

# TeleMax User Guide

- Automated real-time trading service
- Automated equity, option and mutual fund order entry, 24 hours a day, seven days a week
- Enjoy additional savings off our already low commission rates



## INVESTING HAS NEVER BEEN EASIER

### WELCOME TO TELEMATX

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Telematx is the advanced automated telephone service that lets you monitor the market, review your portfolio and enter orders 24 hours a day, seven days a week.<sup>1</sup> All with security and privacy provided by your personal TD Direct Investing account number and confidential password.

### TO ACCESS TELEMATX

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#### CALL USING A TOUCH-TONE PHONE

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|                               |                            |
|-------------------------------|----------------------------|
| Toronto                       | (416) 593-TMAX (8629)      |
| Montreal                      | (514) 765-TMAX (8629)      |
| Elsewhere in Canada or U.S.A. | 1-800-387-1722 (Toll Free) |

#### WHEN PROMPTED, ENTER THE FOLLOWING INFORMATION BY PRESSING THE TOUCH-TONE KEYS:

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SELECT **1** FOR ENGLISH OR **2** FOR FRENCH

ENTER YOUR SIX-DIGIT TD DIRECT INVESTING ACCOUNT NUMBER,  
FOLLOWED BY **#**

To enter a letter, you will need to press three keys. Press star, then the key on which the letter appears and then the number corresponding to the position of the letter on that key. For example, for "H", which appears on the 4 key in position 2, press \*, 4, 2. For "I" press \*, 4, 3. If your account number is 12A345, then you would press 1, 2, \*21, 3, 4, 5.

Please use the numeric alphabet guide on page 2.

ENTER YOUR FOUR-DIGIT TELEMATX PASSWORD FOLLOWED BY **#**

You are now ready to use TeleMax. Use the following commands at any time during your call:

- \*** to return to previous menu
- #** to access Help under any selection, or to skip ahead when listening to quotes, outstanding orders, new issues information or stock baskets
- 0, #** to speak to a TD Direct Investing Representative

Now read on for instructions on each of these features.

#### WHEN PROMPTED, SELECT FROM THE MAIN MENU

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##### **1** QUOTES

Obtain real-time quotes on Canadian and U.S. equities, options, indices and Canadian mutual funds.<sup>2</sup>

##### **2** MARKET MONITOR

Review popular indices and market indicators, create customized stock baskets to track your own investments.<sup>2</sup>

##### **3** ACCOUNT INQUIRY

Monitor cash and portfolio values and outstanding orders, contributions to your TD Waterhouse Self-Directed RSPs and payments from your TD Waterhouse Self-Directed RIFs.

##### **4** ORDER ENTRY

Place buy or sell orders for Canadian and U.S. equities or options. Review, change or cancel outstanding equity or option orders. Place buy or sell orders on Canadian mutual funds.<sup>2</sup>

## 5 PERSONAL PROFILE

Change your quote format(s) and password(s).

Read on for easy instructions on how to complete each of these trading inquiries and transactions.

### TO ACCESS EACH LETTER, ENTER TWO NUMBERS

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First, enter the number of the phone button on which the letter appears. Then press ,  or  to indicate whether the letter is in the first, second or third position on that button. Note: there are exceptions for the letters Q, R, S, Z, dashes (55) and spaces (44).

#### NUMERIC ALPHABET

|      |      |      |
|------|------|------|
| A 21 | J 51 | T 81 |
| B 22 | K 52 | U 82 |
| C 23 | L 53 | V 83 |
| D 31 | M 61 | W 91 |
| E 32 | N 62 | X 92 |
| F 33 | O 63 | Y 93 |
| G 41 | P 71 | Z 99 |
| H 42 | Q 77 | - 55 |
| I 43 | R 72 | • 44 |
|      | S 73 |      |

#### QUOTES

1

#### SELECT THE TYPE OF QUOTE AND EXCHANGE

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- 1 CANADIAN EQUITY QUOTES
- 2 U.S. EQUITY QUOTES (NYSE, NASDAQ, AMEX, Composite)
- 3 OPTION QUOTES (Canadian, U.S. Options)
- 4 MUTUAL FUND QUOTES
- 5 INDEX OR QUICK QUOTES (Indices (see appendix) and Canadian and U.S. Equities)

#### EXAMPLE: TO OBTAIN AN EQUITY QUOTE ON INTERNATIONAL BUSINESS MACHINES ON THE NYSE

|                                |  |
|--------------------------------|--|
| <input type="text" value="2"/> | for U.S. Equity Quotes   |
| <input type="text" value="1"/> | for NYSE   |
| 43 22 61 #                     | for the equity symbol (IBM):                                   |
| 43                             | because I is on the 4 button, the third letter on that button  |
| 22                             | because B is on the 2 button, the second letter on that button |
| 61                             | because M is on the 6 button, the first letter on that button  |
| #                              | to end your entry  |

**EXAMPLE: TO OBTAIN AN EQUITY QUOTE ON  
TORONTO DOMINION PREFERRED SERIES D**

**1** for Canadian Equity quotes  
81 31 44 71 72 44 31 # for the equity symbol (TD.PR.D)  
To obtain quotes on other securities, use Preferred (PR), Right (RT),  
Warrant (WT). Alternatively, you may shorten your quotes by using  
01 to replace PR, 04 for RT, or 03 for WT. For example:  
81 31 01 31  
T D (PR) D

**EXAMPLE: TO OBTAIN AN OPTION QUOTE ON  
S&P 100 INDEX MAY 550 CALL**

**3** for Option Quotes  
**4** for U.S. Options  
63 32 92 # for the option symbol (OEX)  
0 5 # for the expiry month (May, entered as  
two-character numerical month)  
5 5 0 # for the whole number portion of the strike price (550)  
0 # for the decimal portion of the strike price  
(in this case, none)  
1 for Call option (for Put options, enter 2)

**EXAMPLE: TO OBTAIN A MUTUAL FUND QUOTE ON  
TD CANADIAN BOND FUND (TDB 162)**

**4** for Mutual Fund Quotes  
81 31 22 # for the fund family TDB  
162 # for the fund code

**EXAMPLE: TO OBTAIN AN INDEX QUOTE ON THE  
S&P/TSX COMPOSITE INDEX**

**5** for Quick Quotes  
43 81 73 32 # Symbol ITSE

**MARKET MONITOR**

**2**

The MARKET MONITOR feature lets you review popular indices and market indicators, create stock baskets to track your own equities, options and mutual funds, and receive information on new issues available through TD Direct Investing.

**SELECT YOUR ACTIVITY**

**1 MARKET BASKET**

This lets you review a fixed basket of popular market indicators:

|                               |                  |
|-------------------------------|------------------|
| S&P/TSX Composite             | S&P 100          |
| S&P/TSX Venture               | S&P 500          |
| Dow Jones Industrial Average  | Canadian \$ Spot |
| NASDAQ Composite              | U.S. Gold Price  |
| West Texas Intermediate Crude |                  |

## 2 STOCK BASKET

This lets you create and review your own customized basket of equities, options, indices and mutual funds. You can maintain up to five separate baskets at one time, with up to 10 equities, options, indices or mutual funds in each. You will be prompted to select:

1 to review baskets with quotes, enter 1 or 2 or 3 or 4 or 5 to indicate the basket number

### TO CREATE OR EDIT A STOCK BASKET, ENTER:

6 to access the Create/Edit function, enter 1 or 2 or 3 or 4 or 5 to indicate the basket number, then select your activity:

1 to review a basket (without quotes)

2 to add equities, options, indices or mutual funds to your basket.

When adding equities/options/mutual funds/indices, you may include a number of shares/contracts and cost per share/contract to track your portfolio's value

3 to remove equities/options/mutual funds or indices from your basket

4 to delete the entire basket

To save your basket or any changes you have made, press 5 and you will be brought to the Save Changes Menu. To save any changes made to your stock basket, press 1. To exit without saving the basket changes, press 2.

## ACCOUNT INQUIRY

3

The ACCOUNT INQUIRY feature lets you monitor up-to-date cash and portfolio values and outstanding orders in your TD Direct Investing trading accounts as well as contributions to your TD Waterhouse Self-Directed RSPs and payments from your TD Waterhouse Self-Directed RIFs. Once you have accessed Account Inquiry from the main menu:

### SELECT YOUR ACCOUNT

or, if applicable, enter 2 to move to the multiple account access menu where you can enter a valid six-digit sub-account for inquiry

- 1 first account
- 2 second account
- 3 third account
- 4 fourth account
- 5 other

### SELECT YOUR ACTIVITY

#### 1 REVIEW CASH BALANCE, SECURITIES MARKET VALUE, TOTAL EQUITY OR MARGIN AVAILABLE

All information you receive is effective on the last business day.

#### 1 REVIEW SDRSP CONTRIBUTIONS

All contributions are as of the last business day.

#### 2 REVIEW SDRIF PAYMENTS RECEIVED

All payments are as of the last business day.

## **2 REVIEW, CHANGE OR CANCEL OUTSTANDING ORDERS**

You will receive the current status of all your orders, including any fill information. You can also change or cancel outstanding equity or option orders. Your request to change or cancel an order may be reviewed by a TD Direct Investing Representative.

## **ORDER ENTRY**

**4**

**Note: Mutual fund orders cannot be reviewed, changed or cancelled through TeleMax. Please call your local TD Direct Investing office if you wish to review, change or cancel a mutual fund order.**

Once you have accessed Order Entry from the main menu, TeleMax will prompt you to:

- **SELECT AN ACCOUNT**  
Enter  to access the account you logged on with. **If applicable**, enter  to move to the multiple account access menu where you can enter a valid six-digit sub-account for order entry.
- **SELECT A TRANSACTION**  
Buy or sell Canadian and U.S. equities, options, or Canadian mutual funds traded through TD Direct Investing.  
Review, change or cancel outstanding equity or option orders (subject to prior fills).
- **SELECT THE TD DIRECT INVESTING ACCOUNT IN WHICH YOU WANT TO TRADE**

### **FOR EQUITIES AND OPTIONS**

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- **ENTER THE EQUITY OR OPTION SYMBOL**
- **CHOOSE THE MARKET IN WHICH YOU WANT TO TRADE**
- **INDICATE THE NUMBER OF SHARES OR CONTRACTS**
- **CHOOSE THE TYPE OF ORDER**
- **SET THE ORDER EXPIRY DATE**
- **ADD ANY SPECIAL INSTRUCTIONS**

### **FOR CANADIAN MUTUAL FUNDS TRADED THROUGH TD DIRECT INVESTING:**

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- **ENTER THE FUND COMPANY SYMBOL AND FUND NUMBER**
- **INDICATE A DOLLAR AMOUNT, A SPECIFIC NUMBER OF UNITS OR WHETHER YOU WOULD LIKE TO REDEEM ALL UNITS (SELL ORDERS ONLY)**
- **ENTER THE DIVIDEND OPTION (IF APPLICABLE)**  
Reinvest or Cash
- **INDICATE GROSS OR NET (IF APPLICABLE)**  
Indicate if the order value should not include the commission (NET) or should include the commission (GROSS).

### **TRANSMITTING THE ORDER**

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After sending your order, you will be given a reference number for record keeping purposes.



## APPENDIX – INDEX SYMBOLS

### CANADIAN INDICES

|                            |       |                              |       |
|----------------------------|-------|------------------------------|-------|
| S&P/TSX Composite          | ITSE  | S&P/TSX Canadian Gold        | ITTGD |
| S&P/TSX Ventures Composite | IVSEC | S&P/TSX Canadian Health Care | ITTHC |
| S&P/TSX 60                 | ISXO  | S&P/TSX Canadian             |       |
| S&P/TSX Canadian           |       | Information Technology       | ITTTK |
| Consumer Discretionary     | ITTCO | S&P/TSX Canadian Materials   | ITTMT |
| S&P/TSX Canadian           |       | S&P/TSX Canadian MidCap      | ITXMC |
| Consumer Staples           | ITTCS | S&P/TSX Canadian Real Estate | ITTRE |
| S&P/TSX Canadian Div       |       | S&P/TSX Canadian SmallCap    | ITXXX |
| Metals and Mining          | ITTMN | S&P/TSX Canadian             |       |
| S&P/TSX Canadian Energy    | ITTEN | Telecommunication Services   | ITTTT |
| S&P/TSX Canadian           |       |                              |       |
| Financial Services         | ITTF5 |                              |       |

### U.S. INDICES

|                             |       |                              |       |
|-----------------------------|-------|------------------------------|-------|
| <b>AMEX</b>                 |       | NASDAQ Computer              | IXK   |
| AMEX Biotechnology          | IBTK  | NASDAQ Finance               | IOFIN |
| AMEX Composite              | IXAX  | NASDAQ Financial             | IIXF  |
| AMEX Computer Hardware      | IHOW  | NASDAQ Industrial            | IINDS |
| AMEX Computer Technology    | IXCI  | NASDAQ Insurance             | IINSR |
| AMEX Financial              | IXFI  | NASDAQ NMS Industrials       | ININD |
| AMEX Gold BUGS              | IHUI  | NASDAQ NMS Composite         | INCMP |
| AMEX Major Market           | IXMI  | NASDAQ                       |       |
| AMEX Major Market           |       | Telecommunications           | IIXTC |
| Index Reduced               | IXLT  | NASDAQ Transportation        | ITRAN |
| AMEX Oil & Gas              | IXOI  |                              |       |
| AMEX Pharmaceutical         | IDRG  | <b>PHLX</b>                  |       |
|                             |       | Philadelphia Gold and Silver | IXAU  |
|                             |       | Philadelphia Oil             |       |
| <b>DOW JONES</b>            |       | Service Sector               | IOSX  |
| Dow Jones Corporate Bond    | IDJBD | Philadelphia Semiconductor   | ISOX  |
| Dow Jones Composite         | IDJIC |                              |       |
| Dow Jones                   |       | <b>STANDARD &amp; POOR'S</b> |       |
| Industrial Average          | IDJII | Standard & Poor's 100        | IOEX  |
| Dow Jones                   |       | Standard & Poor's 500        | ISPX  |
| Transportation Average      | IDJIT |                              |       |
| Dow Jones Utilities Average | IDJIU | <b>OTHER U.S. INDICES</b>    |       |
| <b>NASDAQ</b>               |       | CBOE Latin 15                | ILTX  |
| NASDAQ 100                  | INDX  | CBOE Market Volatility       | IVIX  |
| NASDAQ Bank                 | IBANK | CBOE Mexico                  | IMEX  |
| NASDAQ Biotech              | IXB   | Russell 2000                 | IRUT  |
| NASDAQ Composite            | ICOMP | Russell 3000                 | IRUA  |

**ACCUMULATED VOLUME SYMBOLS**

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|                       |       |              |       |
|-----------------------|-------|--------------|-------|
| American              | IVOLA | NASDAQ       | IVOLQ |
| Dow Jones Industrials | IVOLD | TSX          | IVOLT |
| New York              | IVOLN | TSX Ventures | IVOLV |

**INTERNATIONAL MARKET INDICATORS**

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|                                 |        |                                |       |
|---------------------------------|--------|--------------------------------|-------|
| German Dax                      | IGDAXI | Japan Yen ¥ Spot Rate          |       |
| Hong Kong Hang Seng             | IHHSI  | (US\$ per 10,000)              | IFJPY |
| Japan Nikkei                    | IINIK  | Mexico Peso Exchange Rate      |       |
| Singapore Straits Times         | ISST   | (US\$ per 100)                 | IFMXP |
| Canadian Dollar Exchange Rate   |        | Singapore Dollar Exchange Rate |       |
| (C\$ – US\$)                    | ICAN   | (US\$ per 10,000)              | IFSPD |
| Canadian Dollar Exchange Rate   |        | Swedish Krona Exchange Rate    |       |
| (US\$ – C\$)                    | IFCAN  | (US\$ per 100)                 | IFSWK |
| Australian Dollar Exchange Rate |        | Swiss Franc Spot Rate          |       |
| (US\$ per 100)                  | IFAUD  | (US\$ per 100)                 | IFSWF |
| Brazilian Real Exchange Rate    |        | Taiwan Dollar Exchange Rate    |       |
| (US\$ per 10,000)               | IFBRR  | (US\$ per 10,000)              | IFTWD |
| British Sterling £ Spot Rate    |        | Federal Fund Rate              | IFEDF |
| (US\$ per 100)                  | IFSTG  | U.S. Gold Spot                 | ICGLD |
| European Monetary Exchange      |        | Silver Spot                    | ICSIL |
| Rate (US\$ per 1,000)           | IFEUR  | West Texas                     |       |
| Hong Kong Dollar Exchange Rate  |        | Intermediate Crude             | ICWTI |
| (US\$ per 100)                  | IFHKD  | London Gold Fix                | IGLDL |
| Indian Rupee Exchange Rate      |        | Zurich Gold                    | IGLDZ |
| (US\$ per 10,000)               | IFINR  |                                |       |

**ISSUE FLUCTUATIONS**

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|                      |       |                          |       |
|----------------------|-------|--------------------------|-------|
| <b>NYSE</b>          |       | <b>TSX</b>               |       |
| TRIN NYSE            | ITRIN | Toronto Issues Advanced  | ITYUS |
| New York advances    | INYUS | Toronto Issues Declined  | ITYDS |
| New York declines    | INYDS | Toronto Issues Unchanged | ITYUC |
| New York down volume | INYDV | Toronto Volume           |       |
| NYSE unchanged       | INYUC | Issues Advanced          | ITYUV |
| New York             |       | Toronto Volume           |       |
| volume advances      | INYUV | Issues Declined          | ITYDV |

**TICK INDEX**

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|          |       |          |       |
|----------|-------|----------|-------|
| American | ITICA | New York | ITICN |
| NASDAQ   | ITICQ | Toronto  | ITICT |

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Index symbols may be subject to change at any time. If the index symbol is not found in TeleMax, please contact your local TD Direct Investing location, or visit [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca)

## ERRORS AND WARNINGS

When you send your trade request, the TD Direct Investing system performs several edits to ensure that your order meets certain requirements. If there is a problem, you may receive one of these messages.

**Edit Error** – This means that you cannot enter your order in its current format. The order must be modified or ended.

You may enter:

- 1 to modify the order
- 2 to end the order
- 3 to repeat the error message

**Edit Warning** – This gives information about your order. You may choose to modify or end the order, or override the warning and continue with your order in its current format. You may enter:

- 1 to override the edit warning and proceed with the order
- 2 to modify the order
- 3 to end the order

## REVIEW YOUR ORDER AND CORRECT IF NECESSARY

---

TeleMax will read back your order in detail, stating the estimated value of your transaction. The estimated commission is based on TD Direct Investing regular Commission Schedule and includes any applicable commission discount for using TeleMax.

Once you have reviewed your order, enter:

### 1 IF THE ORDER IS CORRECT

You will be prompted to enter your password to send the order to TD Direct Investing.

**Note: All mutual fund orders will be processed when received by the Mutual Fund Company and will be processed at the next valuation day price.**

### 2 TO MODIFY THE ORDER

TeleMax will take you back to the order to make changes.

Or simply press  to go to the previous menu.

### 3 TO END THE ORDER

TeleMax will return you to the main menu.

### 4 TO HAVE THE DETAILS OF YOUR ORDER REPEATED

## SEND YOUR ORDER TO TD DIRECT INVESTING

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If you pressed  above, you will be prompted to enter your password to send the order.

ENTER YOUR PASSWORD, FOLLOWED BY

## WRITE DOWN YOUR ORDER REFERENCE NUMBER

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When your order has been sent, TeleMax will read back a reference number. Keep this for your records.

## ONCE YOUR ORDER HAS BEEN SENT, YOU MAY SELECT

---

- 1 to return to main menu
- 2 to return to order entry menu
- 3 to have your reference number repeated

## TO REVIEW, CHANGE OR CANCEL AN EQUITY OR OPTION ORDER

### FROM THE ACTION MENU, SELECT:

---

- 3 review, change or cancel

### SELECT THE ACCOUNT YOU WANT TO ACCESS

---

#### ENTER THE NUMBER OF THE ACCOUNT

TeleMax will read back all of your orders in the selected account.  
After reviewing your orders:

### SELECT YOUR ACTIVITY

---

- 1 return to order entry menu

- 2 change an order

Enter the corresponding order number followed by .

Then select one of the following:

- 1 to change the price

- 1 to have your order filled at market price

- 2 to specify a limit price

- 3 to enter an On Stop order

- 2 to change order quantity

- 3 to change expiry date

- 4 to add, change or remove special instructions

Follow the prompts to make the desired changes to your order.  
TeleMax will read back the details of your change request, then prompt you to enter:

- 1 if your changes are complete. You will then be prompted to send your order to TD Direct Investing

- 2 to make more changes to the same order

- 3 cancel an order

Enter the corresponding order number, followed by .

TeleMax will read back your cancel request and prompt you to select:

- 1 to transmit the cancel request by entering your password

- 2 to end your cancel request and return to the main menu

**SELECT YOUR ACTIVITY**

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**1 CHANGE YOUR PREFERENCES**

This lets you customize the format in which you receive quotes.

Press:

1 to change your quote preference

2 to change your order entry quote preference

Follow prompts to select appropriate quote formats.

**2 CHANGE YOUR PASSWORD(S)**

This lets you customize your four-digit password.

It must always be four digits. Press:

1 to change logon password

2 to change trading password

Don't forget we also offer WebBroker,  
which features on-line access to order entry,  
market quotes, research, Fixed Income Centre,  
New Issues Centre, eServices and account  
information.

<sup>1</sup> Except during regularly scheduled system maintenance times.

<sup>2</sup> Available through TD Direct Investing.

**To call TeleMax:**

**Toronto**

**(416) 593-TMAX (8629)**

**Montreal**

**(514) 765-TMAX (8629)**

**Elsewhere in Canada or the U.S.A.**

**1-800-387-1722**

**Internet/WebBroker**

**[www.tdwaterhouse.ca](http://www.tdwaterhouse.ca)**

**Other Important  
Numbers:**

**Trading/Customer Service**

**1-800-465-5463**

**Electronic Brokerage Services**

**Help Desk 1-800-667-6299**

**Mutual Fund Specialist**

**1-800-461-3863**

**Options Specialist**

**1-800-668-6787**

**Fixed Income Specialist**

**1-888-983-2663**

**TalkBroker**

**1-800-240-5869**



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