

**Subject: New Remote sales Financing process**

In light of the COVID-19 pandemic, we're introducing a new financing process for remote sales in order to keep operations running while respecting the public health and physical distancing recommendations. This message includes the documents you need for the new process:

**Form: Declaration of signature**

You'll need to fill out and send this form for every financing application, remote and in-store sales.

[View form](#)

**Checklist: Remote sales financing process**

As of now, whenever you have a financing application for a remote sale, you'll need to complete and check off every step in the document, sign it, and send it back to us. It is essential to follow the process so we can make sure the service we provide is secure.

[View checklist](#)

**Form: Identify verification agreement - COVID-19**

Use this form only for remote sales to detail the 2<sup>nd</sup> ID when you can't detail it directly in the **Messages** section of your portal.

[View form](#)

We're always trying to improve our services—we're currently working on a new way to send payout confirmations. Stay Tune!

For more information, you can contact your Desjardins representative or our merchants call centre at 514-871-0114 or 1-877-871-0114 and, you can visit [1-desjardins.com](https://1-desjardins.com) for any documents you may need.

Also, Desjardins has implemented various measures to help you and your customers during this challenging time. To learn more about these measures go to our web site [desjardins.com/covid-19](https://desjardins.com/covid-19).

Thank you for choosing Desjardins as your financial partner and good luck with your sales!