

# Sending Payments Using ScotiaConnect

## Getting Started Guide

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## OVERVIEW

### OPTIONS TO SEND PAYMENTS

In ScotiaConnect, you can send payments using three options:

- Create a **recipient** and then send payments to the recipient.
  - Creating a recipient is a one-time activity and you can store details for multiple payment types to a recipient's profile. When sending a payment using a recipient, you do not need to re-enter the information stored in the recipient's profile. However, you can only send individual payments and cannot send batches of payments.
- Create a **template** and then use the template to send payments.
  - Creating a template is a one-time activity and stores details of one payment type. When sending a payment using a template, you do not need to re-enter the information stored in the template. Additionally, you can use templates to send payments to multiple recipients or to send batches of payments.
- Use the **Create One Time** option to send payments.
  - This option requires entering all payment details every time you send a payment. However, once you enter the payment details using this option, you can save the details as a template and use it later.

**Note:**

- You can send *Interac* e-Transfers and International Money Transfers only after creating recipients. These payments cannot be sent using templates or with the **Create One Time** option.
- Before sending *Interac* e-Transfers, your organization's ScotiaConnect Super User needs to register for the service.

### STEPS TO SEND PAYMENTS

Irrespective of the option you use to send payments, each payment type can be set up with or without approvals. This setup determines the number of steps for sending the payment.

#### STEPS FOR SENDING PAYMENTS WITHOUT APPROVALS

If the setup for the payment type does not include approvals, the payment can be sent by performing the single step of creating and submitting the payment. This step can be performed by a user who has the entitlement to create and submit the payment. To complete this step, the user will need to enter their ScotiaConnect password and token value.

#### STEPS FOR SENDING PAYMENTS WITH APPROVALS

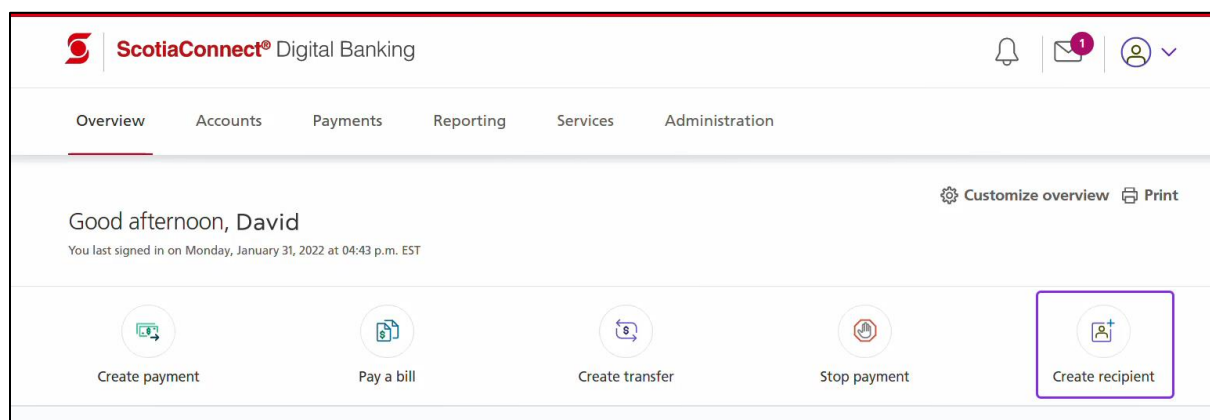
If the setup for the payment type includes approvals, there will be **three steps** in the payment creation process:

1. **Creating the payment** – this step can be performed by a user with the entitlement to create the payment.
2. **Approving the payment** – this step can be performed by a user with the entitlement to approve the payment but cannot be the user who created the payment.

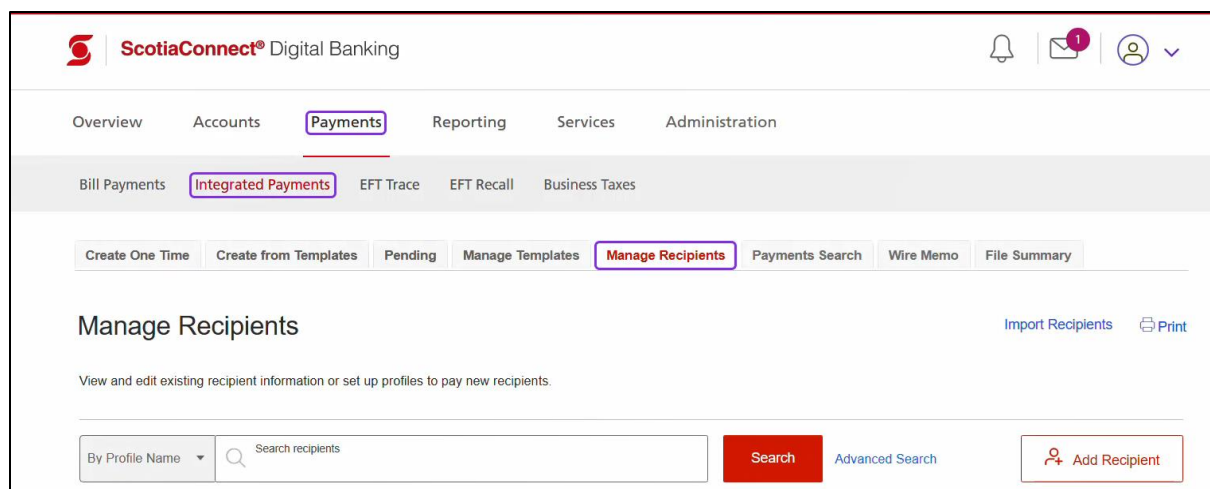
3. **Submitting the payment** – this step can be performed by a user who has the entitlement to submit payments and can be the user who created or approved the payment. To complete this step, the user will need to enter their ScotiaConnect password and token value.

## CREATING RECIPIENTS

To create a new recipient, on the **Overview** page, click **Create recipient**.



Alternatively, navigate to **Payments > Integrated Payments > Manage Recipients**.



Now, click **Add Recipient** and then enter the details for the payment type. The fields that you need to complete are different for each payment type.

## ADDING MULTIPLE PAYMENT TYPES TO AN EXISTING RECIPIENT

If you need to update an existing recipient's profile to include details for an additional payment type, navigate to **Payments > Integrated Payments > Manage Recipients**. Then, search and select the recipient.

Next, click **Add Account** and then add the information for the additional payment type.

**Note:** While adding an additional payment type, you can specify the same details that were used for another payment type. For example, if you are using an account number for the Automated Clearing House (ACH) payment type, while adding details for the International Money Transfer payment type, you can specify the same account number that is being used for the ACH payment type.

The screenshot shows the 'Recipient Profile' page for Jane Doe. At the top, there are tabs: 'Create One Time', 'Create from Templates', 'Pending', 'Manage Templates', 'Manage Recipients' (active), 'Payments Search', 'Wire Memo', and 'File Summary'. Below the tabs is a 'Print' icon. A 'Back to Manage Recipients' link is on the left. The main content area shows Jane Doe's profile with a 'Business profile' section containing icons for email, phone, and a 'Service group : unassigned' label. Below this is the 'Payment Accounts' section with three tabs: 'Canada ( 1 )', 'United States ( 0 )', and 'International ( 0 )'. Under the 'Canada ( 1 )' tab, there is a table with one entry: 'Jane01' with email 'jane.doe@scotiabank.com' and 'Payment Type : Interac e-Transfer'. An 'Add Account' button is highlighted in the bottom right corner of the table.

## CREATING PAYMENTS USING RECIPIENTS

To begin the payment creation steps using a recipient, on the **Overview** page, click **Create payment**.

The screenshot shows the 'Overview' page of ScotiaConnect Digital Banking. The top navigation bar includes the ScotiaConnect logo, 'Digital Banking', and icons for notifications, messages, and user profile. Below the navigation bar are tabs: 'Overview' (active), 'Accounts', 'Payments', 'Reporting', 'Services', and 'Administration'. The main content area displays a greeting 'Good afternoon, Janis' and a message 'You last signed in on Monday, January 31, 2022 at 04:43 p.m. EST'. On the right, there are links for 'Customize overview' and 'Print'. At the bottom, there is a row of five buttons: 'Create payment' (highlighted with a red box), 'Pay a bill', 'Create transfer', 'Stop payment', and 'Create recipient'.

Now, search and select the recipient and click **Continue**.

Search and select from existing recipients to make a payment.

Search recipients

Recipient profile name

[Clear filters](#)

[Show advanced filters](#)

[Apply filters](#)

Displaying 1 - 2 of 2

<input checked="" type="radio"/>	Jane Doe ✉ -   ☎ -   Service group: unassigned	▼
<input type="radio"/>	John Doe ✉ john.doe@scotiabank.com   ☎ -   Service group: unassigned	▼

Items per page 25 ▼

« < 1 > »

1 - 2 of 2

Need to pay someone new? [Create Recipient](#)

[Back to Overview](#)

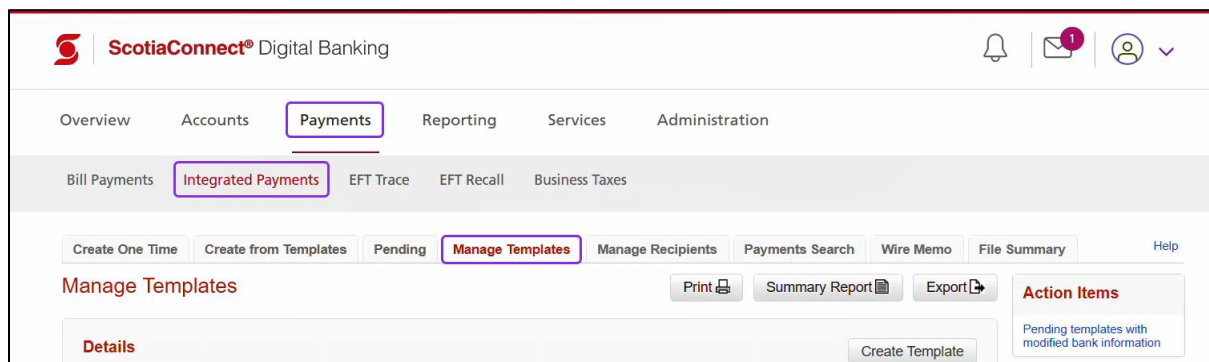
[Continue](#)

Then, specify the payment details to finish creating the payment. The fields that you need to complete are different for each payment type.

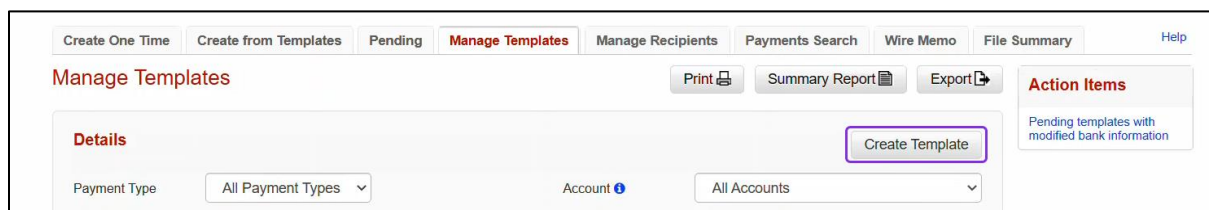
**Note:** If a recipient's profile includes multiple accounts or payment types, before specifying the payment details, you need to select the account/payment type for the payment.

## CREATING TEMPLATES

To create a template, navigate to **Payments > Integrated Payments > Manage Templates**.



Then, click **Create Template**.



Now, you need to select the **Payment Type** and enter the details for the payment to finish creating the template.

**Note:** The details that you need to enter are different for each payment type.

[Create One Time](#) [Create from Templates](#) [Pending](#) [Manage Templates](#) [Manage Recipients](#) [Payments Search](#) [Wire Memo](#) [File Summary](#) [Help](#)

Create Template [Print](#)

Payment Type\* 

Wire

[Manage Payment Defaults](#)

**Template Information**

Template ID\*

Expiry Date

Pre-Approved Amount

Template Description

**Payment Details**

Amount

Payment Currency\* 

Please select

**Originator Details**

Debit Account\* 

Please select

Service Group \* 

Please select

Currency

Originator Name\*

Originator Address

**Recipient Information**

Recipient Name\*  [Search](#)

Account Nickname/Recipient ID

Vendor Number

Address **Please enter the full street address that does not include P.O. Box**

Address 1\*

Address 2

City\*

Country\* 

Canada

Postal / Zip Code \*

Province / State\* 

Please select

**Recipient Bank Information**

Bank Country\* 

Canada

Recipient Bank\* 

Bank/Transit

Account Number \*

Recipient Institution\* 

Please select

Recipient Transit  [Validate/Bank Search](#)

**Payment Information** (will accompany payment)

Information to Recipient

**Customer Use Only** (will not accompany payment)

Internal Memo

Recipient Name

Phone Number

Recipient Email

Fax Number

\* Mandatory field

[Back to Top](#)

[Continue](#) [Reset](#) [Cancel](#)



## CREATING PAYMENTS USING TEMPLATES

To create a payment using a template, navigate to **Payments > Integrated Payments > Create from Templates**. Then, specify the required criteria to search for the template.

ScotiaConnect® Digital Banking

Overview Accounts **Payments** Reporting Services Administration

Bill Payments **Integrated Payments** EFT Trace EFT Recall Business Taxes

Create One Time **Create from Templates** Pending Manage Templates Manage Recipients Payments Search Wire Memo File Summary Help

Create Payments from Templates Print

**Details**

Payment Type: All Payment Types Account: All Accounts

Template ID: Vendor Number:

Recipient Name: Service Group: All Service Groups

Payment / Cross Reference Number:

**Sort Order**

Sorted By: Template ID

**Search** Reset

Now, select the template from the search results and click **Create Payments**.

**Sort Order**

Sorted By: Template ID

**Search** Reset

**Search results**

<input type="checkbox"/>	Template ID	Payment Type	Account	Recipient	Payment / Cross Reference Number	Pre-Approved Amount	Amount	Currency	Dr/Cr	Service Group	Status
<input checked="" type="checkbox"/>	ABC Company	EFT	47696 22750 15	ABC Company	Test Payment	\$0.00	\$132.60	CAD	Cr	Service Group 1	Ready

**Create Payments**

Next, you need to enter the information that is not included in the template and click **Continue**. Then, click **Confirm** to finish creating the payment.

Create One Time

Create from Templates

Pending

Manage Templates

Manage Recipients

Payments Search

Wire Memo

File Summary

Help

Create Payments from Templates

Print

Due/Value Date\*

p1/31/2022

Apply Date to Selected Payments

<input checked="" type="checkbox"/>	Template ID	Payment Type	Account	Recipient	RA	Due/Value Date*	Amount*	Currency	Exchange Rate	Payment / Cross Reference Number*	Dr/Cr
<input checked="" type="checkbox"/>	ABC Company	EFT	47896 22750 15	ABC Company			\$132.60	CAD	N/A	Test Payment	Cr

Continue

Reset

Cancel


## CREATING PAYMENTS USING THE CREATE ONE TIME OPTION

To create a payment using the **Create One Time** option, navigate to **Payments > Integrated Payments > Create One Time**.

The screenshot displays the ScotiaConnect Digital Banking interface. At the top, the header includes the ScotiaConnect logo and 'Digital Banking' text. On the right, there are icons for notifications, messages, and a user profile. Below the header is a navigation menu with tabs: Overview, Accounts, Payments (highlighted), Reporting, Services, and Administration. Under the 'Payments' tab, there is a sub-menu with 'Bill Payments', 'Integrated Payments' (highlighted), 'EFT Trace', 'EFT Recall', and 'Business Taxes'. Below this, there is a row of buttons: 'Create One Time' (highlighted), 'Create from Templates', 'Pending', 'Manage Templates', 'Manage Recipients', 'Payments Search', 'Wire Memo', 'File Summary', and a 'Help' link. The main heading of the page is 'Create One Time Payment'. To the right of this heading is a 'Print' button. Below the heading, there is a 'Payment Type\*' dropdown menu with 'Please select' as the current selection. To the right of the dropdown is a 'Manage Payment Defaults' button.

Now, in **Payment Type** drop-down field, select the required payment type. This will display the fields associated with the selected payment type. Then, specify the details for the payment, click **Continue** to proceed.

[Create One Time](#) [Create from Templates](#) [Pending](#) [Manage Templates](#) [Manage Recipients](#) [Payments Search](#) [Wire Memo](#) [File S](#)

Create One Time Payment Print 

**Payment Type\*** EFT ▼ Manage Payment Defaults

**Payment Details** Cut Off Times

Amount\* 0.00 Payment Currency\* CAD ▼  
Due Date\* 01/31/2022 Debit/Credit\* Please select ▼  
Payment / Cross Reference Number \* Trace Number   
CPA Code\* Search

**Originator Details**

Settlement Account\* Please select ▼ Service Group \* Please select ▼  
Agreement ID \* Please select ▼ Currency  
Institution Transit  
Long Name \* Short Name\*   
Chargeback Institution Chargeback Transit\*   
Chargeback Account \* Chargeback Currency\* CAD ▼  
Originator

**Recipient Information**

Recipient Name\*   
Account Nickname/Recipient ID Vendor Number   
Address Address 2   
Address 1 Country Canada ▼  
City Province / State Please select ▼  
Postal / Zip Code

**Recipient Bank Information**

Institution\* 002 - THE BANK OF NOVA SCOTIA ▼  
Account\* Transit\*

**Payment Information** (will accompany payment)

Sundry Information

**Customer Use Only** (will not accompany payment)

Internal Memo   
Recipient Name Phone Number   
Recipient Email Fax Number

**Remittance Details**

Attach Remittance Advice ☐ Yes ☒ No  
\* Mandatory field

Back to Top Reset Continue

## APPROVING PAYMENTS

The payments that have been created and are waiting to be approved, appear within the **To approve** section of the **To-do** list on the **Overview** page. This section displays links for payments (classified by payment types) that need to be approved. To begin the steps to approve a payment, click the link for the required payment type.

ScotiaConnect® Digital Banking

Overview Accounts Payments Reporting Services Administration

Good afternoon, David  
You last signed in on Monday, January 31, 2022 at 04:43 p.m. EST

Customize overview Print

Create payment Pay a bill Create transfer Stop payment Create recipient

**Business accounts**

Account 1 (12345 00000 01) - DDA  
\$50,000.00 CAD >

Account 2 (12345 00000 02) - DDA  
\$90,000.00 CAD >

Account 3 (12345 00000 03) - DDA >

**To-do list**

**To approve (6)** To submit (37)

[Account Transfer \(1\)](#)

[EFT Payments \(4\)](#)

[Wire Payment \(1\)](#)

## APPROVING INTERAC E-TRANSFERS AND INTERNATIONAL MONEY TRANSFERS

For *Interac* e-Transfers and International Money Transfers, when you click the link in the **To approve** section, the **To approve** screen appears. Select the payment(s) to approve, ensure that the drop-down box has **Approve** selected and click **Continue**.

To approve

⌚ Cut-off times ⓘ Help 🖨 Print

Select payments from the list to act on. You can also use filters to narrow down the list results.

Recipient ⓘ  
Search by recipient name or email

Payment type  
International Money Transfer ▼

From account  
All accounts ▼

Clear filters

Advanced filters

Apply filters

Displaying 1 - 2 of 2 [Download reports](#)

<input type="checkbox"/>	Date (MM/DD/YYYY) ⓘ	To	From	Payment amount ⓘ	Payment type	Status	More actions
<input checked="" type="checkbox"/>	11/15/2021	Vendor 01 (987654321)	(12345 00000 01) CAD	est. \$615.10 → AUD	International Money Transfer	ENTERED	⋮


1 payment selected [Clear selection](#)

Approve ▼

Continue

Now, click **Approve** to complete the process.

Approve payments

 Cut-off times

Review and confirm the approval of the following payment(s).

1

1 International Money Transfer

[View details](#)

Total amount to be debited

CAD (1)

\$556.00

Approve

2

Payment approval summary

Cancel

## APPROVING OTHER PAYMENT TYPES (NON-INTERAC E-TRANSFERS AND NON-INTERNATIONAL MONEY TRANSFERS)

For other payment types, when you click the link in the **To approve** section, the **Pending Payment Details** screen appears. The payments that are waiting to be approved appear in the **Search results** section.

OverviewAccountsPaymentsReportingServicesAdministration

Bill PaymentsIntegrated PaymentsEFT TraceEFT RecallBusiness Taxes

Create One TimeCreate from TemplatesPendingManage TemplatesManage RecipientsPayments SearchWire MemoFile SummaryHelp

### Pending Payment Details

PrintDetail ReportSummary Report

**Details**

Payment Type: EFT
Status: Pending Approval

Settlement Account: All Accounts
Service Group: All Service Groups

Recipient Name:
Vendor Number:

Amount: to
Debit/Credit: All

Due/Issue Date: All Dates
Payment / Cross Reference Number:

Batch ID:
File ID:

**Sort Order**

Sorted By: Date

SearchResetCancel

**Search results**

FirstPreviousNextLast

Item: 1 - 4 of 4

<input type="checkbox"/>	Due/Issue Date	Recipient	RA	Payment / Cross Reference Number	Settlement Account	Amount	Dr/Cr	Service Group	Status	Action
<input type="checkbox"/>	10/25/2021	Jane Doe	Company 01		12345 00000 01	\$5,000.00	Cr	Service Group 1	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/27/2021	John Doe	Company 02		12345 00000 02	\$10,000.00	Cr	Service Group 2	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/21/2020	Janie Doe	Company 03		12345 00000 01	\$800.00	Cr	Service Group 3	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	04/18/2020	Johnny Doe	Company 04		12345 00000 02	\$100,000.00	Cr	Service Group 1	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>

Select ActionGo



Then, check the box(s) for the payment(s) to approve, select **Approve** in the drop-down box and click **Go**.

**Search results** First Previous Next Last Item:: 1 - 4 of 4

<input type="checkbox"/>	Due/Issue Date	Recipient	RA	Payment / Cross Reference Number	Settlement Account	Amount	Dr/Cr	Service Group	Status	Action
<input type="checkbox"/>	10/25/2021	Jane Doe	Company 01		12345 00000 01	\$5,000.00	Cr	Service Group 1	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input checked="" type="checkbox"/>	09/27/2021	John Doe	Company 02		12345 00000 02	\$10,000.00	Cr	Service Group 2	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/21/2020	Janie Doe	Company 03		12345 00000 01	\$800.00	Cr	Service Group 3	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	04/16/2020	Johnny Doe	Company 04		12345 00000 02	\$100,000.00	Cr	Service Group 1	Entered	<a href="#">[Copy]</a> <a href="#">[Modify]</a>

Approve Go

Now, click **Confirm** to finish the process.

Create One Time Create from Templates **Pending** Manage Templates Manage Recipients Payments Search Wire Memo File Summary [Help](#)

**Approve Payments: Review & Confirm** Print

**Total Payables**

Service Group	Type	# of Payments	Currency	Total Debit
Service Group 2	EFT	1	CAD	\$10,000.00

**Total Receivables**

You have no receivables at this time.

Cancel Confirm

## SUBMITTING PAYMENTS

To view payments that have been approved and are waiting to be submitted, select the **To submit** option within the **To-do list** section of the **Overview** page. This will display links for payments (classified by payment types) that need to be submitted. To begin the steps to submit a payment, click the link for the required payment type.

**ScotiaConnect®** Digital Banking

Overview Accounts Payments Reporting Services Administration

Good afternoon, David  
You last signed in on Monday, January 31, 2022 at 04:43 p.m. EST

Customize overview Print

Create payment Pay a bill Create transfer Stop payment Create recipient

**Business accounts**

Account 1 (12345 00000 01) - DDA  
\$50,000.00 CAD >

Account 2 (12345 00000 02) - DDA  
\$90,000.00 CAD >

Account 3 (12345 00000 03) - DDA  
\$150,000.00 CAD >

**To-do list**

To approve (7) **To submit (22)**

[ACH Payment \(1\)](#)  
[EFT Payment \(1\)](#)  
[International Money Transfers \(17\)](#)  
[Interac e-Transfers \(3\)](#)

## SUBMITTING INTERAC E-TRANSFERS AND INTERNATIONAL MONEY TRANSFERS

For *Interac* e-Transfers and International Money Transfers, when you click the link in the **To submit** section, the **To submit** screen appears. Select the payment(s) to submit, ensure that the drop-down box has **Submit** selected and click **Continue**.

To submit

🕒 Cut-off times ⓘ Help 🖨️ Print

Select payments from the list to act on. You can also use filters to narrow down the list results.

Recipient ⓘ  
Search by recipient name or email

Payment type  
International Money Transfer ▼

From account  
All accounts ▼

Clear filters

Advanced filters

Apply filters

Displaying 1 - 2 of 2

Download reports

<input type="checkbox"/>	Date (MM/DD/YYYY) ⓘ	To	From	Payment amount ⓘ	Payment type	Status	More actions
<input checked="" type="checkbox"/>	11/08/2021	Vendor 01 (987654321)	(12345 00000 01) CAD	est. \$253.34 → AUD	International Money Transfer	READY	⋮

1 payment selected

Clear selections

Submit ▼

Continue

Now, enter your ScotiaConnect password and token value and then click **Continue** to finish submitting the payment(s).

×

Additional authentication required

Before reviewing and submitting the selected payments, please provide the following security credentials:

ScotiaConnect password

.....

👁

Token value

.....

👁

Close

Continue

- 20 -

## SUBMITTING OTHER PAYMENT TYPES (NON-INTERAC E-TRANSFERS AND NON-INTERNATIONAL MONEY TRANSFERS)

For payment types other than *Interac* e-Transfers and International Money Transfers, when you click the link in the **To submit** section, the **Pending Payment Details** screen appears. The payments that are waiting to be submitted appear in the **Search results** section.

ScotiaConnect® Digital Banking
🔔
📧 4
👤

Overview
Accounts
**Payments**
Reporting
Services
Administration

Bill Payments
**Integrated Payments**
EFT Trace
EFT Recall
Business Taxes

Create One Time
Create from Templates
**Pending**
Manage Templates
Manage Recipients
Payments Search
Wire Memo
File Summary
[Help](#)

**Pending Payment Details**
Print
Detail Report
Summary Report

**Details**

Payment Type: 
Status:

Settlement Account: 
Service Group:

Recipient Name: 
Vendor Number:

Amount:  to 
Debit/Credit:

Due/Issue Date:

Batch ID: 
Payment / Cross Reference Number:

File ID:

**Sort Order**

Sorted By:

Search
Reset
Cancel

**Search results**
First Previous Next Last
Item:: 1 - 4 of 4

<input type="checkbox"/>	Due/Issue Date	Recipient	RA	Payment / Cross Reference Number	Settlement Account	Amount	Dr/Cr	Service Group	Status	Action
<input type="checkbox"/>	10/25/2021	Jane Doe	Company 01		12345 00000 01	\$5,000.00	Cr	Service Group 1	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/27/2021	John Doe	Company 02		12345 00000 02	\$10,000.00	Cr	Service Group 2	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/21/2020	Janie Doe	Company 03		12345 00000 01	\$800.00	Cr	Service Group 3	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	04/16/2020	Johnny Doe	Company 04		12345 00000 02	\$100,000.00	Cr	Service Group 1	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>

Select Action
Go

Then, check the box(s) for the payment(s) to submit, select **Submit** in the drop-down box and click **Go**.

**Search results** First Previous Next Last Item:: 1 - 4 of 4

<input type="checkbox"/>	Due/Issue Date	Recipient	RA	Payment / Cross Reference Number	Settlement Account	Amount	Dr/Cr	Service Group	Status	Action
<input type="checkbox"/>	10/25/2021	Jane Doe		Company 01	12345 00000 01	\$5,000.00	Cr	Service Group 1	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input checked="" type="checkbox"/>	09/27/2021	John Doe		Company 02	12345 00000 02	\$10,000.00	Cr	Service Group 2	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	09/21/2020	Janie Doe		Company 03	12345 00000 01	\$800.00	Cr	Service Group 3	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>
<input type="checkbox"/>	04/16/2020	Johnny Doe		Company 04	12345 00000 02	\$100,000.00	Cr	Service Group 1	Ready	<a href="#">[Copy]</a> <a href="#">[Modify]</a>

Now, enter your ScotiaConnect password and Token value and then click **Continue** to finish submitting the payment(s).

**Submit Payments: Review & Confirm**

**Total Payables**

Service Group	Type	# of Payments	Currency	Total Debit
Service Group 2	EFT	1	CAD	\$10,000.00

**Total Receivables**

You have no receivables at this time.

**Additional Authentication Required**

To securely submit the selected payments, please provide the following credentials.

Password \*

Token Value \*

## FOR FURTHER ASSISTANCE

### Need Help?

In the footer of any page in ScotiaConnect, you will find the **Help Center** link.



Clicking that link will take you to a resource page with documents, videos, webinars and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

**Global Business Payments Technical Helpdesk** - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America
- 1-416-288-4600 - Local Toronto area customers
- 1-800-463-7777 - pour le service en français
- Email: [hd.ccebs@scotiabank.com](mailto:hd.ccebs@scotiabank.com). Your email will be answered within 24-48 business hours.

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