



TelPay Services to Financial Service Providers

TelPay provides a full range of electronic payment services for financial institutions and others who need or use such services.

Because of the wide range of capabilities offered, we enclose convenient analysis forms so that you can assess the extent of the services offered. The forms include a space where you can indicate the priority you attach to the features. It also includes a column for checking off the features you have on your present system or a system you are considering installing.

The forms cover the following offerings by TelPay:

1. Features applicable to all systems offered by TelPay
2. Features you may not find with other offerings
3. Internet Payments and Funds Transfers
4. Telephone Bill Payments
5. Internet Banking
6. Telephone Banking
7. Over The Counter / In Branch Payments and Funds Transfers
8. Government Remittances
9. Bill Payments for Business Members
10. Funds Concentration Services
11. Technology In Development
12. TelPay's Commitment to its Financial Institution Customers

TelPay Services

FEATURES APPLICABLE TO ALL SYSTEMS OFFERED BY TELPAY	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. List of over 3500 standard billers automatically updated every two weeks	✓		
2. Remit payments for processing up until cutoff time of 2:00 am CST	✓		
3. Specialized error checking - immediate validation of most biller account numbers and bank account information as they are entered – updated every two weeks	✓		
4. New standard billers added regularly and at no charge	✓		
5. New functionality and upgrades provided free of charge	✓		
6. Eliminate the need to transmit payments to a secondary processor/consolidator	✓		
7. Customer support: in-house technical support available, free to users and billers	✓		
8. Customer service portal with complete access to member history to facilitate servicing	✓		
9. Automatic, overnight confirmation of transactions received and processed	✓		
10. Automatic, overnight notification of rejections, duplicate, and large payments	✓		
11. Provider has over 22 years of experience and proven sustainable payment processing	✓		
12. Provider uses sophisticated encryption and firewall protection technology	✓		
13. Multi-site failover and system redundancy	✓		
14. Increase transaction revenues with additional payment options	✓		
15. Inherent float created for the credit union on bill payments: float benefit of more than 2 cents per transaction as the credit union is not debited until next business day	✓		
16. "Date of debit" honored by many billers on the payment date	✓		
17. Telephone, Internet and software bill payment from one integrated system	✓		
18. Integration with any Internet banking and host banking system	✓		
19. Fast access to payee by using the last 3 digits of a biller account number. Also prevents accidentally paying the wrong account / biller.	✓		
20. Branding options provided	✓		
21. Consistent member experience through all bill payment channels	✓		

FEATURES YOU MAY NOT FIND WITH OTHER OFFERINGS	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Pay any biller in Canada – Ability to add any biller online and pay immediately – no biller list restrictions	✓		
2. Funds transfers to any Canadian bank account with optional e-mail notification	✓		
3. Charitable donation functionality from Internet and over-the-counter bill payment systems	✓		
4. Two years online payment history available to financial institutions and customers	✓		
5. Delete payments up to midnight same day or 10:00 a.m next day	✓		
6. Integrated accounting/payment system to allow businesses to pay all their suppliers electronically	✓		
7. Experienced staff, some with over 20 years experience in bill payment service	✓		
8. Payment tracing and correction support	✓		

Internet Bill Payments and Funds Transfers

A fully functional Internet payment service that features not only payment of regular monthly utility bills but payments with details to anyone in Canada and funds transfers from the members account to any bank account in Canada.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Account members (biller and bank) error checked as entered	✓		
2. Online bill payments to anyone in Canada - add any biller online and pay immediately – no biller list restrictions	✓		
3. Funds transfers with email notification to any financial institution account in Canada	✓		
4. Individual government installments/payments (Taxes)	✓		
5. Future-dated payments	✓		
6. Recurring payments	✓		
7. Pay multiple bills on same screen	✓		
8. Charitable donations (includes details for charity to generate tax receipt)	✓		
9. Two years online payment history available	✓		
10. Payment recipients receive notice of payment and details such as invoice # etc	✓		
11. View pending payments online	✓		
12. Delete pending payments online	✓		
13. Bill payments value-dated to match the date funds withdrawn from account	✓		
14. Majority of payment types arrive in the recipient's account the next business day	✓		
15. Payment tracing service if and when required	✓		
16. Member receives e-mail confirmation of payment instructions immediately after session	✓		
16. Full customer service and interface available in English and French	✓		
17. Comprehensive online help system	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Payment tracing service if and when required	✓		
2. Full customer service and interface available in English and French	✓		
3. Comprehensive online help system	✓		
4. Technology upgrades occur automatically - no maintenance required by the credit union	✓		

Telephone Bill Payments

TelPay's original telephone service is fully integrated with the online system so payments can be made from either the computer or the telephone.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Use the phone to add billers to your list of who can be paid	✓		
2. Option to go online to set up your preferred biller list of who can be paid by phone	✓		
3. Only 3 digits required to identify any bill that members wish to pay	✓		
4. Review recent phone transactions through the payment history located online	✓		
5. Bilingual products and services	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Technology upgrades occur automatically - no maintenance required by the credit union	✓		
2. Voice recording automatically updated by the provider when new billers added - in English and French	✓		
3. Nodes in nine cities for "local" call service to minimize calling fees	✓		

Internet Banking

TelPay provides a full featured Internet and Telephone banking system which can be integrated with any host banking system.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Account balances and detailed account information	✓		
2. Members can transfer funds between their CU accounts (savings, chequing, etc.)	✓		
3. Review local branch information	✓		
4. Review statement items	✓		
5. View cheque images online	✓		
6. Stop payments on cheques	✓		
7. Current Interest Rates, Exchange Rates, Mortgage Rates	✓		
8. Pay anyone bill payment functionality automatically included	✓		
9. Review recent phone transactions through the payment history located online	✓		
10. Bilingual products and services	✓		
11. Ability to change PIN online	✓		
12. Change account name (nickname)	✓		
13. Can link to other URL's (such as a Life Events Planner)	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Payment tracing service if and when required	✓		
2. Full customer service and interface available in English and French	✓		
3. Comprehensive online help system	✓		
4. Technology upgrades occur automatically - no maintenance required by the credit union	✓		

Telephone Banking

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Retrieve account balances	✓		
2. Review statement items	✓		
3. Stop payments on cheques	✓		
4. Members can transfer funds between their credit union accounts	✓		
5. Review local branch information	✓		
6. Current Interest Rates, Exchange Rates, Mortgage Rates	✓		
7. Ability to change PIN over the telephone	✓		
8. Telephone bill payment functionality automatically included	✓		
9. Review recent telephone transactions through the payment history located online	✓		
10. Bilingual products and services	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Update all interest rates via telephone keypad	✓		
2. Technology upgrades occur automatically – no maintenance required by the Credit Union	✓		
3. Voice recording automatically – no maintenance required by the Credit Union	✓		
4. Automatic overnight report of rejections, duplicate, and large payments (over \$10K)	✓		
5. Nodes in nine cities for 'local' call service to minimize calling fees	✓		
6. Full customer service available in English and French	✓		

Over the Counter / In-branch Payments / Funds Transfer

TelPay Over The Counter[®] software allows customers of Financial Institutions and Service Providers to pay any biller, government remittances, charitable donations and transfer funds within the branch.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. In-branch bill payments to anyone in Canada - - add any biller online and pay immediately – no biller list restrictions	✓		
2. Payment recipients receive notice of payment with details such as invoice # etc	✓		
3. Economical funds transfers to any financial institution account in Canada	✓		
4. In-branch government remittances (CRA, PST, GST, HST, tax installments etc.)	✓		
5. Ability to make future dated payments	✓		
6. Charitable donations (includes details for charity to generate tax receipts)	✓		
7. Majority of payment types arrive in the recipient's account the next business day	✓		
8. Opportunity to request deletions or corrections up to 10:00 a.m. CT the next day	✓		
9. Ability to offer members a payment trace service if and when required	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Truncate 100% of paper bills at the counter	✓		
2. Software resides on the institution's computer	✓		
3. Most software upgrades installed automatically - simple steps for other upgrades	✓		
4. System can be networked for use by numerous tellers at different locations	✓		
5. Alternate transmission capability in cases when Internet service is not available	✓		
6. History of payments maintained and can be sorted by a variety of criteria	✓		
7. Assigned security controls for each user (multiple authorization PIN's if desired)	✓		
8. Unique payments profile created for each member (database)	✓		
9. Rapid-fire data entry as only 3 digits required to identify biller to be paid	✓		

Bill Payments for Business Members

TelPay for Business™ is a business payment system for business to make electronic payments.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Pay anyone; all suppliers, employee expenses, government remittances and more (no biller restrictions)	✓		
2. Enter invoice details that are also sent to billers	✓		
3. Receive, view, and pay electronically presented bills	✓		
4. Postdate payments	✓		
5. Accrue payments within the Account Payable module	✓		
6. Import direct deposits from any in-house payroll system	✓		
7. Single or dual signing authority	✓		
8. Remote authorization to facilitate signature for "out of office" signing officers	✓		
9. Complete audit trail of all payments	✓		
10. Integrates with accounting systems	✓		
11. A comprehensive payment system that meets the accounting needs of large and small businesses	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Electronic payment system to meet payment needs of any size business	✓		
2. Significant savings in time, postage, envelopes and cheque clearing costs	✓		
3. Improve business members ability to create financial statements due to improved record keeping	✓		
4. A service not currently available from competitors	✓		

Funds Concentration Services

Web based account that allows businesses to transfer and consolidate multiple account balances to a central concentration on a daily basis for improving corporate control and maximizing cash utilization – saving businesses money and time.

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. End of day deposits – as late as Midnight Central Time	✓		
2. Electronic consolidation means funds are available the next business day	✓		
3. Reduce staff time allocated to cash concentration activity	✓		
4. Automated early reporting	✓		
INSTITUTION BENEFIT	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Ability to service multi-branch business customers better	✓		
2. Attract larger commercial clients	✓		

Government Remittances

Make government remittances using:

MEMBER BENEFIT/SERVICE	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. Internet and telephone system	✓		
2. In-branch - TelPay Over The Counter®	✓		
3. TelPay for Business™	✓		

TECHNOLOGY IN DEVELOPMENT FOR ALL SYSTEMS	TELPAY SYSTEM	PRIORITY	OTHER SYSTEMS
1. International payments	✓		
2. Enhancements to viewing and paying electronically presented bills	✓		
3. Enhanced bank statement viewing	✓		
4. Enhanced data download to various accounting packages and text file formats	✓		
5. ATM Bill Payments TelPay can provide solutions or work with an existing provider to meet your ATM requirements	✓		

TELPAY'S COMMITMENT TO ITS FINANCIAL INSTITUTION CUSTOMERS

1. All customer data received by TelPay remains the property of the Financial Institution and will be made available to them promptly on request.
2. Any system changes requested that TelPay considers improvements to the system will be made at no charge to the Financial Institution.
3. Updates to biller lists and supporting editing procedures are provided regularly at no charge.
4. Long term agreements with termination clauses favorable to the Financial Institution are encouraged.
5. Access to corporate and trust account information is provided on a confidential basis.
6. \$10,000,000 Liability bond is maintained by TelPay.
7. Regular special trust account audits are required of our external auditors.
8. A business continuity program that ensures reliable, consistent uninterrupted service to customers and billers.
9. As the originator of telephone bill payment service in Canada, TelPay has maintained and will continue to maintain a system development department to continue our leadership position in innovative bill payment services in Canada.
10. A customer service department with many years of experience supporting the service needs of financial institutions, individuals and billers.
11. A technical service department that provides prompt knowledgeable response to computer, software or communication problems that may arise.