

NOTICE TO DEALERS AND BROKERS

Temporary measure for booking new National Bank loans

In order to continue your activities during this unprecedented period, we are pleased to confirm the implementation of a temporary process for your **new loan applications** made **remotely**.

As of today, you will be able to use this new process. However, we would like to remind you of a few key elements that are important to ensure compliance and respect of procedures.

- The *Dealertrack* consent to share information **must be signed** by the customer and returned to the merchant prior to submission.
- The customer identification process must be conducted in person no later than the delivery of the financed good, in accordance with the *merchant agreement*.
- Delivery of the good to the customer must only be made by an authorized representative of the merchant and to the address indicated on the identification document (address you confirmed at the time of customer identification).
- Loan documents can be exchanged between you and your customers by email only if customers have the ability to print, add a wet signature (before scanning the documents), and are able to return the documents to you at your dealership's email address.
- Merchants are required to input an entry confirming the face-to-face meeting and identification of the customer on the *Dealertrack* portal in the **Message** section. Please indicate the date and time of this appointment.

Important

- A 24-hour working period must be allowed between the submission and delivery of the financed good to the customer.
- We strongly encourage using encryption and passwords when emailing attachments with confidential information.
- You may refer to your *merchant agreement* for further details to the responsibilities and due diligence you need to exercise when dealing with customers.

Always at your service

We are here for you and will continue to listen to your specific needs in order to provide you with all the support you require. You can count on us to ensure business continuity.

Questions?

Please contact one of our Customer Service Representatives or your Business Development Manager. They will happily assist you.

Customer Service

Telephone: 1 877 290-1280

Fax: 1 888 663-6114