

Brokerage Solutions

Interactive Voice Broker

Interactive Voice Broker (IVB)

514-866-6755, option 8

1-800-363-3511, option 8

Interactive Voice Broker

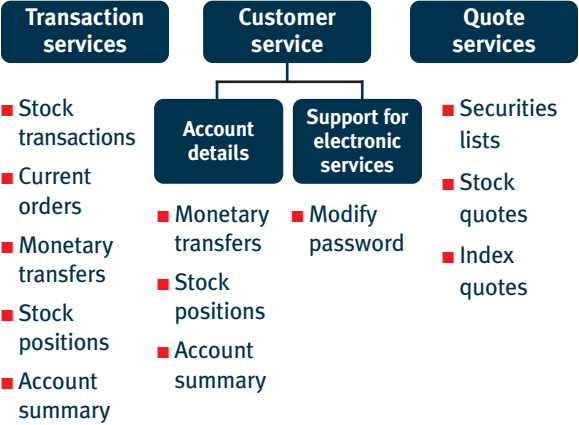
Interactive
Voice Broker



**NATIONAL BANK
DIRECT BROKERAGE**

Easy access to trading

Completing trades is simple and secure with our Interactive Voice Broker (IVB), which combines the flexibility of voice commands and the accuracy of a keypad.



Telephone keypad

First press the key on which the letter appears. Then, press the key corresponding to the letter's position on the key.

A	21	J	51	S	74
B	22	K	52	T	81
C	23	L	53	U	82
D	31	M	61	V	83
E	32	N	62	W	91
F	33	O	63	X	92
G	41	P	71	Y	93
H	42	Q	72	Z	94
I	43	R	73		

The star key (*) is used to:

- indicate a decimal place for cash amounts or stock symbols
- specify a telephone extension
- specify the **Canadian market (*0)** or the **American market (*1)**

Examples	
Chosen elements	Keys to press
23456718	23456718
\$12.85	12*85
514-315-1234	5143151234
514-315-1234 ext. 6789	5143151234*6789
12345-38161	1234538161
Canadian market	*0
American market	*1
HNL.WT	426253*9181
Nortel = NT	62 81
National Bank = NA	62 21
Bell = BCE	22 23 32
Bombardier = BBD	22 22 31
Bombardier Class B = BBD.B	22 22 31*22

For greater simplicity and accuracy, use the keypad for the following:

Funds transfer	
■ Bank account numbers	■ Amount to transfer
Trades and current orders (change or consult)	
■ Number of shares	■ Price of the share to be traded
■ Stop-limit price	■ Stock symbols
■ Telephone numbers and extensions	
Securities lists	
■ List numbers	■ Stock symbols
Quotes	
■ Stock or index symbols	

Voice commands

What you would like to access	What you should say
Go to the main menu	Main menu
Obtain assistance about a prompt	Help me
Replay information or a prompt	Repeat
Exit the IVB system	Goodbye
Obtain a user name or code	User name or user code
Correct the user name or code entered	Correct
Go back in the IVB system	Return
Quickly access current orders for a specific account	Current orders of my (account type) account
Quickly access current orders for a particular security held in several accounts	Current orders for the stock (stock name)
Quickly access or complete a specific type of transfer	A transfer to: <ul style="list-style-type: none"> ■ A brokerage account ■ An RRSP contribution ■ An RESP contribution ■ A bank account
Quickly access stock positions in a specific account	Stock positions in my (account type) account
Quickly access positions for a particular stock held in several accounts	Stock positions for (stock name)
Quickly access an account summary	Summary of my (account type) account
Quickly complete a trade	I want to make a (transaction) of (quantity) of (stock name) in my (account type) account
Quickly add a security to a list	Add (stock name/index name) in (list number/a new list)
Quickly remove a security from a list	Remove (stock name/index name) from my list (list number)
Remove all securities from a list	Remove all securities in list number (list number)
Quickly obtain a quote on a stock	Give me a quote for (stock name)
Quickly obtain a quote on an index	Give me a quote for (index name)
Go to the next item in a list	Next
Go back to the previous item in a list	Previous
Go to the first item in a list	First
Go to the last item in a list	Last
Exit the current list	Exit
Obtain a summary of all registered or non-registered accounts or assets in a portfolio (this command can be used when selecting an account type)	Total

When all securities are erased from a list, the list will also be erased. When a list is deleted, the numbers of the remaining lists will be adjusted accordingly. For example, if you have 3 lists and list n° 2 is deleted, list n° 3 becomes list n° 2.

Please note that list names on IVB and the transaction website may not be identical.

Tips and advices

- There is a 1-hour limit on all IVB calls.
- You can interrupt the process at any time by answering a question or asking for something before the system finishes a sentence.
- When inputting the name of a stock, be sure to include the market (Canadian or American) where it is traded so the system does not need to ask for clarification in the next step.
- When the system gives a quote for a stock, it is not necessary to go back to the quote menu or the main menu to request another quote. Simply say the name of the stock or enter it on the keypad.

Choosing a new password

- It must contain 8 digits.
- It must be different from the previous password or user name.
- It must not contain a series of more than 3 consecutive numbers.
- A number cannot appear more than 3 times in a password.



WE CAN HELP



Should you have any questions
or comments, please contact us.

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investment recommendations. The client alone is responsible
for the financial consequences of his investment decisions.
Member CIPF.



Mixed Sources

Product group from well-managed
forests, controlled sources and
recycled wood or fiber

Cert no. SGS-COC-2332
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