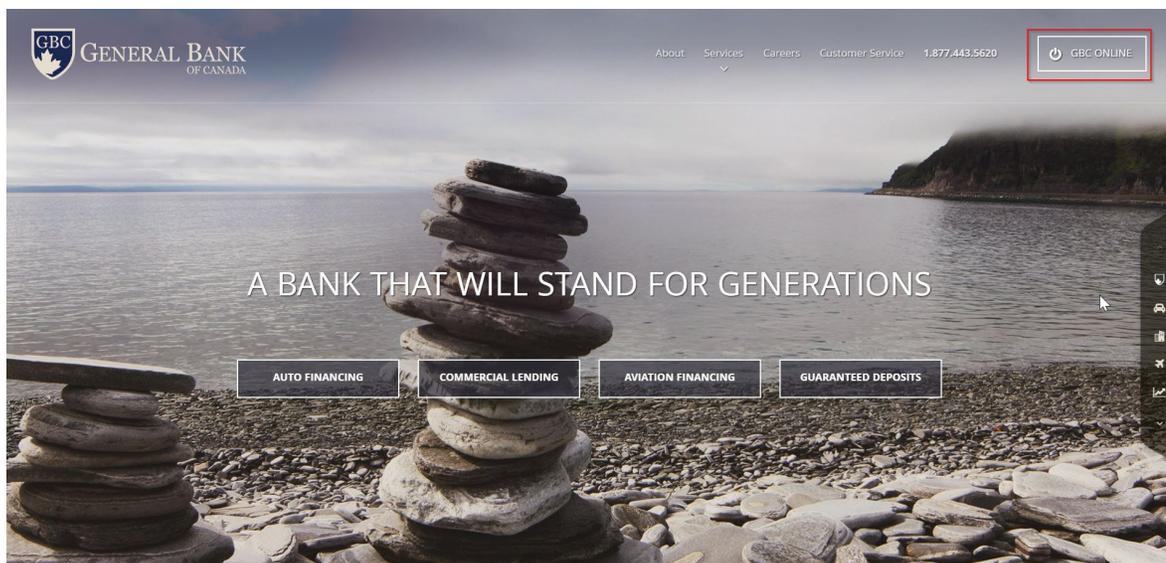


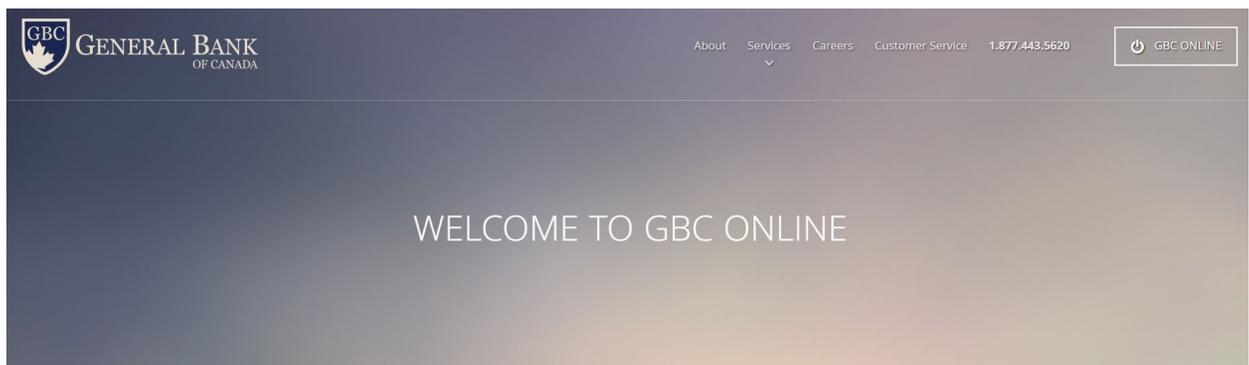
## Navigating through the new Loan Payout request portal

There are 2 ways on opening the Loan payout request portal:

1. In the address bar for the web browser, enter the address for the loan payout request portal (payouts.generalbank.ca) or simply click on this link - <https://payouts.generalbank.ca/>
2. Go to the General Bank of Canada Website
  - On the Main page at the top right corner, click on the GBC Online link.



- The link will open the welcome page for GBC Online, click on the link for the loan payout request portal at the middle portion of the page.



Here at GBC, we are committed to always improving our ways to better serve our customers. The GBC Online Banking is being replaced by a more user-friendly service that you can easily access the payout balance on your loan. Please refer to the FAQs for any questions.

[Click here for Loan Payout Request.](#)

- Once you have reached the loan payout portal page, it will require a few information to view the current loan payout.



**Loan Payout Request**

We just need a few details from you. Please provide the following:

Primary Last Name or Business Name on Contract Last Name Phone Number #####	Please enter the VIN or GBC Loan Number on Contract. VIN VIN Reason for payout information request Reason
--	---

[View Payout Information](#)

<b>Contact</b> T. 1.877.443.5620 E. info@generalbank.ca Customer Service » FAQs »	<b>Location</b> General Bank of Canada Suite 100 - 11523 100 Ave N.W Edmonton, Alberta T5K 0J8
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- **Primary loan holder's last name or business name on the contract**
  - *Please note that it must be the exact way the name is showing on the GBC Contract.*
  - *Access is only available under the primary applicant's name.*
  - *Primary applicant is the first person appearing on the contract.*
- **Phone Number must be the same phone number on the system. If the phone number has been updated, use the updated phone number.**
  - *Primary applicant's phone number*
- **VIN or loan number is required.**
  - *VIN can be found from the GBC contract.*
  - *Loan number can be found from the welcome letter or from our representatives when you call or email.*
- **Reason for payout is required, you may choose from the drop-down menu.**

- Once information is complete, click on the View payout information button.



## Loan Payout Request

We just need a few details from you. Please provide the following:

Primary Last Name or Business Name on Contract

Phone Number

Please enter the VIN or GBC Loan Number on Contract.

GBC Loan Number

GBC Loan Number

Reason for payout information request

Save on interest

### View Payout Information

Contact

T. 1.877.443.5620

E. [info@generalbank.ca](mailto:info@generalbank.ca)

[Customer Service >](#)

[FAQs >](#)

Location

General Bank of Canada

Suite 100 - 11523 100 Ave

N.W.

Edmonton, Alberta

T5K 0J8

5. The next page will show the payout information.



[< Go Back](#)

## Payout

**Date of Payout Quote**

Thursday, October 26, 2023

**Payout Effective Date**

Wednesday, October 25, 2023

**Expiry Date of Payout Quote**

Tuesday, October 31, 2023

**First Name**

**Last Name**

**Loan/Account Number**

**VIN**

**Make**

**Model**

**Year**

**Next Payment Date**

Wednesday, November 1, 2023

**Per Diem Dollar Amount**

**Total Balance to Payout Loan**

[Download Payout Instructions](#)

This payout quote is subject to all payments scheduled prior to or on the effective date having been made as agreed, having cleared your bank account, and not being returned by your bank for any reason.

6. Click on the download payout instructions button to save or print a copy.  
7. The payment instruction is also available on the PDF copy.

### PLEASE NOTE:

- The loan payout request portal updates every weekdays after 10AM MT
- Any payments that are received today will be updated in the portal the next business day after 10AM
- There are no updates on the loan payout portal on holidays
- The loan payout balance is valid until the quote expiry date.



### **Customer Details**

Date of Payout Quote: OCT 26, 2023  
Payout Effective Date: OCT 25, 2023  
Customer Name:  
Loan/Account Number:  
VIN:  
Year:  
Make:  
Model:



### **Payment Information**

Quote Expiry Date: OCT 31, 2023  
Next Payment Date: NOV 1, 2023  
Per Diem Dollar Amount:



### **Total Amount to Payout Loan:**

### **Payment Instructions**

- The amount showing in the "Total Balance to Payout Loan" is valid until the "Quote Expiry Date."
- Please add additional daily per diem dollar amount accordingly if loan payout will not be received before "Quote Expiry Date."
- Please ensure the payout quote is for the correct customer/vehicle/VIN number
- The Payout Amount does not include any fees that may accrue or any payments that may be returned for any reason.
- Any transactions between the "Quote Expiry Date" and the date the loan is actually paid out will require a new Payout Quote.
- This payout quote is subject to all payments scheduled prior to or on the effective date having been made as agreed, having cleared your bank account, and not being returned by your bank for any reason. **Please do not place any "Stop Payment" instructions at your own financial institution on any pending payments. If you have overpaid us, any surplus funds paid by you, will be refunded to you within 30 days.**
- If you are trading your vehicle in at a dealership, that dealership will look after the payout on your behalf.
- You can pay online through your own bank's internet bill payment system. You'll find us in your bank's list of available payees. Your account number is the loan number referenced above.
- You can pay by Cheque, certified cheque, or Bank Draft made payable to "General Bank of Canada," mailed or couriered to the address shown at the bottom of this letter.
- If you have any questions, please contact Customer Service at 1-877-443-5620 or [loanadmin@generalbank.ca](mailto:loanadmin@generalbank.ca).

