

Your caisse is on the line!

Transact almost all your financial business from anywhere 24/7¹. Also a great way to get an advisor's assistance for Desjardins products and services.

Staying in touch

Contact us via any TouchTone™ button phone. From anywhere in Canada and the U.S., you can reach us at this toll free number:

1-800-CAISSES (1-800-224-7737)².

AccèsD is free! It's also simple, easy and secure, especially now that all your files are accessible. Just follow the instructions.



The AccèsD Services Client Contact Centres are certified COPC.2000 (Customer Operations Performance Center Inc.). Desjardins was the first financial institution to obtain this certification and is the only one in the world that has held it seven years in a row. This prestigious international recognition highlights the quality of customer service offered by Desjardins.

1. Except on Sundays 2:00 to 6:00 a.m. Eastern time.

2. Call 514-CAISSES (514-224-7737) if you are in the Montreal area.

Paying bills

Write the names of the suppliers listed in your Desjardins bill payment file that you want to pay with AccèsD:

Buttons **Bills**



100%

40011105 (09-11)



Quick reference 1-800-CAISSES

Do your finances
anytime to save
time!



Desjardins

Cooperating in building the future

FOLLOW THE GUIDE

Summary of buttons necessary to make transactions with AccèsD telephone service.

ACCÈSD MENU

Enter the last 12 numbers of your Desjardins Access Card

Enter your password for the AccèsD service (3 digits)

1

For information on your balance(s) or to make a transaction on your own

- 1 Information on the account balance(s) and your latest transactions
- 2 Pay a bill
- 3 Make a transfer
- 4 Information on your VISA account or Accord D plan
- 5 Make a payment on your line of credit
- 6 Change your password

- 1 Personal chequing account
- 2 Regular savings account

Listen carefully to the instructions to complete the transaction

3
For financing services,
VISA products and insurance

4
For investment products

2

For AccèsD registration or for assistance with AccèsD,
your ATM card or your accounts

- 1 Activate an ATM card, report a lost card, or request a replacement
- 2 Register for AccèsD service
- 3 Reactivate a password or view your AccèsD file (statements and registered beneficiaries)
- 4 Obtain Internet technical support
- 5 Request any other information about your accounts



Commands available at all times

- 8 Return to previous menu
- 9 Close AccèsD session
- 0 Speak to an advisor
- * Hear options again

AccèsD is also available online at www.desjardins.com. Never divulge your AccèsD passwords (telephone or Internet).