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# Accessing account information

## E-services

CWB agents can access producers' cash advance account information through e-services on the CWB Web site.

E-services enables producers and CWB agents to:

- view cash account balances and transaction details online;
- project interest amounts owing and create cash payment scenarios;
- recalculate the account balance with a payment the CWB has not yet received (in-transit payment); and
- view *Continuing Priority Agreements* and the amount pre-approved by the lender.

If your company has not yet signed up for e-services, please call your head office to ask when you will receive access.

## Interactive Voice Response (IVR)

Advance account balances are also available by calling the CWB. Using a touchtone phone, you can access account balances through the Interactive Voice Response system (IVR) 24 hours a day by calling **1-800-275-4292**.

The IVR service offers the following information to both grain company representatives and individual producers:

- the current cash advance balance (separate balances are provided for accounts);
- the per diem interest (if applicable);
- a reference number; and
- the last five refunds applied to the account.

## IVR System access

Callers to the 1-800-275-4292 number will be offered a menu of options which will include the option to press 3 for self service. From this point, callers will be prompted to press 2 for IVR.

- You can access the information by providing a nine-digit delivery point code and the producer's 10-digit CWB ID number.
- Information may be requested for an unlimited number of accounts during one phone call by pressing the number two (2) key to enter each new ID number. To speak to a CWB representative, press the zero (0) at any time during the phone call.

**Note:** If you enter a wrong delivery point code or permit ID number, you are asked to re-enter the information. If after two (2) attempts the correct information has not been entered, your call is transferred to a CWB representative.

- Producers need to provide their 10-digit permit number and Personal Identification Number (PIN).

When checking the account balance of an interested party, use the interested party ID number (full 10 digits) and not the permit book number.

An advance account transferred due to a change in the farming operation remains in our system under the original ID number. Both ID numbers should be checked to ensure all advances have been repaid.

If the applicant's farming operation has changed, contact the CWB at 1-800-275-4292 to advise of the change. Hours of operation: 7 a.m. to 6 p.m. Central Time.

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## What the IVR system does not provide

The IVR system cannot provide advance account information if:

- one is inquiring about a producer's eligibility to apply for an advance. For example, even though a producer's advance has been repaid, the producer may still be ineligible due to related producer appearances, late payment of a defaulted advance or three defaults. This information can be obtained from a CWB representative.
- the account is in legal, judgment or bankruptcy status. The call is transferred directly to a CWB cash advance collections representative.
- the account has been transferred to Agriculture and Agri-Food Canada (AAFC). The caller is given the AAFC toll-free number (1-800-282-6249). Transferred balances apply to accounts in default where producers do not have a repayment agreement in good standing with the CWB. To avoid delays and the inconvenience of calling the wrong number to obtain an account balance, please ask the producer if their account has been transferred.

**Note:** The CWB receives weekly account updates from AAFC on transferred accounts. The CWB can provide these updated account balances (which include assessed interest) but not the details on individual account transactions.

AAFC Ottawa Corporate  
Management Branch  
Account Receivable Unit  
1<sup>st</sup> floor  
885 Meadowlands Dr.  
Ottawa ON K1A 0C5  
1-800-282-6249  
Hours of operation:  
7 a.m. to 5 p.m. E.S.T.

For your convenience,  
leave a message  
and your call will  
be returned.



## Questions? Call the CWB business centre

Call **1-800-275-4292** if you need help completing the cash advance application.  
Please have the following information available:

Using Crop Insurance coverage	Using CAIS coverage
<ul style="list-style-type: none"> <li>• CWB ID number. If the applicant doesn't have a CWB ID number, call to obtain a number</li> </ul>	<ul style="list-style-type: none"> <li>• CWB ID number. If the applicant doesn't have a CWB ID number, call to obtain a number</li> </ul>
<ul style="list-style-type: none"> <li>• crop insurance contract number</li> </ul>	<ul style="list-style-type: none"> <li>• CAIS personal identification number (PIN)</li> </ul>
<ul style="list-style-type: none"> <li>• crop insurance coverage in tonnes per acre for wheat, by class, and for durum and barley (see page 12 for additional information)</li> </ul>	<ul style="list-style-type: none"> <li>• anticipated seeded acres or actual seeded acres of wheat, durum, and barley</li> </ul>
<ul style="list-style-type: none"> <li>• anticipated seeded acres or actual seeded acres (based on the applicant's Seeded Acreage Report) of wheat, durum and barley</li> </ul>	<ul style="list-style-type: none"> <li>• estimated yield</li> </ul>
<ul style="list-style-type: none"> <li>• applicant's total previous 2007-08 wheat and barley pre-harvest advances applied for or received (including those of any related producers)</li> </ul>	<ul style="list-style-type: none"> <li>• CAIS reference margin and government's portion of producer's selected coverage.</li> </ul>
<ul style="list-style-type: none"> <li>• applicant's total previous 2007-08 pre-harvest advances applied for or received from all other organizations on all other crops (including those of any related producers)</li> </ul>	<ul style="list-style-type: none"> <li>• CAIS security used for previous wheat, durum and barley advances and for all other agricultural products</li> </ul>
<ul style="list-style-type: none"> <li>• outstanding principal balance of applicant's 2006-07 cash advance(s)(including those of any related producers) received from the CWB and all other organizations for all crops.</li> </ul>	<ul style="list-style-type: none"> <li>• applicant's total previous 2007-08 wheat and barley pre-harvest advances applied for or received (including those of any related producers)</li> </ul>
	<ul style="list-style-type: none"> <li>• applicant's total previous 2007-08 pre-harvest advances applied for or received from all other organizations on all other crops (including those of any related producers)</li> </ul>
	<ul style="list-style-type: none"> <li>• outstanding principal balance of applicant's 2006-07 cash advance(s)(including those of any related producers) received from the CWB and all other organizations for all crops.</li> </ul>

**A CWB representative will be pleased to answer any questions associated with this program.**