

### 6 Banking Benefits

Save Time

Save Money

Make Money

Convenience

Flexibility

Peace of Mind

### HOST Screens

CS ADDRESS	CIF MCIF	ALT + O + I	ADDRESS CHANGE/HI- STORY
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CS EMPLOYMENT	CIF MEMP	ALT + O + Y	EMPLOYMENT CHANGE/HISTORY
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ACCT OWNERSHIP	CIF COWN	ALT + O + W	JOINT ACCOUNT HOLDERS
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CUSTOMER ID	CIF MCID	ALT + O + D	ID ON FILE
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COMMENTS	CIF MCOM	ALT + O + M	MCOMS
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STOP PYMNT	CPA LSTP	ALT + O + F	LODGE/CHANGE/RE- LEASE
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ACCT HISTORY	CPA MENUH	ALT + O + H	TRANSACTION DETAILS
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ACCT SERVICES	CPA MENUS	ALT + O + S	LODGE/MAINTAIN/- DELETE SSV AND PTS
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ACCT PLAN MAINTENANCE	CPA MPLAN	ALT + O + P	CHANGE ACCOUNT PLAN TYPE
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ACS SVCS MAINTENANCE	ACS CARS	ALT + D + C	EL/EW RESET AND REGISTRATION
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ACS ENQUIRY	ACS EACS	ALT + D + H	ACS LIMITS, EXP. DATE, HOLD CODE, FLASH
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ACS MAINTAIN ACCTS	ACS MACT	ALT + D + A	ACCTS LODGED ON CARD
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### HOST Screens (cont)

ACS MAINTENANCE	ACS MPRO	ALT + D + P	CHANGE LIMITS/HOLD CODE
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ACS STATUS MAINTENANCE	ACS MSTAT	ALT + D + S	CHANGE CARD STATUS
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### EasyWeb

- available 24/7
- pay bills, transfer funds, mobile deposit

### ACS CARS (ALT + D + C)

RECOMMEND: "I see that you don't have online banking enabled. You can do almost all of your day-to-day banking on there, like checking your balance, paying bills, and transferring money between your accounts. Would you like me to set that up for you?"

### VoicePrint

- analyses over 100 characteristics of voice
- can unenroll at any time
- requires 3 to 15 seconds of audio

RECOMMEND: "To make it easier for you going forward, we have an alternative method to verify you called TD VoicePrint. So, when you give us a call, we'll have your voice data on file, which will confirm your identity without answering any verification questions. Would you like me to set that up for you?"

If YES: "Next time, just tell us your name, the reason you're calling, and we'll have you verified almost right away."

If NO: "No problem. If you change your mind, you can enroll at any time."



### Interac Flash®

- PIN is required for every \$100 you spend in single purchases or \$200 in multiple consecutive Interac Flash® purchases.
- Interac Zero Liability = You won't be liable for losses resulting from circumstances beyond your reasonable control

### ACS MACT (ALT + D + A)

#### RECOMMEND:

"I see that your debit card isn't set up with tap. It's a super convenient way to pay for smaller purchases, like getting a coffee or buying lunch. Would you like me to set that up for you?"

### Make It Personal

Welcoming

Curious & Caring

Knowledgeable

Helpful

Thankful

C

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