

## HERE IS HOW TO MAKE A PAYMENT TO AXION INSURANCE

There are 3 ways you can send funds to Axion Insurance:

1. **INTERAC:** The modern, electronic way, by using the Interac e-Transfer option available at your online banking site;
2. **PAPER CHEQUE:** The old-fashioned way, by mailing a paper cheque to Axion;
3. **DIRECT DEPOSIT:** The good-for-your-health way, by walking to your nearby TD Canada Trust branch (okay, driving is okay, too) and making a deposit direct to the Axion Trust bank account.

For more information on the 3 options available to you, click on the buttons below.



## INTERAC

First, some things you need to know about electronic payments by Interac e-Transfer:

- An Interac e-Transfer is an easy, convenient and safe way to send money electronically from your bank account to Axion Insurance Services In Trust to pay your insurance premiums.
- In order to make an Interac e-Transfer you must bank online with Scotiabank, BMO Bank of Montreal, CIBC, RBC Royal Bank, TD Canada Trust, Presidents Choice Financial, Manulife Bank, ING Direct, ATB Financial, Desjardins, or National Bank.
- Depending on your banking plan, your account may be charged a fee for each electronic transfer. At most banks the fee is \$1.50 per transfer.
- At most banks there is a transfer limit. (Again, this may depend on the banking plan you have at your bank.) For example, at TD Canada Trust, the transfer limit is \$3,000 per day. At CIBC, the transfer amount cannot exceed \$2,000 in any 1-day period, \$5,000 in any 7-day period, \$10,000 in any 30-day period. In order to comply with these limits you may need to split your payments into two or more limit-qualifying amounts, and you may need to make those split payments over a number of days.
- Each bank may have slightly different procedures for making Interac e-Transfers and the wordings at their online sites may be slightly different. We have tried to choose generic terms and wordings in the instructions that follow, so when you are at your bank's online site look for something that 'looks close' to what we say here and you should be all right.

*Here's how Interac e-Transfer works: the person sending money enters the recipient's email address, the amount they wish to send, and a security question. The recipient receives an email notifying them of the transfer and, once they correctly answer the security question, they can deposit the money to any Canadian-dollar bank account held at a Canadian financial institution. Once the recipient has deposited the transfer, the sender will receive an email confirming that the transfer was successfully completed.*

Here are the step-by-step instructions (remember, terms and wordings at your bank site may be slightly different):

- Sign on to your online banking site and select the Transfer Funds link from the navigation menu;
- Select Interac e-Transfer from the options list;

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- If this is your first time making an e-transfer to Axion you will need to add Axion as a new recipient. If you have transferred money to Axion before, just select Axion from the dropdown menu;
- If you are adding Axion as a new recipient, key in: **Axion Insurance Services In Trust;**
- Then, key in the email address for Axion Accounting: [trustaccount@axioninsurance.ca](mailto:trustaccount@axioninsurance.ca);
- Next, key in the payment amount, and select the bank account from which you are withdrawing the funds. You may also write a personal message in the message box (writing a message is optional, but it would be REALLY helpful if you entered the invoice number you are paying and/or the policy number);
- Next, create a security question and the answer. The security question can be anything you like—just make sure only you and Axion know the answer.
- **ESSENTIAL:** We here at Axion must correctly answer your security question to collect and deposit your transfer—this is a security feature to verify Axion’s identity to you. You must communicate the exact answer to your security question to us immediately, by email, or by telephone. Send the answer to your security question to Axion Accounting at: [trustaccount@axioninsurance.ca](mailto:trustaccount@axioninsurance.ca), or telephone your Axion customer service broker at 905.731.3118. Say something like this: “I have just sent you \$1,252.58 by Interac e-Transfer. The answer to my security question is \_\_\_\_\_.”
- About 30 minutes after you hit the Pay button to send the e-Transfer to Axion, we will receive an email notice from Interac, informing us that we can collect the funds you have sent us once we have answered your security question;
- After we have collected your payment and deposited it safely and securely in the Axion trust bank account, you will receive an email from Interac, confirming that your transfer was successfully completed.□

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## **PAPER CHEQUE**

Here is how to make a payment to Axion by paper cheque or money order:

Make the cheque or money order payable to:

### **AXION INSURANCE SERVICES IN TRUST**

And mail to or drop off at:

**Axion Insurance Services  
95 Mural Street, Suite 205  
Richmond Hill, ON  
L4B 3G2**

Be sure to indicate an Invoice number or your Customer Number on your cheque.

If you need to speak to us or send us an email:

**Tel: 905.731.3118**

**E: [query@axioninsurance.ca](mailto:query@axioninsurance.ca)**

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## DIRECT DEPOSIT

[\*\*NOTE\*\* With direct deposit, the bank has no means for communicating to us your identity as the depositor. The deposit you make to Axion's Trust bank account will appear as 'unidentified' on our bank statement. To overcome this problem, and to ensure you receive credit for your deposit, you **must** inform us immediately by telephone or by email that you have made a direct deposit to our bank account. State your name, your customer number or the invoice number you are paying, and the amount of your direct deposit. We will send you a confirmation that the direct deposit amount has been credited to your account.]

### Here is how to make a payment to Axion by direct deposit:

First, you can only do this at a branch of TD Canada Trust. Any branch, anywhere in Canada, but it must be TD Canada Trust. No other bank will do.

Approach a teller at any branch of TD Canada Trust with a cheque or money order made payable to Axion Insurance Services in Trust, or cash or money order, and ask that the funds be deposited to:

### AXION INSURANCE SERVICES IN TRUST

**ACCT# 1085 5334252**

Obtain a deposit receipt from the teller. Keep it in your records in case you need it later to verify that you made the direct deposit.

IMMEDIATELY telephone or email Axion or your personal Axion broker with the details of the deposit: Your name; your customer number; the number of the invoice you are paying, and the amount of the direct deposit. We will send you a confirming email to tell you that we have received your payment and that it has been credited to your account.

Contact us at:

Tel: 905.731.3118

E: [query@axioninsurance.ca](mailto:query@axioninsurance.ca)

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