



Interac e-Transfer Payments

Using the *e-Transfer Service* is easy. Simply log in to your online banking account and follow these steps:

1. Click on Interac *e-Transfer Service*. The service is usually found in the Transfer/Payments menu.
2. Fill in the required *e-Transfer* information:
 - a. Recipient's email address: Please use **interac@mooremclean.com**
 - b. Payment amount: Please enter the amount given to you by your invoice or customer statement
 - c. Account: Choose the bank account you wish the funds to come from
 - d. Security question: Please enter "Broker name"
 - e. Message: Please enter the invoice number or client code given to you.
 - f. Password: You will be asked to provide a password to ensure the secure transfer of your funds. Please use our company name: "**MMIG123**" (make sure you use all capital letters)
3. Within 30 minutes of sending the money, we will receive an e-mail. It contains a link that allows us to deposit the funds into our bank account. Please note the following:
 - a. The money will not be withdrawn from your account until we receive the email and successfully answer the security question
 - b. If you make a mistake, you can cancel the money transfer at any time before it is deposited by Moore-McLean
4. You will receive a confirmation email from Interac when your money has been successfully deposited into Moore-McLean's bank account.
5. If you do not receive a confirmation email within two hours of sending payment, it is your responsibility to immediately follow-up with your Moore-McLean account executive to determine the payment status.

Important Information:

1. We can only deposit Interac *e-Transfers* into our account during regular office hours – 9:00am to 5:00pm, Monday through Friday (excluding holidays).
2. It is very important that you include the correct security password in your transfer (it is "MMIG123") and that you include the invoice number you are paying in the message section. Failure to do so will result in a delay of the money transfer.
3. Sending us payment does not immediately put insurance coverage in place for your car and/or home. Coverage will only start at the date and time indicated on your application and when all required documentation have been provided and the application signed.

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