

Shortcut Keys

- 6 Conduct another transaction
- 7 Return to day-to-day banking transactions menu
- 8 Return to main menu
- 9 End your call
- 0** Speak to a Personal Banking Representative

For information
on CIBC Online Banking
visit www.cibc.com

** "Add a Bill" and "Bill Payment Speech Service" functions are not available through the automated service in the 613, 514, 450, 819 and 418 area codes.

† Cash advances bear interest from the day they are taken.

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* VISA Int./CIBC Lic. User.

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Quick Reference Guide for Everyday Telephone Banking



For what matters.

Remember to always key in your Convenience Card® or VISA[†] card number and Password when you call.

If you are a first-time Telephone Banking caller, when keying in your card number, you will be transferred to a Personal Banking Representative who will help you choose a confidential Telephone Banking Password.

† If your VISA card is also your bank card.

CIBC Telephone Banking

Main Menu: Choose One of the Five Options

Press 1 Day-to-Day Banking Transactions
Perform all your everyday banking

Press 2 Account Services
Open a new bank account, reorder cheques or request a stop payment

Press 3 Credit Card and Lending Products
Apply for or obtain information on credit cards, mortgages or loans

Press 4 Investments
Apply for or obtain information on GICs or RRSPs

Press 5 Information Services
Obtain foreign exchange rates or find the location of CIBC branches or bank machines

1 800 465-CIBC (2422)

Press 1 Account Balances and Transactions
Obtain Account Balances and Review Recent Transactions

Press 2 Pay or Register Bills
Pay Bills Now, Bill Payment History, Future-Date Bill Payments, Add/Remove a Bill, Review Bill List, Bill Payment Speech Service**

Press 3 Credit Card Transactions
Obtain your Credit Card Balance, Make a Payment or Take a Cash Advance†

Press 4 Transfer Money
Transfer Money Now or Future-Date a Money Transfer

Press 5 Bank Account List and Change Password
Listen to Bank Account Numbers Attached to Your Card or Change Your Telephone Banking Password