

Frequently Asked Questions - ATB Financial Live Chat

What is Live Chat?

Live Chat is an instant messaging technology that immediately connects you with an ATB Financial Specialist. Our specialists are available to discuss any general questions regarding our products and services.

Is ATB Live Chat secure?

Yes, ATB Financial's Live Chat is in compliance with its security and privacy monitoring policy and procedures. Details are included on our Privacy and Security website page: <http://www.atb.com/important-information/privacy-security/Pages/default.aspx>

Do I need an account number or a password to use Live Chat?

No, an account number or password is not required to use the ATB Financial Live Chat. Our ATB Financial Specialists will never ask you to disclose confidential details or account numbers through Live Chat.

What happens if there are no chat agents available?

In the unlikely event an agent is not available over Live Chat you have other options to connect with a Specialist. Please feel free to wait for the next available agent or contact us through one of our other channels.

What happens if the chat system accidentally disconnects?

Start another conversation immediately and one of our Specialists from the Live Chat team will either connect you back to the agent that you were already talking to or will be able to assist you further.

Can I sign up for a product or service using Live Chat?

ATB Financial's Live Chat services is offered to answer questions in regard to our products and services. A product or service cannot be fulfilled through Live Chat. In the event you are interested in a product or service the Specialist will advise you on your next steps within the chat.

I have a MasterCard question can I use Live Chat?

Our Specialists can discuss general questions regarding our MasterCard products. However, if you are have problems or questions regarding transaction history then please contact 1-888-282-5678.