

**Get Started Today!**

**EasyLine,  
EasyWeb and  
Wireless banking**

**Quick Start Guide**



**Canada Trust**

## Take advantage of these services today!

### **a** EasyLine telephone banking . . . . .2

The easy, convenient way to pay bills, transfer funds and perform other banking transactions over the phone. We've also included a Quick Reference Guide to make these transactions even easier.

### **b** EasyWeb Internet banking . . . . .9

A safe and convenient way to manage your banking and investing... available wherever you have access to the Internet.

### **c** Wireless banking . . . . .13

An immediate and secure way to access your accounts while you're on the go, using an Internet-enabled cellphone.

## Here's how to get started right away:

Use the headings in this guide to locate the service you want to learn how to use. Then, with your 13-digit TD Canada Trust Access Card number and your temporary PhoneCode™ or EasyWeb™ password, follow the easy, step-by-step instructions provided in each section.

## **a EasyLine telephone banking**

**Start banking 24 hours a day, seven days a week, wherever there's a phone**

Whether you're a Personal or Small Business customer, almost anything you can do in a branch you can now do right over the phone. Choose our automated system or speak to an EasyLine™ specialist 24 hours a day, seven days a week for your day-to-day banking, investing and borrowing<sup>1</sup> needs.

**Getting started is easy!**

1. Call EasyLine at **1-866-222-3456**.
2. Enter your 13-digit Access Card number.
3. Enter your three- or four-digit EasyLine PhoneCode.
4. Follow the easy-to-use voice instructions. When you hear the selection you want, press the corresponding number at any time. You will always receive a confirmation number for your records when you perform a transaction.

**TIP:** Save time and fast-track through the options. After entering your EasyLine PhoneCode, simply press 1-1-1 to go directly to your chequing account balance or 1-2-1 to reach the bill payment menu.

**Show me!** Once you have entered your TD Canada Trust Access Card number, and your EasyLine PhoneCode, you will be offered the following menu of options.

Remember that, at any time, you can **Press 0** to speak directly to an EasyLine specialist.

**Press 1 for day-to-day banking** including account balances, account activity, bill payments and transfers<sup>2</sup>

- **Press 1** for account balances and activity
  - Press 1** for your Chequing Account
  - Press 2** for your Savings Account
  - Press 3** for your Other Account
  - Press 4** for your TD *Visa*\*
- **Press 2** to pay a bill or get bill payment information (see TIP below)
  - Press 1** to pay a bill, including post-dated bill payments
  - Press 2** for information on past bill payments or pending bill payments or to cancel a pending payment
  - Press 3** to add, change or delete a bill company or to hear your billing account numbers

**TIP:** If you want to transfer funds to another TD Canada Trust customer, you can register them as a Personal Payee on your Bill Payment List by pressing “0” and speaking to an EasyLine specialist.

- **Press 3** to transfer funds
  - Press 1** to transfer from Chequing
  - Press 2** to transfer from Savings
  - Press 3** to transfer from Other
- **Press 4** for other day-to-day banking including cash advances, stop payments, foreign exchange or to report a lost or stolen Access Card

**Press 2 to apply for or inquire about credit products** including TD *Visa*, Line of Credit, Overdraft Protection, Mortgages and Loans

- **Press 1** to apply for new products or apply for an increase on an existing credit account
- **Press 2** to inquire about existing credit accounts

**Press 3 to purchase or inquire about investments**

- **Press 1** for TD Mutual Funds<sup>®,3</sup> including TD Mutual Fund RSPs
- **Press 2** for GICs, term deposits and non Mutual Fund RSPs
- **Press 3** for TD Mutual Fund Account information and closing mutual fund prices

**Press 4 for TD Waterhouse<sup>®</sup>**

**Press 5 for information on** EasyWeb Internet banking, branch and Green Machine® ABM locations or to change your PhoneCode

- **Press 1** to register or get help with EasyWeb or WebBroker®
- **Press 2** for TD Canada Trust branch and Green Machine ABM locations
- **Press 3** to change your PhoneCode

**Press 6 to hear your options again**

**Press 0 at any time to speak with an EasyLine specialist** for help with any of the above or to open a chequing or savings account, order cheques, open an RSP or TD Mutual Fund Account or to apply for an RSP loan

**Safeguarding your information is important to us. Please know that TD Canada Trust does not contact customers through email or automated telephone messages asking for personal information such as passwords or account numbers.**

## TD Canada Trust EasyLine – 1-866-222-3456

### EasyLine Quick Tips

Reference guide to our most popular transactions

#### To check your balance and account activity:

1. Select **option 1** for day-to-day banking.
2. Now select **option 1** for information on your account(s).
3. Choose the account you wish to receive the information for.

#### To make a bill payment

1. Select **option 1** for day-to-day banking.
2. Now select **option 2** for bill payments.
3. Select **option 1** to pay a bill.
4. Enter the two-digit code for the company you wish to pay
5. Choose the account you wish to make the payment from.
6. Enter the dollar and cents amount of your payment and press the number sign when finished.
7. Press 1 to pay the bill now, **press 2** to postdate the bill.
8. The system will read back your request. If it is correct, **press 1** to confirm the payment or **press 2** to change.

#### Your bill payment companies

Each bill payment account you register will be automatically assigned a two-digit company code. Use the space below to list the assigned two-digit codes for the bills you most commonly pay. To hear your list of bill company codes, press **1-2-3**.

**Bill Payment Company**

**Company Code**

---

---

---

---

---

---

---

---

**TD Canada Trust EasyLine™ –  
1-866-222-3456**

**Quick Reference Guide  
Getting Started**

1. Call 1-866-222-3456.
2. Enter your 13-digit TD Canada Trust Access Card number.
3. Enter your EasyLine PhoneCode™.

Then choose from the following **Automated Banking** options:

**1 Day-to-Day Banking**

Account Balance and Activity	Press 1
Bill Payments	Press 2
Transfer Funds	Press 3
Other Transactions	Press 4

**2 Credit Products<sup>1</sup>**

**3 Investments**

**4 TD Waterhouse<sup>⊗,2</sup>**

**5 EasyWeb<sup>TM</sup>, Branch and Green Machine<sup>⊗</sup> ABM locations or to change your PhoneCode**

**6 Repeat Options**

**0 Speak to an EasyLine specialist**

**Just A Reminder**

**Press 6** to hear your confirmation number again.

**Press 8** to return to the previous menu.

**Press 9** or simply hang up to end the call.

**Press 0** to speak with an EasyLine specialist.

1 Applications from Quebec residents may not yet be accepted online or over the phone for some specific credit products and you may therefore be directed to a branch.

2 TD Waterhouse Canada Inc. is a subsidiary of The Toronto-Dominion Bank. TD Waterhouse Canada Inc. – Member CIPF.

TM Trade-mark of The Canada Trust Company.

⊗ Trade-mark of The Toronto-Dominion Bank.

## **b** EasyWeb Internet banking

### **Enjoy security, convenience and control**

Personal and Small Business customers can manage their money wherever and whenever they have access to the Internet.

### **Getting Started**

1. Go to **www.tdcanadatrust.com**, select “Login to EasyWeb” and click **Now** to begin the secure login process.
2. Enter your 13-digit Access Card number and your temporary EasyWeb password and click **Login**.

When you log in for the first time, you will be prompted to change your temporary EasyWeb password. You will also be asked to set up five security questions and answers as part of EasyWeb IdentificationPlus.

After clicking “Login” and/or changing your password, you will be taken to the View Accounts page. Here you can access a consolidated view of your banking and investing accounts, learn more about TD Canada Trust products and services, and begin making transactions, such as paying bills and transferring funds.

**TIP:** Save time when banking online by creating a bookmark for [www.tdcanadatrust.com/login](http://www.tdcanadatrust.com/login)

## **Take the EasyWeb tour**

To learn more about EasyWeb and its features, take the online tour at [www.tdcanadatrust.com/tour](http://www.tdcanadatrust.com/tour)

## **View Accounts Page**

### **Account Information**

Access to one consolidated view of your banking and investment accounts.

### **Switch Between Small Business and Personal Banking**

Access your business and personal information and transactions within the same session.

### **Contact Us**

Speak to an EasyLine specialist, or send us an email.

### **Help**

Online help is available, on every page.

### **Products & Services**

Open a new account, apply for a TD *Visa*, invest in a mutual fund or contribute to an RSP.

## **Payments & Transfers Page**

### **Add Payee and Pay Bills**

Make bill payments to over 5,200 payees.

## **Make a Transfer**

Transfer funds between your TD Canada Trust accounts (Personal and Small Business), including TD *Visa* accounts.

## ***Interac*<sup>®</sup> Email Money Transfer**

Send money from your personal or small business account to anyone with an email address and a bank account at a Canadian financial institution.<sup>4</sup>

## **Logout**

Always click the “Logout” button to end your EasyWeb session.

## **Protect yourself from online fraud**

Phishing (pronounced “fishing”) is a scam in which the perpetrator sends out emails that appear to be from a legitimate company asking you to send personal or financial information in response. Do not respond to an email like this. Remember, **TD Canada Trust will never send customers emails asking for passwords, account numbers or personal information.**

To learn more about how you can protect yourself against phishing and other forms of online fraud, visit [www.tdcanadatrust.com/security/email.jsp](http://www.tdcanadatrust.com/security/email.jsp)

## **You can be comfortable with our simple and safe EasyWeb Internet banking!**

The world has changed, and so has the way you bank. Being able to manage your money whenever you want from wherever you are is no longer a luxury – it's a necessity. That's why we ensure that our award-winning EasyWeb Internet banking is the most comfortable and flexible online banking service available.

**TIP:** Always click the “Logout” button at the end of your EasyWeb session.

You can do virtually any type of banking over the Internet with EasyWeb. You can view your accounts, view and pay your bills, transfer funds, manage your investments, apply for products, and more – whenever and wherever you want.<sup>5</sup> That kind of convenience is what EasyWeb is all about. Plus, you have our commitment that we will keep your financial information safe. Safeguards such as 128-bit encryption, secure firewalls and constant site monitoring are designed to protect the security of your information at all times. As well, EasyWeb IdentificationPlus<sup>®</sup> provides an additional layer of security when you log in to EasyWeb. And should any unauthorized activity occur, you can take comfort in knowing you're protected by our EasyWeb Security Guarantee.

## **EasyWeb Security Guarantee**

You will receive 100% reimbursement in the unlikely event that account losses occur resulting from unauthorized EasyWeb activity.

Account holders are responsible for maintaining the care, control and confidentiality of their Access Card number, Connect ID, EasyWeb password and EasyWeb IdentificationPlus questions and answers. TD Canada Trust and its affiliates are not responsible for unauthorized access to accounts online or losses that occur as a result of careless or improper handling, storing or disclosure by the account holder of their Access Card, Connect ID or EasyWeb password.

## **Wireless banking**

### **Discover the freedom of Wireless banking**

You're automatically set up to enjoy all the benefits of Wireless banking once you're registered with EasyWeb. You'll be able to see your TD Canada Trust accounts on your cellphone. Plus, you will have the freedom of mobility.

### **Getting started**

1. Launch the browser on your Internet-enabled cellphone
2. Key in the address **www.td.com/w**
3. Select **"TD Canada Trust Login"**
4. Enter your 13-digit Access Card number and EasyWeb password and select **"Login"**

5. Now, follow the easy-to-use onscreen prompts to access your banking and investment accounts<sup>2</sup>.

The next time you use the same device, you will only need to enter your EasyWeb password to log in. You do not need to re-enter your 13-digit Access Card number.

### **Go wireless today**

TD Canada Trust Wireless banking can be accessed over the Bell Mobility, Rogers Wireless, Telus Mobility, MTS and SaskTel Mobility networks.<sup>6</sup>

To find out if your Internet-enabled cellphone is equipped to take advantage of TD Canada Trust Wireless banking, check with your wireless service provider.

- 1 Applications from Quebec residents may not yet be accepted online or over the phone for some specific credit products and you may therefore be directed to a branch to apply.
- 2 Regular account transaction fees may apply.
- 3 For TD Mutual Funds, some telephone restrictions may apply. Commissions, trailing commissions, management fees and expenses all may be associated with mutual fund investments. Please read the prospectus before investing. Mutual funds are not guaranteed or insured, their values change frequently and past performance may not be repeated. TD Mutual Funds are managed by

TD Asset Management Inc., a wholly owned subsidiary of The Toronto-Dominion Bank.

- 4 There is a fee for sending a transfer, but not for receiving a transfer through EasyWeb. Regular transaction fees apply. Participating financial institutions include BMO Bank of Montreal, CIBC, RBC Royal Bank, Scotiabank and TD Canada Trust. Customers can receive transfer using the CertaPay Transfer Site. The funds will be deposited in three to five business days using an Electronic Funds Transfer. A service charge may be deducted by CertaPay.
- 5 Regular account transaction fees may apply.
- 6 Carrier charges may apply.
- \* Visa International Service Association/Used under license.
- ® Trade-mark of Interac Inc., TD Canada Trust, authorized user of the Trade-mark.
- TM Trade-mark of The Canada Trust Company.
- ⊗ Trade-mark of The Toronto-Dominion Bank.

**Start enjoying easier,  
faster, secure banking today!**

**For more information  
about EasyLine telephone banking,  
EasyWeb Internet banking or  
Wireless banking, call 1-800-281-8014**

**TTY (Text telephone)  
1-800-361-1180**

**Or visit our website at  
[www.tdcanadatrust.com](http://www.tdcanadatrust.com)**



**Canada Trust**

Banking can be this comfortable