beneficiaries**.



From the **Trust beneficiaries tab**, select the account for which you want to upload your trust beneficiaries from the dropdown menu.

Next, review the *Before you upload your file* information and select the **Upload file**<sup>1</sup> button.

Note: If you need more information about this service and file specification requirements, select the **Learn more about this service and file requirements** link.

The screenshot shows the 'Manage My Accounts' interface. The 'Additional Services' tab is active, and the 'Trust beneficiaries' section is selected in the left sidebar. The main content area displays instructions for uploading trust beneficiaries. A dropdown menu shows 'Current Account 800020194018' with a balance of '\$49,888.15'. Below this, a section titled 'Before you upload your file' provides a list of instructions. At the bottom of the page, the 'Upload file' button is circled in red.

**Manage My Accounts**

Profile **Additional Services** Document Delivery Security & Passwords Site Settings Alerts ABM

Day to Day Banking

**Scotia iTRADE**

Scotia Investments

Credit Cards & Lines of Credit

Mortgage & STEP accounts

**Trust beneficiaries**

**Add multiple trust beneficiaries to your accounts**

Upload your trust beneficiaries to each of your trust accounts. [Learn more about this service and file requirements.](#)

Select account

Current Account 800020194018 \$49,888.15

**Before you upload your file**

Here's what you need to know to make sure your file is processed properly:

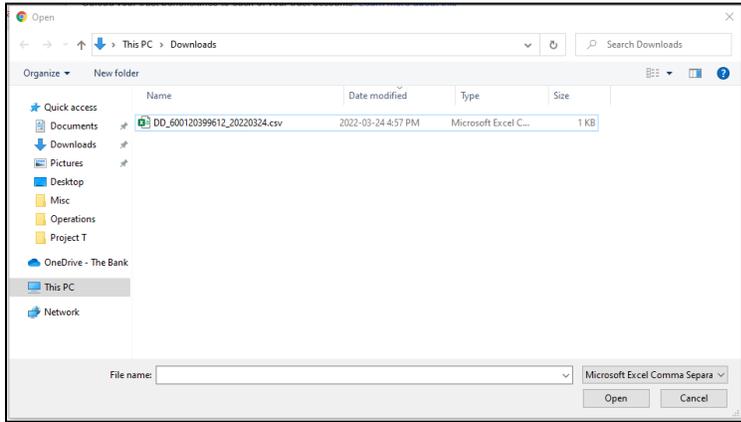
- ▶ Save your file in CSV UTF-8 format.
- ▶ Name your file using the following structure: AccountType\_AccountNumber\_YYYYMMDD.csv
- ▶ For the file name, use "DD" as the account type for business accounts, and "IP" as the account type for investment accounts.
- ▶ Create a separate file for each trust account. You can list multiple beneficiaries in each file, but you can upload only one file per trust account.
- ▶ If you upload multiple files for the same trust account, only the most recent one will be processed. You'll get a confirmation email about the status of any uploaded files within 2 business days from scotiabank@email.scotiabank.com.
- ▶ Files uploaded after 8 pm ET will be processed the following business day.

**Upload file**

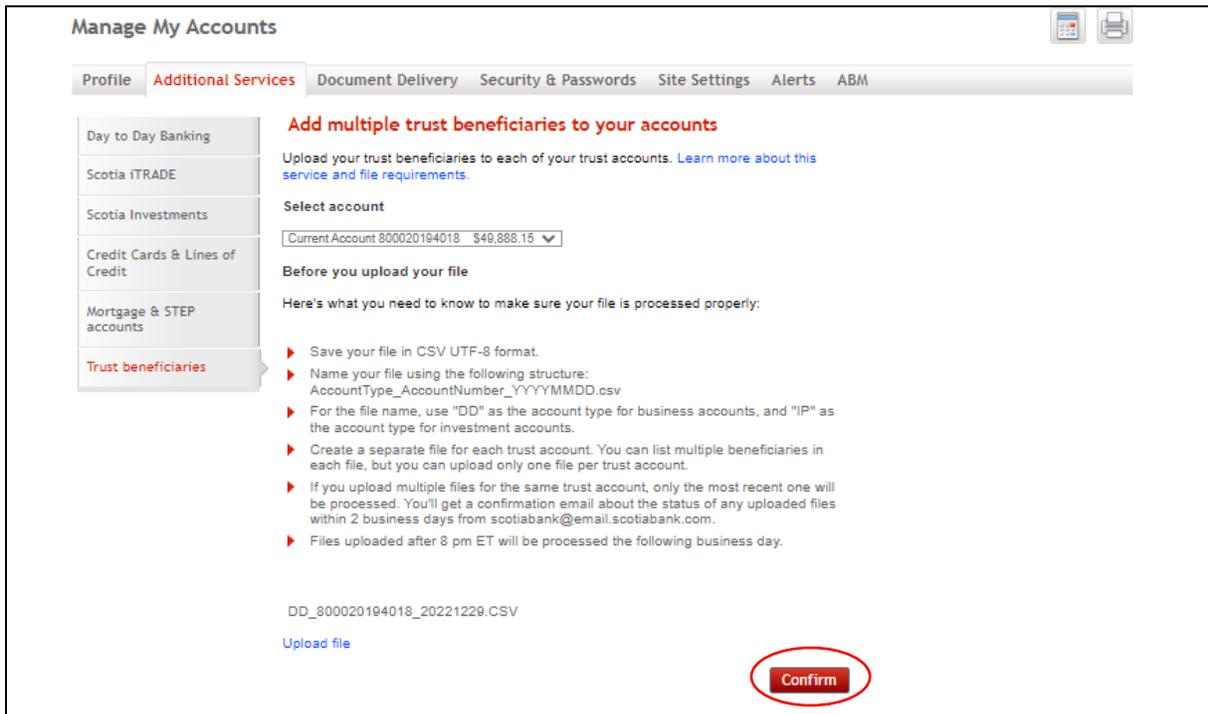
<sup>1</sup> The *Upload file* button may display with a different title (e.g., Browse, Open) depending on the browser or system used.

Select the appropriate CSV UTF-8 file from the window that displays.

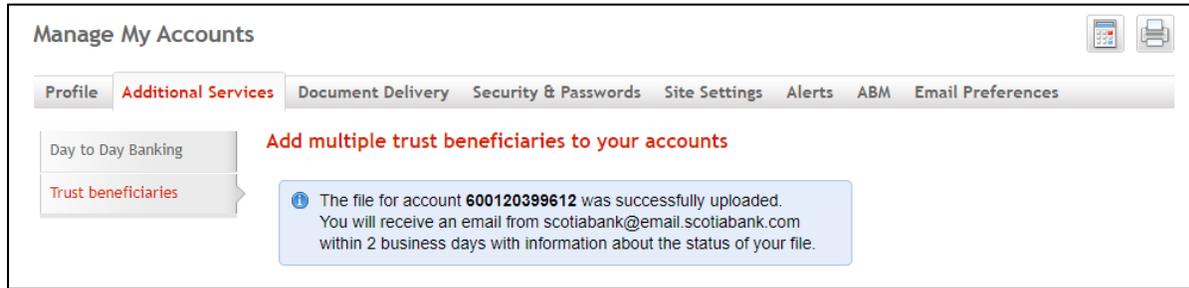
*Sample pop up window*



Select **Confirm** to upload your file.



A confirmation will appear when a file upload is successful. You can choose to upload another file by selecting the **Trust beneficiaries** tab.



## ACCESS TO THE SERVICE

Access to the service is dependent on your card access type. You can go to your profile to check your current setup. The card access types below will enable you to access the **Trust Beneficiaries** tab under **Additional Services**:

- Business One to Sign
- Business Delegate with Financial Entitlement
- Business Multiple to Sign with Financial Entitlement
- Personal + Business

Contact your bank representative if you need to make any changes.

## FOR FURTHER ASSISTANCE

Please call the Customer Contact Centre at 1-877 552 5522 – Toll-free number within North America.

### Hours of Operations:

Mon-Thurs 9:00am-11:00pm EST

Fri 9:00am-10:00pm EST

Sat 10:00am-6:00pm EST