



Master Copy Deck (MCD)

CFTM Phase 2 Package 3

Wolgelerenter, Daniel(DCX)
Version 2.1

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Risks, Assumptions and Other Considerations

Risks

- *Failure to gather feedback and approvals in a reasonable period of time will compromise the project schedule*
- *Changes in project direction or additional design to accommodate any of the above risks will compromise the project schedule*

Assumptions

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Revision History

| Date | Version | Name | Description of Changes |
|----------------|---------------|----------------------|--|
| July 9, 2019 | 0.01 | Daniel Wolgelerenter | First Draft |
| July 10, 2019 | 0.02 | DW | Changes based on new wires |
| July11, 2019 | 0.03 | DW | Cleans up pages, deletes unneeded old pages |
| July16, 2019 | 0.04 and 0.05 | DW | Updated based on feedback from Laura and DCX team, changed "confirmation requests" back to "verification requests" and tweaked throughout |
| July22, 2019 | 0.06 | DW | Updated based on DCX and Matt review |
| Aug8, 2019 | 0.07 | DW | Corrected error in body copy, prior to getting Matt feedback |
| Aug 16,2019 | 0.08 | DW | Changes based on new WFs ,requirements, after user testing |
| Aug. 27, 2019 | 0.09 | DW | Aligns To New WFs by Nisha, based on new requirements |
| Aug. 29, 2019 | 1.0 | Dw | Removed device nickname after de-scoped |
| Aug30, 2019 | 1.1 | DW | Revised in review with Nisha, removed reference to TD app etc. |
| Sept. 6, 2019 | 1.2 | DW | Revised slightly to align with changes in PK2 |
| Sept. 6, 2019 | 1.3 | Dw | Revised 1.4 modal after VD review, adds banner headers where appropriate |
| Sept. 16, 2019 | 1.4 | Dw | Revised phrasing to align with PK2 |
| Sept. 20, 2019 | 1.5 | DW | After changing name of service to "verification with mobile prompts", adjusts phrasing throughout to refer to verification prompts, changes headers to refer to "security" verification, not identity verification – keeps "identity verification" concept for body copy |
| Sept. 23, 2019 | 1.6 | DW | Post-Matt review: Removes crossed out copy, removes earlier highlighting (leaving only highlighted changes for latest version) |
| Sept. 27, 2019 | 1.7 | Dw | Adds 4.3, Allow Notifications |

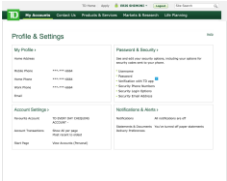
| Date | Version | Name | Description of Changes |
|--------------|---------|------|---|
| Oct. 2, 2019 | 1.8q\ | DW | Adds. 4.2 for new business requirement; |
| Oct. 3, 2019 | 1.9 | Dw | Removes deep link to device settings in banner on 6.5 after LOB review, changes toggle switch label and adds toggle description after DCX VD review |
| Oct.10, 2019 | 2.0 | DW | |

Approvals

| Date | Approver | Approval Email/Comments |
|------|--------------------|-------------------------|
| | Anand Kannan | |
| | Matthew Lee | |
| | Nisha Rana | |
| | Liz Ditta | |
| | Olga Ziman Sabbagh | |
| | Catherine Sharpe | |
| | Nasim Sarir | |
| | | |

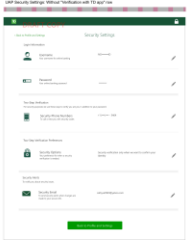
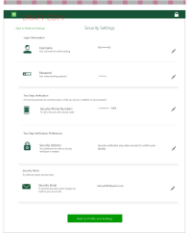
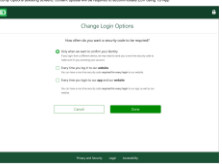
1.0 Profile and settings

1.0 Profile & Settings - UAP- Upper right quadrant

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|--------------|--|---|----------------------|-----------------------|-----------------------|----------------------|
|  | | Header | Password & Security | Mot de passe et sécurité | | | | |
| | | | <ul style="list-style-type: none"> Manage Username & Password Verification With Mobile Prompts | <ul style="list-style-type: none"> Gérer le nom d'utilisateur et le mot de passe | | | | |

| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| | | | <ul style="list-style-type: none"> • Verification With Security Codes • Security Login Options • Security Email Address | <ul style="list-style-type: none"> • Vérification avec des avis sur appareil mobile • Vérification avec des codes de sécurité • Sécurité – Options d'ouverture de session • Adresse courriel de sécurité | | | | |
| | | | | | | | | |


1.1/1.2 UAP Security Settings (with 'verification with TD app')

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French | |
|--|--------------|---|--|---------------------------------------|---|-----------------------|-----------------------|----------------------|----------------------|
|    | | Link | Back to Profile and Settings | Retour au profil et aux paramètres | | | | | |
| | | Header | Security Settings | Paramètres de sécurité | | | | | |
| | | Section sub-header | Login Information | Renseignements d'ouverture de session | | | | | |
| | | Label and Copy | Username Your username for online banking | {DA.....EL} | Nom d'utilisateur Nom d'utilisateur pour les services bancaires en ligne | {DA.....EL} | | BAU//Change username | BAU//Change username |
| | | Label and Copy | Password Your online banking password | {*****} | Mot de passe Mot de passe pour les services bancaires en ligne | {*****} | | BAU//change Password | BAU//change Password |
| | 2 | Section sub-header | Two-Step Verification | Vérification en deux temps | | | | | |
| | Message copy | An extra layer of security to confirm your identity | Niveau de protection supplémentaire pour confirmer | | | | | | |

| | | | | | | | | | |
|---|--|--|--|---|---|--|--|---|---|
| | | | | | votre identité | | | | |
| 4 | Label, Copy and Status //When applicable – if LOB uses it | Verification with Mobile Prompts Use your mobile device to verify confirm who you are for TD online services. | {On/Off} | Vérification avec des avis sur appareil mobile Utilisez votre appareil mobile pour confirmer votre identité pour les services en ligne de la TD. | {Activé/Désactivé} | | | Manage verification with mobile devices | Gérer la vérification avec des avis sur appareil mobile |
| | Label and explainer copy, plus phone number list | Verification with Security Codes Get security codes by text or voice message to a number you choose. | {+1 (●●●) ●●● - 4759} {Daniel W mobile} | Vérification avec des codes de sécurité Obtenez des codes de sécurité par message texte ou vocal au numéro de votre choix. | {+1 (●●●) ●●● - 4759} {Daniel W mobile} | | | BAU//Manage security phone numbers | BAU//Manage security phone numbers |
| | Header Label and explainer copy | Security Login Option | Your preference for when security verification is needed | Sécurité – Option d’ouverture de session | Vos préférences lorsqu’une vérification de sécurité est requise | | | Edit security verification options | Modifier les options de vérification de sécurité |

| | | | | | | | | |
|--|---|---------------------------------|--|--|--|--|----------------------------|--|
| | | Status/Options | {Security verification only when we want to confirm your identity} {Security verification every time you log in to our website} {Security verification every time you log in to our app and our website} | {Security verification only when we want to confirm your identity} {Security verification every time you log in to our website} {Security verification every time you log in to our app and our website} | | | | |
| | 3 | Section header and message | Security Alerts To notify you about security issues | Alertes de sécurité Pour vous informer des problèmes de sécurité | | | | |
| | | Header Label and explainer copy | Security Email Address To send security alerts when changes are made to your secure info. | Adresse courriel de sécurité To send security alerts when changes are made to your secure info. | | | BAU//Change security email | Utiliser l'adresse habituelle//Modifier l'adresse courriel de sécurité |
| | | CTA | Back to Profile and Settings | Retour au profil et aux paramètres | | | | |
| | | | | | | | | |

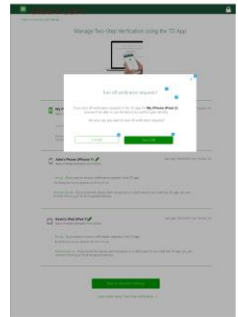
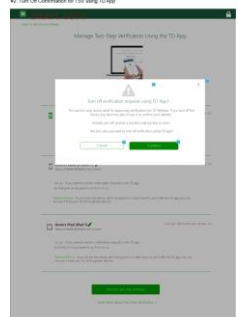
1.3 UAP Manage Verification With TD App - Turn off and remove Bounded Device

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|------------------|--|--|---|--|---|-----------------------|----------------------|
|  | | Page Header | Manage Verification With Mobile Prompts | Gérer la vérification avec des avis sur appareil mobile | | | | |
| | | Message/Body Copy | Receive prompts on your phone or tablet to verify your identity when we need to confirm your identity for online services. Make sure you allow notifications from TD in your device settings so you can receive the prompts. | Recevez des avis sur votre téléphone ou votre tablette afin de confirmer votre identité pour les services en ligne. Autorisez les avis de la TD dans les paramètres de votre appareil afin de pouvoir recevoir les avis de vérification. | | | | |
| | 1 | Status | Verification with mobile prompts: {On/Off} | Vérification avec des avis sur appareil mobile {Activé/Désactivé} | | | | |
| | | Message/Body Copy | You must set up at least one device to receive verification prompts. | Vous devez configurer au moins un appareil pour recevoir des avis de vérification. | | | | |
| | 2, 3, 4, 5, 6, 7 | Device status copy //Links in Blue, Dynamic copy in red | {Device type} {Enabled} Disable device If you no longer want to use this device to receive mobile | Last Login: {Dec 8, 2019} From: {Toronto, ON} | {Device type} {Enabled} Désactiver l'appareil Si vous ne voulez plus | Dernière ouverture de session : {Dec 8, 2019} De : {Toronto, ON} | | |

| | | | | | | | | | | |
|------------------|--------------------|---|---|---|---|--|--|--|--|--|
| | | | <p>verification prompts.</p> <hr/> <p>Forget device</p> <p>If you don't recognize this device or no longer use the TD app on it, you can remove it from your list of recognized devices.</p> | | <p>utiliser cet appareil pour recevoir des avis de vérification sur appareil mobile.</p> <hr/> <p>Oublier l'appareil</p> <p>Si vous ne reconnaissez pas cet appareil ou si vous n'utilisez plus l'appli TD, vous pouvez le supprimer de votre liste d'appareils reconnus.</p> | | | | | |
| 2, 3, 4, 5, 6, 7 | Device status copy | <p>//Links in Blue, Dynamic copy in red</p> | <p>{Device type}</p> <p>{Not enabled}</p> <p>Enable device</p> <p>If you want to receive security verification prompts on this device.</p> <p>By selecting Enable device, you agree to the Terms of Use.</p> | <p>Last Login: {Dec 8, 2019}</p> <p>From: {Toronto, ON}</p> | <p>{Device type}</p> <p>{Not enabled}</p> <p>Activer l'appareil</p> <p>Si vous souhaitez recevoir des avis de vérification de sécurité sur cet</p> | <p>Dernière ouverture de session : {Dec 8, 2019}</p> <p>De : {Toronto, ON}</p> | | | | |

| | | | | | | | | | | |
|--|----------------------------------|---|--|---------|---|--|--|--|--|--|
| | | | Forget device If you don't recognize this device or no longer use the TD app on it, you can remove it from your list of recognized devices. | | appareil. En sélectionnant Activer l'appareil , vous acceptez les modalités d'utilisation. Oublier l'appareil Si vous ne reconnaissez pas cet appareil ou si vous n'utilisez plus l'appli TD, vous pouvez le supprimer de votre liste d'appareils reconnus. | | | | | |
| | CTA | Done | | Terminé | | | | | | |
| | FAQ link – //goes to public site | Learn more about how we confirm your identity for online services | En savoir plus sur la confirmation de votre identité pour les services en ligne | | | | | | | |



1.4 UAP: Turn Off Verification Using Mobile Device – one device and last device

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|--|--------|-----------------------|---|--|----------------------|-----------------------|-----------------------|----------------------|
|  | 1 | Header | Are you sure? | Voulez-vous vraiment continuer? | | | | |
| | 2 | Body/Messa ge copy | If you disable {Device type} , you won't be able to use it to confirm your identity. Are you sure you want to disable it? | Si vous désactivez {Device type} , vous ne pourrez plus l'utiliser pour confirmer votre identité. Êtes-vous certain de vouloir le désactiver? | | | | |
|  | 3,4 | CTAs | Cancel | Disable | Annuler | Désactiver | | |
| | | Header – only device | Turn off verification with mobile prompts? | Désactiver la vérification avec des avis sur appareil mobile? | | | | |
| | | Body/Messa ge copy | {Device type} is the only device you're using to verify your identity with mobile prompts. If you disable it, we'll send you a security code by text or voice message if we need to verify your identity. Are you sure you want to turn off verification with mobile prompts? | {Device type} est le seul appareil que vous utilisez pour vérifier votre identité à l'aide d'avis sur appareil mobile. Si vous le désactivez, nous vous enverrons un code de sécurité par message texte ou vocal si nous avons besoin de vérifier votre identité. Voulez-vous vraiment désactiver la vérification avec des avis sur appareil mobile? | | | | |
| | 7,9 | CTAs | Cancel | Turn off | Annuler | Désactiver | | |

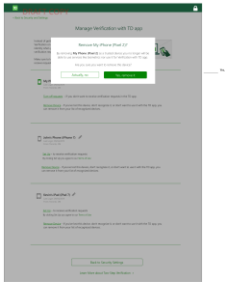
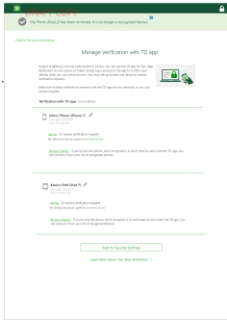
Internal

Internal

1.5 UAP: Turn Off Confirmation: One Device and Only Device

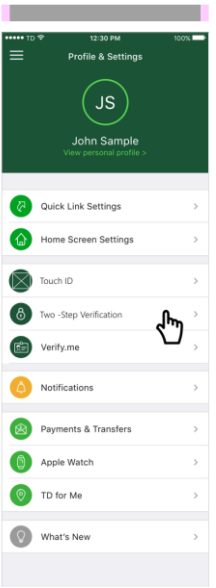
| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|--|--------|---|---|---|----------------------|-----------------------|-----------------------|----------------------|
|  | | | | | | | | |
| | | Confirmation banner -- turned off requests -- one device | You've disabled {Device type} and can no longer use it to confirm your identity. | Vous avez désactivé {Device type} et ne pouvez plus l'utiliser pour confirmer votre identité. | | | | |
|  | | | | | | | | |
| | | Confirmation banner -- turned off requests -- no more devices | You've disabled {Device type} and turned off verification with mobile prompts. You must now enable at least one device if you want to use this feature. | Vous avez désactivé {Device type} ainsi que la vérification avec des avis sur appareil mobile. Vous devez maintenant activer au moins un appareil si vous voulez utiliser cette fonction. | | | | |
| | | | | | | | | |

3.0 UAP Remove device Modal and confirmation banner

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|---|---|---|----------------------|-----------------------|-----------------------|----------------------|
|   | | Header | Remove Device From Your Profile? | Supprimer l'appareil de votre profil? | | | | |
| | | Body/Message copy – other devices remaining | <p>If you remove {Device type}, it will no longer appear on your list of recognized devices.</p> <p>This action can't be undone.</p> <p>Are you sure you want to remove it?</p> | <p>Si vous supprimez {Device type}, il n'apparaîtra plus dans votre liste d'appareils reconnus.</p> <p>Cette action est irréversible.</p> <p>Voulez-vous vraiment le supprimer?</p> | | | | |
| | | CTAs | <p>Cancel</p> <p>Remove it</p> | <p>Annuler</p> <p>Supprimer</p> | | | | |
| | | Confirmation message | You've successfully removed {Device type} from your list of recognized devices. | Vous avez supprimé {Device type} de votre liste des appareils reconnus. | | | | |
| | | | | | | | | |

4.0 Mobile Profile and Settings

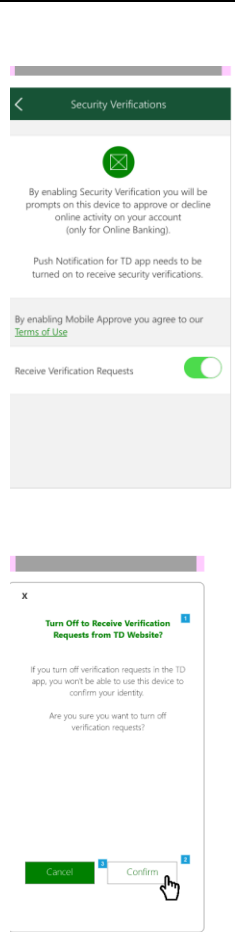
4.0 Two-Step Verification

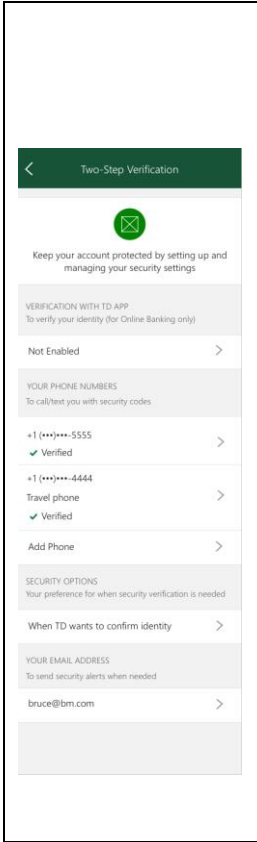
| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|--|--|---|---------------------------------|---------------------------------|-------------------------------------|--------------------------------|
|  | | Label on Profile and settings – Rest of Screen BAU as per CFTM Phase 1 | Two-Step Verification | Vérification en deux temps | 双重验证 | 雙重驗證 | | |
| | | Header Nav | Two-Step Verification | Vérification en deux temps | 双重验证 | 雙重驗證 | | |
| | | Copy | Keep your account protected by setting up and managing your security settings. | Créez et gérez vos paramètres de sécurité pour protéger votre compte. | 通过设置和管理您的安全设置来保护账户安全。 | 透過設定和管理您的安全設定來保護賬戶安全。 | | |
| | | Section header | VERIFICATION WITH MOBILE PROMPTS | VÉRIFICATION AVEC AVIS SUR APPAREIL MOBILE | 使用移动设备提示进行验证 | 使用流動設備提示進行驗證 | | |
| | | Copy | Use this device to verify confirm your identity for TD online services. | Utilisez cet appareil pour confirmer votre identité pour les services en ligne de la TD. | 使用此设备来 确认 身份并使用 TD 在线服务。 | 使用此設備來 確認 身分並使用 TD 網上服務。 | | |
| | 2 | Status Nav row | {Enabled/Disabled} on this device | {Activé/Désactivé} sur cet appareil | 此设备{已启用/已禁用} | 此設備{已啟用/已停用} | Hint copy// Double tap to change | Hint copy// Tapez deux fois |

| | | | | | | | | |
|---|-----------------------|--|--|--|--|--|----------------------------|--|
|  | | | | | | | mobile prompt verification | pour changer la vérification avec avis sur appareil mobile |
| | Section Header | | VERIFICATION WITH SECURITY CODES | VÉRIFICATION AVEC DES CODES DE SÉCURITÉ | 使用安全码进行验证 | 使用驗證碼進行驗證 | | |
| | Copy | | Add phone numbers we can use to call or text you with codes. | Ajoutez des numéros de téléphone où nous pouvons vous appeler ou vous envoyer des codes. | 添加手机号码，以便我们可以使用该号码致电或发短信给您。 | 新增手機號碼，以便我們可以使用該號碼致電或傳短訊給您。 | | |
| | Phone number nav rows | | <phone number> <nickname> <phone number> <nickname> | <phone number> <nickname> <phone number> <nickname> | <phone number> <nickname> <phone number> <nickname> | <phone number> <nickname> <phone number> <nickname> | | |
| | Verified stamp | | Verified | Vérfié | 已验证 | 已驗證 | | |
| | Add number nav row | | Add Phone | Ajouter un téléphone | 添加手机号码 | 新增手機號碼 | | |
| | Section header | | YOUR SECURITY LOGIN OPTION | SÉCURITÉ - VOTRE OPTION D'OUVERTURE DE SESSION | 您的安全码登录选项 | 您的驗證碼登入選項 | | |
| | Login options nav row | | Your preference for when identity verification is needed. | Vos préférences lorsqu'une vérification d'identité est requise. | 用以根据您的偏好向您发送一次性安全 | 用以根據您的偏好向您傳送一次性驗證碼。 | | |

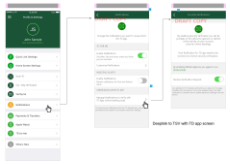
| | | | | | | | | |
|--|---------------------------------|--|--|---|--|--|--|--|
| | | | | | 碼。 | | | |
| | Login option nav row | <p>[Only when TD wants to confirm my identity] [Every time I log in to a TD website] [Every time I log in to the TD app and any TD website]</p> | <p>[Seulement lorsque la TD veut confirmer mon identité] [Chaque fois que j'ouvre une session sur un site de la TD] [Chaque fois que j'ouvre une session dans l'appli TD et sur n'importe quel site de la TD]</p> | <p>[仅当道明希望确认我的身份时] [每次登录道明网站时] [每次登录道明应用程序和道明网站时]</p> | <p>[僅當道明想確認我的身分時] [每次登入道明網站時] [每次登入道明應用程式和道明網站時]</p> | Hint copy// Double tap to manage your security login option | Hint copy// Tapez deux fois pour gérer votre option d'ouverture de session (sécurité) | |
| | Section Header | YOUR SECURITY EMAIL ADDRESS | VOTRE ADRESSE COURRIEL DE SÉCURITÉ | 您的安全电子邮箱地址 | 您的安全電子郵箱地址 | | | |
| | Sub-copy for Your Email Address | To send you security alerts. | Pour vous envoyer des alertes de sécurité. | 用以向您发送安全通知。 | 用以向您傳送安全通知。 | | | |
| | Email address nav row | <email address> | <email address> | <email address> | <email address> | | | |

4.1 Mobile Settings - turn off verification requests

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|--|--------|------------------------------|--|--|-------------------------------------|--------------------------------------|-----------------------|----------------------|
|  | | Page header | Mobile Prompt Verification | Vérification avec des avis sur appareil mobile | 移动设备提示验证 | 流動設備提示驗證 | | |
| | | Body/Messa ge copy | Use this device to confirm who you are. | Utilisez cet appareil pour confirmer votre identité. | 使用此设备确认您的身份。 | 使用此設備確認您的身分。 | | |
| | | Body copy | By choosing to receive verification prompts, you agree to the Terms of Use . | En choisissant de recevoir des avis de vérification, vous acceptez les modalités d'utilisation . | 选择接收验证提示，即表示您同意使用条款。 | 選擇接收驗證提示，即表示您同意使用條款。 | | |
| | | Toggle label and description | Enable Verification Prompts Allow notifications to confirm your identity for online services. | Activer les avis de vérification Autoriser les avis pour confirmer votre identité pour les services en ligne. | 启用验证提示 允许通知以确认身份并使用在线服务。 | 啟用驗證提示 允許通知以確認身分並使用網上服務。 | | |
| | | Tip copy | Settings you adjust here will affect only this device. Settings for other devices can be managed on those devices. | Les paramètres que vous définissez ici n'affecteront que cet appareil. Les paramètres d'autres appareils peuvent être gérés sur ces appareils. | 在此处调整的设置将仅影响此设备。您可以在其他设备上管理其他设备的设置。 | 您在此處調整的設定只會影響此設備。您可以在其他設備上管理其他設備的設定。 | | |
| | | | | | | | | |

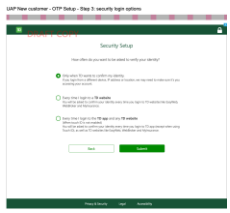
| | | | | | | | | |
|---|--|--|--|--|--|--|--|--|
|  <p>The screenshot shows the 'Two-Step Verification' settings page. At the top, there is a green header with a back arrow and the text 'Two-Step Verification'. Below this is a green checkmark icon in a circle, followed by the text 'Keep your account protected by setting up and managing your security settings'. The page is divided into several sections: 'VERIFICATION WITH TD APP' (Not Enabled), 'YOUR PHONE NUMBERS' (listing two verified numbers: +1 (***)-5555 and +1 (***)-4444), 'SECURITY OPTIONS' (When TD wants to confirm identity), and 'YOUR EMAIL ADDRESS' (bruce@bm.com).</p> | | | | | | | | |
|---|--|--|--|--|--|--|--|--|

4.2 Mobile: Profile & Settings > Notifications

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|------------------------------|---|--|----------------------|-----------------------|-----------------------|----------------------|
|  | | Page | BAU | Processus habituel | | | | |
| | | New section header | VERIFICATION WITH MOBILE PROMPTS | VÉRIFICATION AVEC AVIS SUR APPAREIL MOBILE | 使用移动设备提示进行验证 | 使用流動設備提示進行驗證 | | |
| | | Description copy for chevron | Allow notifications to confirm your identity for online services. | Autoriser les avis pour confirmer votre identité pour les services en ligne. | 允许通知以确认身份并使用在线服务。 | 允許通知以確認身分並使用網上服務。 | | |
| | | | | | | | | |

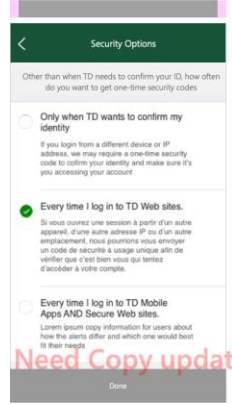
5.0 Login Security Options: UAP and Mobile

5.0 Login Security Options: UAP

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|-------------------------------------|--|---|---|---|-----------------------|----------------------|
|  | | Page Header | Security Login Options | Sécurité – Options d’ouverture de session | 安全选项 | 安全選項 | | |
| | | Copy | How often do you want to be asked to verify confirm your identity? | À quelle fréquence voulez-vous qu’on vous demande de confirmer votre identité? | 您想多久被要求 确认 一次身份? | 您想多久被要求 確認 一次身分? | | |
| | | Selection copy with help text below | <ul style="list-style-type: none"> Only when TD wants to confirm my identity <p>If you log in from a different device, we may need to send you a one-time security code or a mobile verification prompt to make sure it's you accessing your account.</p> <ul style="list-style-type: none"> Every time I log in to a TD website <p>You can have a one-time security code or a mobile verification prompt required for every login to TD websites like EasyWeb, WebBroker and MyInsurance.</p> <ul style="list-style-type: none"> Every time I log in to the TD app and any | <ul style="list-style-type: none"> Seulement lorsque la TD veut confirmer mon identité <p>Si vous ouvrez une session à partir d’un autre appareil, nous pourrions vous envoyer un code de vérification à usage unique ou un avis de vérification sur appareil mobile afin de vérifier que c’est bien vous qui tentez d’accéder à votre compte.</p> <ul style="list-style-type: none"> Chaque fois que je me connecte à un site de la TD <p>Vous pouvez faire en sorte qu’on exige un code de vérification à</p> | <ul style="list-style-type: none"> 仅当 TD 希望确认我的身份时 <p>如果您使用其他设备登录，我们可能需要向您发送一次性安全码或移动验证提示，以确保访问账户的是您本人。</p> <ul style="list-style-type: none"> 每次登录 TD 网站时 <p>您可以要求每次登录 TD 网站 (如</p> | <ul style="list-style-type: none"> 僅當 TD 希望確認我的身分時 <p>如果您使用其他設備登入，我們可能需要向您傳送一次性驗證碼或流動驗證提示，以確保訪問賬戶的是您本人。</p> <ul style="list-style-type: none"> 每次登入 TD 網站時 <p>您可以要求每次登</p> | | |

| | | | | | | | | | |
|--|------|--------|---|--|--|---|----|--|--|
| | | | <p>TD website</p> <p>You can have a one-time security code or a notification to your mobile device required for every login to the TD app (except when using Biometric identification), as well as TD websites like EasyWeb, WebBroker and MyInsurance.</p> | <p>usage unique ou un avis de vérification sur appareil mobile à chaque ouverture de session sur un site Web de la TD, comme BanqueNet, CourtierWeb et MonAssurance.</p> <ul style="list-style-type: none"> Chaque fois que je me connecte à l'appli TD et à n'importe quel site de la TD <p>Vous pouvez faire en sorte qu'un code de vérification à usage unique ou un avis sur votre appareil mobile soit requis à chaque ouverture de session dans l'appli TD (sauf lorsque vous utilisez l'identification biométrique), ainsi que sur les sites Web de la TD, comme BanqueNet, CourtierWeb et MonAssurance.</p> | <p>EasyWeb、WebBroker 和 MyInsurance) 时，接收一次性安全码或移动验证提示。</p> <ul style="list-style-type: none"> 每次登录 TD App 和 TD 网站时 <p>您可以要求每次登录 TD App 或 TD 网站 (如 EasyWeb、WebBroker 和 MyInsurance) 时，接收一次性安全码或移动验证提示 (使用生物特征识别时除外)。</p> | <p>入 TD 网站 (如 EasyWeb、WebBroker 和 MyInsurance) 时，接收一次性验证码或流动验证提示。</p> <ul style="list-style-type: none"> 每次登入 TD App 和 TD 网站时 <p>您可以要求每次登录 TD App 或 TD 网站 (如 EasyWeb、WebBroker 和 MyInsurance) 时，接收一次性验证码或流动验证提示 (使用生物特征识别时除外)。</p> | | | |
| | CTAS | Cancel | Done | Annuler | Terminé | 完成 | 完成 | | |
| | | | | | | | | | |


5.0 Login Security Options - Mobile

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|--------------|---|--|----------------------|-----------------------|-----------------------|----------------------|
|  | | Page Header | Security Options | Options de sécurité | | | | |
| | | | | | | | | |
| | | Copy | How often do you want to be asked to verify confirm your identity? | À quelle fréquence voulez-vous qu'on vous demande de confirmer votre identité? | | | | |
| | | | <ul style="list-style-type: none"> Only when TD wants to confirm my identity <p>If you log in from a different device, we may need to send you a one-time security code or a mobile verification prompt to make sure it's you accessing your account.</p> <ul style="list-style-type: none"> Every time I log in to a TD website <p>You can have a one-time security code or a mobile verification prompt required for every login to a TD website like EasyWeb, WebBroker and MyInsurance.</p> <ul style="list-style-type: none"> Every time I log in to the TD app and any TD website <p>You can have a one-time security code or a notification to your mobile device required for</p> | <ul style="list-style-type: none"> Seulement lorsque la TD veut confirmer mon identité <p>Si vous ouvrez une session à partir d'un autre appareil, nous pourrions vous envoyer un code de vérification à usage unique ou un avis de vérification sur appareil mobile afin de vérifier que c'est bien vous qui tentez d'accéder à votre compte.</p> <ul style="list-style-type: none"> Chaque fois que j'ouvre une session sur un site de la TD <p>Vous pouvez faire en sorte qu'on exige un code de vérification à usage unique ou un avis de vérification sur appareil mobile à chaque ouverture de session sur un site Web de la TD, comme BanqueNet, CourtierWeb et</p> | | | | |

| | | | | | | | | |
|--|--|-----|---|---|--|--|--|--|
| | | | <p>every login to the TD app (except when using using Biometric identification), as well as for TD websites like EasyWeb, WebBroker and MyInsurance.</p> | <p>MonAssurance.</p> <ul style="list-style-type: none"> • Chaque fois que j'ouvre une session dans l'appli TD et sur n'importe quel site de la TD <p>Vous pouvez faire en sorte qu'un code de vérification à usage unique ou un avis sur votre appareil mobile soit requis à chaque ouverture de session dans l'appli TD (sauf lorsque vous utilisez l'identification biométrique), ainsi que sur les sites Web de la TD, comme BanqueNet, CourtierWeb et MonAssurance.</p> | | | | |
| | | CTA | Done | Terminé | | | | |

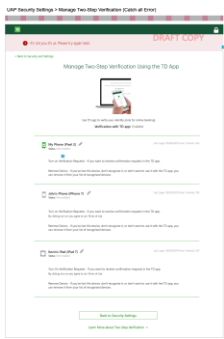
6.0 Error states

6.0 Error state Catch-all and technical - NOT IN WF

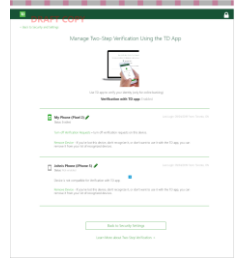
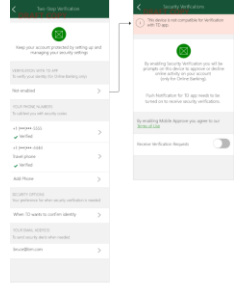
| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|--|---|--|----------------------|-----------------------|-----------------------|----------------------|
|  | | Error message Policy – 2sv | Unfortunately, we couldn't {enable/disable} mobile verification prompts for {Device name} right now. Please try again later. | Malheureusement, nous ne pouvons pas {enable/disable} les avis de vérification sur appareil mobile pour {Device name} pour le moment. Réessayez plus tard. | | | | |
| | | Error message – technical issues | Unfortunately, due to technical issues, we couldn't {enable/disable} mobile verification prompts for {Device name} right now. Please try again later. | En raison de problèmes techniques, nous ne pouvons pas {enable/disable} les avis de vérification sur appareil mobile pour {Device name} pour le moment. Réessayez plus tard. | | | | |
| | | Error message Policy – removal | Unfortunately, we couldn't remove {Device name} right now. Please try again later. | Malheureusement, nous ne pouvons pas supprimer {Device name} pour le moment. Réessayez plus tard. | | | | |
| | | Error message – technical issues - removal | Unfortunately, due to technical issues, we couldn't remove {Device name} right now. Please try again later. | En raison de problèmes techniques, nous ne pouvons pas supprimer {Device name} pour le moment. Réessayez plus tard. | | | | |

| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|

6.0/6.1 Error state – Server issues and Policy – feature disabled –

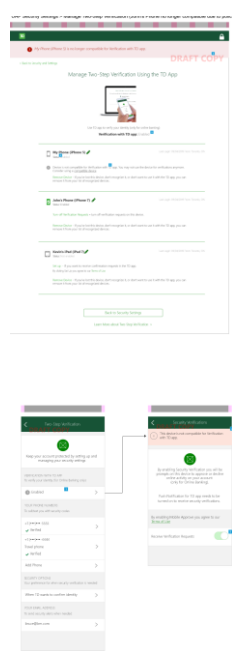
| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|---|--------|--------------------------------------|--|---|----------------------|-----------------------|-----------------------|----------------------|
|  | | 6.0 Error message – policy | Unfortunately, you can't enable or disable your device(s) for verification with mobile prompts right now. Please try again later. | Malheureusement, vous ne pouvez pas activer ou désactiver votre (vos) appareil(s) pour la vérification avec des avis sur appareil mobile pour le moment. Réessayez plus tard. | | | | |
| | | 6.1 Error message – technical issues | Unfortunately, due to technical issues, you can't enable or disable your device(s) for verification with mobile prompts right now. Please try again later. | En raison de problèmes techniques, vous ne pouvez pas activer ou désactiver votre (vos) appareil(s) pour la vérification avec des avis sur appareil mobile pour le moment. Réessayez plus tard. | | | | |
| | | | | | | | | |

6.2 UAP Device no longer eligible for enablement –NEW ELEMENT HIGHLIGHTED YELLOW

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|--|--------|--|--|---|----------------------|-----------------------|-----------------------|----------------------|
|   | | <p>UAP Maintenance content</p> <p>//Links in Blue, Dynamic copy in red</p> | <p>{Device type}</p> <p>{Not enabled}</p> <p>Last Login: {Dec 8, 2019}</p> <p>From: {Toronto, ON}</p> <p>Enable device</p> <p>If you want to receive security verification prompts on this device.</p> <p>By selecting Enable device, you agree to the Terms Use.</p> <p>Not compatible – This device cannot be used for verification with mobile prompts.</p> <hr/> <p>Forget Device</p> <p>If you don't recognize this device or no longer use the TD app on it, you can remove it from your list of recognized devices.</p> | <p>{Device type}</p> <p>{Not enabled}</p> <p>Dernière ouverture de session : {Dec 8, 2019}</p> <p>De : {Toronto, ON}</p> <p>Activer l'appareil</p> <p>Si vous souhaitez recevoir des avis de vérification de sécurité sur cet appareil.</p> <p>En sélectionnant Activer l'appareil, vous acceptez les modalités d'utilisation.</p> <p>Non compatible – Cet appareil ne peut pas être utilisé pour la vérification avec des avis sur appareil</p> | | | | |

| | | | | | | | | | | |
|--|---------------------|--|---|---------------------|---|--|--|--|--|--|
| | | | | | mobile. | | | | | |
| | | | | | Oublier l'appareil Si vous ne reconnaissez pas cet appareil ou si vous n'utilisez plus l'appli TD, vous pouvez le supprimer de votre liste d'appareils reconnus. | | | | | |
| | Mobile error Banner | This device cannot be used for verification with mobile prompts. | Cet appareil ne peut pas être utilisé pour la vérification avec des avis sur appareil mobile. | 此设备不能再用于通过移动提示进行验证。 | 此設備不能再用於通過流動提示進行驗證。 | | | | | |
| | | | | | | | | | | |

6.3/6.4 UAP Device no longer eligible (Compatible) for enablement – BANNER MESSAGE IS NEW

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|--|--------|--|---|--|----------------------|-----------------------|-----------------------|----------------------|
|  | | <p>Maintenance content</p> <p>//Links in Blue, Dynamic copy in red</p> | <p>Device type} {Not enabled}</p> <p>Last Login: {Dec 8, 2019} From: {Toronto, ON}</p> <p>Enable device</p> <p>If you want to receive security verification prompts on this device.</p> <p>By selecting Enable device, you agree to the Terms of Use.</p> <p>Not compatible – This device cannot be used for verification with mobile prompts.</p> <p>Forget Device</p> <p>If you don't recognize this device or no longer use the TD app on it, you can remove it from your list of recognized devices.</p> | <p>Device type} {Not enabled}</p> <p>Dernière ouverture de session : {Dec 8, 2019} De : {Toronto, ON}</p> <p>Activer l'appareil</p> <p>Si vous souhaitez recevoir des avis de vérification de sécurité sur cet appareil.</p> <p>En sélectionnant Activer l'appareil, vous acceptez les modalités d'utilisation.</p> <p>Non compatible – Cet appareil ne peut pas être utilisé pour la vérification</p> | | | | |

| | | | | | | | | | |
|--|----------------------------------|---|---|---|---------------------|--|--|--|--|
| | | | | avec des avis sur appareil mobile. | | | | | |
| | | | | Oublier l'appareil Si vous ne reconnaissez pas cet appareil ou si vous n'utilisez plus l'appli TD, vous pouvez le supprimer de votre liste d'appareils reconnus. | | | | | |
| | UAP Banner | {Device type} can no longer be used for verification with mobile prompts. | {Device type} ne peut plus être utilisé pour la vérification avec des avis sur appareil mobile. | | | | | | |
| | | | | | | | | | |
| | Mobile Setting screen 2sv status | {Not enabled} – Device no longer compatible | {Not enabled} – L'appareil n'est plus compatible | | | | | | |
| | Mobile Banner | This device can no longer be used for verification with mobile prompts. | Cet appareil ne peut plus être utilisé pour la vérification avec des avis sur appareil mobile. | 此设备不能再用于通过移动提示进行验证。 | 此設備不能再用於通過流動提示進行驗證。 | | | | |

6.5 Mobile Settings – Error push notifications off -- See PK2 Section 5

| Visual Ref | Ref. # | Content Type | English | French | Chinese – Simplified | Chinese – Traditional | Accessibility English | Accessibility French |
|------------|--------|---|--|---|--|--|-----------------------|----------------------|
| | | Banner Alert Link leads to device settings | Notifications for the TD app are turned off for this device. To receive security verification prompts, you must allow Notifications for the app in your device settings . | Les avis pour l'appli TD sont désactivés pour cet appareil. Pour recevoir des avis de vérification de sécurité, vous devez autoriser les avis de l'appli dans les paramètres de l'appareil . | 此设备 TD App 通知已关闭。要接收安全验证提示，您必须在 设备设置 中允许 TD App 的通知。 | 此設備 TD App 通知已關閉。要接收安全驗證提示，您必須在 設備設定 中允許 TD App 的通知。 | | |
| | | | | | | | | |

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|--|--|--|--|--|--|--|--|--|
| | | | | | | | | |
| | | | | | | | | |

Help Messages

User Interface

These appear when unexpected conditions occur in the application. These are most often caused by the user.

| Message ID | Scenario | English | French | Accessibility |
|------------|----------|---------|--------|---------------|
| | | | | |

System

System error messages are caused by unexpected conditions in the infrastructure, network or in the interaction of various elements within the network.

| Message ID | Scenario | English | French | Accessibility |
|------------|----------|---------|--------|---------------|
| | | | | |

Project Information

| | |
|---------------------------|--|
| Project Name | Internal |
| Content Document Version | |
| Content Document Location | URL to Content Document folder on Project site |
| Wireframe Version | X.X (MM-DD-YYYY) |
| Wireframe Location | URL to Wireframe folder on Project site |

Colour Legend

| | |
|-----------|--|
| Hyperlink | Want to know more? Check out the FAQ! |
| Dynamic | Your new {chequing/savings/credit card} account will be ready on {date} at {time}! |
| Notes | // Notes: The following text is only shown in one scenario. |
| New | This is an example of new text |