



HOW TO ACCEPT YOUR E-TRANSFER FROM THE CANADIAN RED CROSS

The Canadian Red Cross is providing you with direct financial assistance through e-transfer.

E-Transfer Step- By- Step Process

You can access your funds in a few easy steps:

1. Ensure you are set up for online banking. You can do this through your bank.
2. You will get two emails:
 - a. One from the bank (notify@payments.interac.ca) and which will have the subject line "INTERAC e-Transfer: Canadian Red Cross sent you money," and has the e-transfer details.
 - b. The other from the Canadian Red Cross (assistance@redcross.ca) which will have the subject line "Financial Support: Please Read and Retain This Important Information," and will have your Red Cross PIN information.

Below, you will find your personal identification number (PIN) to accept the electronic transfer of funds directly through online banking.

YOUR PIN IS: [REDACTED]

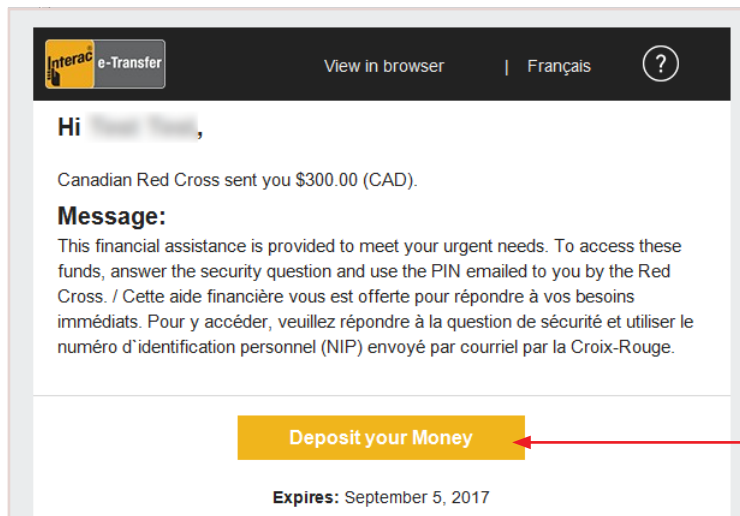


Your Red Cross PIN

If you cannot see your PIN, please contact 1-800-863-6582 for assistance.

If you require technical assistance, please contact your bank.

3. Open the email with the "INTERAC e-Transfer: Canadian Red Cross sent you money" subject line and click "Deposit your money."



This link will take you to a site where you can select which bank you would like to deposit the funds to

4. Select your bank

Can't find your bank? Try searching for it in the search bar.

The screenshot shows an email from Canadian Red Cross for a \$300.00 CAD transfer. Below the message is a section titled "Select Your Financial Institution" which includes a search bar and a grid of bank logos: ATB Financial, BMO, CIBC, Desjardins, HSBC, Laurentian Bank, Maracle Bank, National Bank, Financial, RBC, Scotiabank, and Tangerine. A red arrow points to the search bar.

5. You will be directed to login to your online banking. You log in as usual when you access your online account.

6. Before you can deposit the funds, you will need to answer the security question and choose the account you would like the funds deposited into.

- a. **The answer to the security question is the Red Cross PIN provided in the email** with the subject line "Financial Support: Please Read and Retain This Important Information." Please enter this number carefully.

The screenshot shows the RBC Royal Bank online banking interface for an Interac e-Transfer. The security question is "Red Cross PIN / NIP de la Croix-Rouge". The security answer field is highlighted with a red arrow and the text "Enter Red Cross PIN here". Below the input fields is an "Important Information" box stating: "You can opt to deposit or decline this payment after you have successfully answered the Security Question." There are "Cancel" and "Continue" buttons at the bottom.

7. Once you enter in your Red Cross PIN and select your account, click "Continue".

8. The funds are now available for you to use.