



Telephone Banking

Your questions answered.

Did my log in change?

No.

What has changed in terms of how I access my account information?

The upgraded system requires your 3-digit branch and new 11-digit account number instead of the 2-digit sub numbers for balance inquiries, account history, transfers, and bill payments on your chequing, savings or loan accounts. You may also hear balances on all your accounts by pressing the pound (#) key instead of choosing 1 to select a specific account.

Are there changes to how I select accounts to transfer and pay bills from?

When selecting accounts for transfers or payments on your chequing, savings, or loan accounts, you require your 3-digit branch and new 11-digit account number instead of your 2-digit sub numbers. You may also select an account for payment or transfers by pressing 2 instead of choosing to enter in your 3-digit branch number and 11-digit account number.

When paying bills, you no longer need to remember your 3-digit bill pay code. You can simply select which company you want to pay from a list.

Do I have to use my 11-digit account number?

No. If you are looking for account balances for chequing, savings, or loans, simply press the pound (#) key instead of 1 (to select your account). This will read you a list of all your accounts and their balances, without having to enter the account number.

If you need to select an account for payment or transfer instead of entering the account number, you can press 2 which will allow you to choose an account from a list without having to enter your account number.

My account number is 7-digits. What is this 11-digit account number?

It's easy to figure out your new 11-digit account numbers for chequing and savings accounts—simply add two zeros to the front of your existing 7-digit chequing or savings account number, then add your 2-digit sub number onto the end. For example:

	Branch #	Account #	Sub #
If your old number was:	987	1234567	01
Your new number is:	987	00123456701	(Now part of main account number)

For loan and investment accounts, a new number has been created and is available through online and telephone banking.

To help, we recommend you do the following the first few times you use telephone banking to check balances:

- Press pound (#) instead of 1 to listen to a list of all your accounts.
- Write down your new account numbers and use the balances to figure out which account is which.

If you didn't get a menu card (one was sent in the direct mail package for active telephone banking customers), you can download one off atb.com or pick one up at your branch.

Do I still have access to my account history?

It may seem like your account history has disappeared, but it still exists. You cannot, however, access history prior to the upgrade through telephone banking. If you received a paper statement before, we'll be sending you a paper statement with all your transactional history for the time period between the date of the change and your most recent statement. If you are an ATBOnline™ customer, you can also see your history in the E-statements section. Transactions that take place after the upgrade are being recorded in your history and can be checked through telephone banking.

I have accounts at two different branches. Do I still use two log ins?

Yes, you can use either log in.

Accounts that are only in your name

You can now access accounts at different branches by logging in once, with either account log in.

Accounts in your name and with someone else in a joint account

When you use a log in associated to your accounts, you can access all your individual accounts at more than one branch, as well as accounts where you are a joint account holder. If you log in with your joint account information, you cannot access the accounts only in your name. If you haven't set up an account that is only in your name for telephone banking and want to be able to access it, call 1-800-332-8383 to set it up, which will allow you to access both types of accounts when you log in through the account only in your name.

Can I find out the balance of my investment products?

Yes, balances for all registered investments (RRSP, TFSA, and RIF) and unregistered investments (GICs) from ATB Financial are available in telephone banking. ATB Investor Services information is not be available.

Can I now get balances for my ATB Investor Services products through telephone banking?

No. As in the past, ATB Investor Services products and information are not available through telephone banking. There are no impacts to ATB Investor Services accounts or products.

How can I talk to a live person if I have questions when I am in telephone banking?

When you are in the telephone banking menu, you always have the option to talk to a customer service representative within our service hours (press "0" on the main menu), or you can call us directly at 1-877-541-4340 between 7:00 a.m. and 11:00 p.m.