



# CWT offers online contributions and fee payments

We are pleased to bring the convenience of online banking for registered<sup>1</sup> account contributions and fee payments. This service is available to customers of the following institutions:

- Canadian Western Bank
- Bank of Montreal
- Canadian Imperial Bank of Commerce
- Royal Bank of Canada
- Scotiabank
- Toronto-Dominion Bank
- Participating Credit Unions across Canada

<sup>1</sup>All self-directed accounts are eligible for fee payments including locked-in accounts and RIF's. Eligible account contributions include RRSP's and TFSA's only.

## How to use this service

CWT clients now have the ability to sign onto their financial institution's website and add CWT as a bill payee to their personal online banking account.

Adding CWT as a bill payee gives clients the ability to transfer cash from their personal bank account to their RRSP or TFSA as a contribution, or pay their annual trustee/transaction fees for any account type.

## Setup in three easy steps

### Follow these three easy steps to contribute to your CWT account and pay CWT fees online

1. Sign into your financial institution's online banking system<sup>2</sup>
2. Navigate to the *Add Payee* section
3. Add "Canadian Western Trust" or "CWT" as a payee  
There will be two options<sup>3</sup>:
  - a. "CWT Canadian Western Trust Contribution" is used to contribute to a RRSP or TFSA
  - b. "CWT Canadian Western Trust Fee Payment" is used to pay CWT's annual trustee/transaction fees

The 8-digit CWT account number is required to add CWT as a payee. This account number is found on CWT statements and on CWeb. For account numbers with less than 8 digits, 0's need to be entered to the beginning of the account number to make the entry a total of 8 digits.

Once received and processed by CWT, the contribution or fee payment transaction will be visible on CWeb the next business day.

<sup>2</sup>Contact your financial institution for more information on how to add CWT as a payee to your online banking system.

<sup>3</sup>Some institutions may only offer a fee payment option. Please check with your financial institution to see which options are available.

## Errors and corrections

If a contribution is made to an account that is unable to accept contributions (e.g. RRIF, locked-in account, non-registered account, etc.) CWT will remit the payment back to the payor via EFT.

If any error is made in the process of adding CWT as a payee or submitting a transaction to CWT, the payor must contact CWT to correct the error, not the financial institution. Errors may include:

- Payee option was entered as "CWT Canadian Western Trust Fee Payment" rather than "CWT Canadian Western Trust Contribution"
- The wrong account number was entered
- The incorrect amount was entered

