BANK OF MONTREAL DRAWCHEQUE SERVICE READY REFERENCE GUIDE

If you have any difficulties, press the star key to speak with an operator.

1. To initiate a Drawcheque call 1-800-265-0007.

2. You will be connected to the automated Interactive Voice Response unit. Your responses will be entered via your touchtone phone.

3. The system is bilingual and will prompt you to select the appropriate language. Enter "1" for English "2" for French or "3" for operator assistance. If you don't have a touchtone phone, please hold and your call will be routed to the first available representative.

4. You will be asked to enter your 8-digit customer identification number.

5. After verification of your ID the system will prompt you for details of the Drawcheque. Enter "1" to report a Drawcheque (Transfer) or "2" to cancel a previous (same day) Drawcheque.

6. You will be asked to enter the full amount in dollars and cents followed by the # sign.

7. The system will repeat the amount back to you for verification and ask you to confirm the amount. Enter "1" to confirm "2" to terminate or "3" to re-enter the amount.

8. Once the amount has been accepted the system will provide a 6-digit verification code based on the amount entered.

9. The system will then ask if you wish to enter another Drawcheque or complete this session. Enter "4" to end the call or "5" to initiate another transaction.

10. If you have no more to report enter "4" to complete the session.