Application for Automated Banking Information Entry | FAQ

A new optical recognition tool (application) has been integrated into the "Manage Banking Information" section of the Investia Advisor Centre. Below you will find answers to the most frequently asked questions we may receive on this subject.

1. **How do I activate this new application?**
   From the "Manage Banking Information" section, by uploading your banking information document, the application will automatically fill in all the fields within a few seconds.

2. **Can I use US currency cheques with this application?**
   It is not possible to add banking information for a US dollar cheque.

3. **How many bank accounts can I enter in my client's profile?**
   Up to 5 different bank accounts can be entered per client profile.

4. **What if the application is unavailable or unable to read my document?**
   In this case, you'll need to opt for manual entry, available in the top right-hand corner of the screen.

5. **What if the application enters all the data, but there are errors?**
   When the banking information is entered, you need to check that it matches the information on the void cheque. If the information contains an error, you can correct it manually, directly in the fields where it appears, by activating the manual entry mode. The print quality of the document is a determining factor in whether the application can read it.

6. **Can the optical recognition tool update the banking data of a systematic instruction in Univeris?**
   No, for nominee accounts, it is your responsibility to make the change (for PACs) or to send us a request to change the banking information of these systematic instructions (for AWDs). For client-name accounts, you must contact the fund companies.

7. **Can the application recognize documents provided by the financial institution that are not actual void cheques?**
   Yes, the application will be able to recognize them if they are in Canadian format.

8. **Apart from the fact that the tool enters the banking data for the user, has anything else changed regarding the entry of this data?**
   No, Administrative Procedure # 63 – *Adding or Change of Banking Information* remains the same, as do the conditions relating to it.

9. **Can I use the banking information as soon as it is submitted via the application?**
   If the bank information complies with the requirements mentioned in procedure 63, it will be available immediately. If, however, the name of the bank account holder is different from that of the account holder in Univeris, this information will have to be verified by the head office team before being made available. Once the information has been verified, you will receive an email notifying you whether the information has been accepted and is available, or whether it has been rejected.

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