



# Email Notification Opt-Out Feature



According to the Canadian Centre for Women's Empowerment (CCFWE), most domestic violence survivors have experienced financial abuse. To help restore autonomy and protect survivors, Interac has introduced the Interac e-Transfer Opt-Out feature, giving individuals greater power over the personalized messages they receive and helping them reclaim control over their financial interactions.

## What is the Opt-Out Feature?

The Interac e-Transfer Opt-Out feature enables survivors to hide personalized messages in email notifications from specific senders—helping reduce the risk of receiving unwanted or harmful communication.

## Why Use the Opt-Out Feature?

By enabling the Interac e-Transfer Opt-Out feature, survivors can shield themselves from potentially harmful or unwanted messages—without affecting their ability to send or receive money.

## How You Can Help

If someone you know may be at risk of receiving unwanted or abusive Interac e-Transfer personalized messages in email notifications, let them know about the Interac e-Transfer Opt-Out feature. It's a simple but powerful way to help Canadians protect themselves and maintain control over their financial communications.

## Frequently Asked Questions

### **Q: What should I do if I receive an unwanted or harmful personalized message?**

A: If you receive an unwanted or harmful message through an Interac e-Transfer email notification, you can take the following steps:

- Click the Opt-Out link in the email notification located at the bottom of the message.
- Follow the prompts to set your preference and hide future messages from that sender.
- Contact your financial institution to report your concern and report any threatening or harmful behavior to local law enforcement.

### **Q: Can I opt back in to receiving personalized messages from a sender?**

A: Yes. To opt back in, you can return to the original Interac e-Transfer email notification, click the same Opt-Out link, and follow the prompts to update your preferences and resume receiving messages from that contact.

### **Q: Will opting out affect my ability to receive or send money?**

A: No. Opting out only hides the message content in email notifications from selected senders. It does not impact your ability to send or receive funds through Interac e-Transfer.