

# Billing Statements in ScotiaConnect

Frequently Asked Questions

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## INTRODUCTION

Our billing statements summarize your various payment and digital banking products and services into standardized billing statements with itemized details. This will make it easier for you to see all your fees and charges and reconcile your transactions.

Below you'll find a list of frequently asked questions associated with the ScotiaConnect, Electronic Funds Transfer (EFT), and Consolidated billing statements.

## FAQS

**1. Why did Scotiabank change the layout of the ScotiaConnect billing statements?**

You told us you wanted billing statements that were simple, straightforward, and saved you time – so we made it happen.

**2. Can I still retrieve billing statements from previous months?**

Yes. Previous statements are accessible by clicking “Go to older statements” on the ScotiaConnect Billing Statement landing page.

**3. What is the difference between this new billing statement compared to the existing statement?**

The new billing statement features a new layout that will make it easier for you to see monthly charges right up front, reconcile statements easily with new standard codes, find contact information fast and stay informed with a new message section. Check out the ScotiaConnect Billing Statement Quick Reference Guide to see key features of the new statements.

**4. What products/services are included in the billing statements?**

This ScotiaConnect billing statement includes: ScotiaConnect Digital Banking, Online Wire Payments, *Interac* e-Transfer for Business, Electronic Cheque Services, Remote Deposit, and International Money Transfer.

The consolidated billing statement reflects products enabled for a customer and may include the following:

<ul style="list-style-type: none"> <li>• ScotiaConnect including: <ul style="list-style-type: none"> <li>• Wire Payments</li> <li>• Remote Deposit Capture</li> <li>• Electronic Cheque Services</li> <li>• <i>Interac</i> e-Transfer for Business and</li> <li>• International Money Transfer</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Funds Transfer (EFT)</li> <li>• Bulk <i>Interac</i> e-Transfer</li> <li>• Remittance Advice</li> <li>• Bill Payment Remittance Service</li> <li>• Cheque Outsourcing</li> <li>• SEDAR Payments</li> </ul>	<ul style="list-style-type: none"> <li>• IAT Origination &amp; Receiving</li> <li>• EDI Origination &amp; Receiving</li> <li>• Electronic Daily Statement (EDS)</li> <li>• EDS Intraday/Global Reporting (ScotiaConnect for Windows)</li> </ul>	<ul style="list-style-type: none"> <li>• Business Accounts</li> <li>• Wholesale &amp; Retail Lockbox</li> <li>• Money Management Services (MMS)</li> <li>• Consolidated Cash Plan (CCP)</li> </ul>
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**5. Will the Consolidated Billing Statement replace existing billing statements (ScotiaConnect & EFT Statements)?**

No. The consolidated bill is a supplement to the existing product billing statements.

**6. In what formats is the Consolidated Billing Statement available?**

The Consolidated Billing Statement is currently available in PDF and Excel formats.

CAD and USD charges are segregated into separate PDF statements.

The Excel version contains both CAD and USD summaries on the first two tabs of the spreadsheet. The third tab features a detailed breakdown of each service charge for improved reconciliation.

**7. Can my company include the products or service used by a separate entity (i.e. sister company or subsidiary) under the same consolidated bill?**

Yes, you can configure these settings on the Consolidated Billing Statement preferences and settings page under Administration in ScotiaConnect.

**8. Who has access to a Consolidated Billing Statement?**

Super Users will have access by default, but access can be granted to other users by modifying their entitlements.

**9. If I have questions about my statement, who should I contact?**

Contact the number or email address listed on the statement in the Billing Inquiries section. If there is no contact information in that box, please contact your Small Business Advisor/CMCC Commercial Sales/PCM Sales/GBP Corporate Sales contact.

**10. Why didn't I receive a consolidated billing statement?**

You must complete the configuration on the preferences and settings page under Administration for the system to create your consolidated bill. Your standard billing statement will still be available.

**11. I changed my consolidated billing statement setup under the preferences and settings page, why didn't the content of my statement change?**

Updates to the configuration of your consolidated billing statement will not take effect until the next statement is generated. Setup changes are not applied to older statements retroactively.

**12. What is the cutoff for setup changes to reflect on a consolidated billing statement?**

You have until the end of the month to configure your settings for them to apply to that month's statement, which will be generated on the 8<sup>th</sup> business day of the following month.

**13. The self-serve preferences screen displays inaccurate hierarchy information. Who do I contact to resolve this?**

Your Small Business Advisor/CMCC Commercial Sales/PCM Sales/GBP Corporate Sales contact will be able to help resolve these types of issues.