

Financial Planning

Welcome to TalkBroker.

To access TalkBroker simply dial:

1-800-240-5869

(in Toronto 416 593-8470)

To access the Help Desk dial:

1-800-667-6299

(in Toronto 416-982-6000)

In this guide the TalkBroker system prompts are identified by the letters **TB**. Commands to be used within each function are described in the following charts. In brackets below each Command are the Universal Commands that allow you to return to this function from anywhere in the TalkBroker system.

For fast navigation you may speak these commands at any time during your call:

say "Main Menu"	To return to the Main Menu
say "Help"	To get help anywhere within TalkBroker
say "Instructions"	To receive helpful instructions on using TalkBroker
say "Transfer"	To transfer to a Registered Representative, Help Desk or Main Menu
say "Exit"	To exit the TalkBroker Service



Quotes

TB: Would you like Canadian Equities, US Equities, Options or Canadian Mutual Funds?

say "Canadian Equities"
(Canadian Equity Quotes)

TB: Please speak a Canadian Company name or Index

"US Equities"
(US Equity Quotes)

TB: Please speak a US Company name or Index

"Options"
(Option Quotes)

TB: Would you like Canadian or US Options?

"Canadian Mutual Funds"
(Mutual Fund Quotes)

TB: Please speak the entire Mutual Fund name

"Canadian Options"

TB: Please speak the name of the underlying security or index

"TD Bank"

TB: Please speak the month, price and call or put. For a LEAP, say the year first

"February, 35, Call"

Helpful Hint When listening to a Quote you may press # and advance to your next request

Helpful Hint Set the quote length and detail that you prefer by asking for "Personal Profile" from the "Main Menu"

Helpful Hint When requesting a Quote or Order Entry say the entire company name and not the ticker symbol

Market Monitor

TB: Would you like Market Tracker, Portfolio Tracker or New Issues?

say "Market Tracker"

"Portfolio 1"

"Portfolio Tracker"

TB: To retrieve portfolio quotes say the portfolio number or say create portfolio, edit portfolio or main menu

"Create Portfolio"

TB: Please say the number of the portfolio you would like to create

"Portfolio 1"

TB: To add an item to your portfolio say "Canadian Equities", "US Equities", "Options" or "Mutual Funds". To return to Portfolio Tracker say "return"

"New Issues"

"Edit Portfolio"

Helpful Hint You can # ahead while listening to the read backs in both Market Tracker, Portfolio Tracker and Review Orders

example

Order Entry

TB: Would you like Canadian Equities, US Equities or Canadian Mutual Funds?

say "Canadian Equities"
(Canadian Equity Orders)

"US Equities"
(US Equity Orders)

"Canadian
Mutual Funds"
(Mutual Fund Orders)

TB: Please say account type.
For example: Canadian Cash

"Canadian Cash"

TB: Please speak a Canadian Company name

"TD Waterhouse"

TB: TD Waterhouse. Is this correct?

"Yes"

Helpful Hint Wait until the end of the prompt before saying your request.

Helpful Hint Transfer to a TD Waterhouse Financial Planning Representative at any point by saying "Transfer"

Account Inquiry

TB: Would you like to review your account balances or your orders?

say "Account Balances"

"Orders"

TB: Your account information is being retrieved...
Please say account type, for example "Canadian Cash"

"Canadian Cash"

TB: Would you like to review, change, or cancel orders?

"Change"

TB: Please say the name of the company or underlying security of the order you wish to change

"TD Waterhouse"

Personal Profile

TB: Would you like to change preferences or change passwords?

say "Change Preferences"

"Change Passwords"

TB: Would you like to change your quote preference or your order entry quote preference?

"Quote Preferences"

"Order Entry Quote Preference"

TB: "Your quote preference is set to ... would you like short, medium, long or detailed quotes?"

"Medium"

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