



## Savings and Investments

### Administrative guide

For business partners

(Brokerage – Not using Fundserv)

**December 2015 version**



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## 1 INTRODUCTION

We are pleased to present this administrative guide, which sets out the main administrative rules relating to the transactions performed at La Capitale Civil Service Insurer Inc. (the Insurer) by the Savings and Investments department. It applies to all investment products offered by the Insurer.

The guide is separated into several sections to make it easier to consult. Please refer to the Table of Contents to find the desired section. This guide will also help standardize the Insurer's operations by providing you quality service consistent with sound commercial practices.

## 2 PLANS

Annuity contracts enable clients to accumulate capital and grow their money for their retirement.

The following plans are available:

- Non-registered annuity contract
- Registered Retirement Savings Plan (RRSP)
- Locked-in Retirement Account (LIRA)
- Locked-in Retirement Savings Plan (LRSP)
- Registered Retirement Income Fund (RRIF)
- Life Income Fund (LIF)
- Tax-Free Savings Account (TFSA)
- Immediate annuity

### 2.1 NON-REGISTERED ANNUITY CONTRACT

The non-registered annuity contract, also known as a plan taxable on anniversary, enables clients to accumulate sums of money on which interest is calculated on the anniversary date of the plan and is taxable on December 31 of each year.

As required by the Proceeds of Crime (Money Laundering) and Terrorist Financing Act and the Foreign Account Tax Compliance Act (FATCA), the advisor must respect many requirements when depositing funds in a non-registered annuity contract with regard to the:

- Verification of contractholder identity
- Third-party determination
- Verification of tax classification (FATCA)
- Identification of Politically Exposed Foreign Persons

#### 2.1.1 Verification of contractholder identity

When a plan is opened, the advisor must verify the contractholder's identity with a birth certificate, driver's licence or passport.

#### 2.1.2 Third-party determination

When the contractholder is acting in accordance with the instructions of another person (third party), the advisor must obtain information on the third party.

### **2.1.3 Verification of tax classification (FATCA)**

In March 2010, the U.S. Treasury Department signed into law the Foreign Account Tax Compliance Act (known as FATCA) to enable U.S. tax authorities to counter tax evasion by U.S. citizens or residents (U.S. Persons) who hold accounts outside the United States.

In early 2014, the United States government signed an agreement with Canada to receive information on U.S. Persons from Canadian financial institutions to counter tax evasion. As an insurance company, we must comply with this regulation.

The changes made to Canada's legislation, which came into effect on July 1, 2014, require Canadian financial institutions to identify financial Accounts held by U.S. Persons and annually report information on those accounts to the Canadian Revenue Agency (CRA).

### **2.1.4 Identification of Politically Exposed Foreign Persons**

For deposits of \$100,000 or more, the advisor must verify if the contractholder or a member of his or her immediate family holds or has previously held a position in a foreign government or on behalf of a foreign state.

The advisor must make sure the Politically Exposed Foreign Persons section is completed.

All the required information can be found under the Information required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act section in the T097 Non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC) Application/Instructions.

#### **2.1.4.1 For companies**

Since November 1, 2013, non-registered contracts have been available for the following companies:

- Not-for-profit organizations (retirement plan, associations, municipalities)
- Corporations
- Partnerships

The Insurer does not offer non-registered contracts for trusts.

## **2.2 REGISTERED PLANS**

One plan is processed per request. It is important to properly identify it on the Application/Instructions.

For registered plans like the RRSP and RRIF, you must indicate whether it is for a:

- Contributing contractholder
- Contributing spouse (known as Spousal RRSP)

For Locked-in Registered Plans such as LIRAs/LRSPs or LIFs, you must indicate the jurisdiction where the funds come from and whether it is a:

- Participant or former participant (i.e. funds are coming from a pension plan)
- Purchaser (i.e. funds are coming due to a marriage breakdown, divorce or a death)

### **Determining the jurisdiction**

To know whether federal or provincial legislation will apply, you must determine if the employer's activities are under federal or provincial jurisdiction.

You should not rely on the:

- Company's charter (federal or provincial)
- Location of the company's head office
- Location of the participant's home
- Location where the pension plan was registered

to determine whether federal or provincial legislation is applicable to the LIRA/LRSP or LIF.

### **Employers whose activities fall under federal jurisdiction:**

For example:

- Banks
- Interprovincial transportation companies
- Telecommunication companies

### **Employers whose activities fall under provincial jurisdiction:**

Once it is determined that the activities are not under federal jurisdiction, they are by default under provincial jurisdiction. Once this is established, the province must be determined.

For example:

- Credit unions
- Trust companies
- Construction companies
- Retail and wholesale businesses
- Accommodation and food services
- Municipalities
- Universities
- Childcare centres
- Provincial government ministries or public agencies

It is the legislation of the **province in which the participant was working** at the time he or she stops actively participating in the pension plan that is applicable.

## **2.3. IMMEDIATE ANNUITY**

Three types of immediate annuities are available: term certain annuity, life annuity and joint and survivor life annuity. They can be registered or non-registered.

The main features are:

- Minimum amount of \$15,000
- Guaranteed minimum period: Two years for a term certain annuity and five years for a life annuity
- The guaranteed period is selected at the time the annuity is purchased and cannot be changed thereafter
- The annuity may also be established based on the spouse's age
- Non-redeemable



- When the annuity is registered, the annuitant can choose to have tax deducted or not. If the amount is taxed, the tax deduction is based on the minimum percentage prescribed by law
- There is no annual statement

For new contractholders, an application must be completed to open the annuity-savings account (registered or non-registered). The annuity will then be issued and a rider produced.

For existing contractholders, the beneficiary is the last designated beneficiary.

To get a special quote for an investment with an amount greater than the one stated in the rate bulletin, contact your general agent.

### **2.3.1 Registered or non-registered term certain annuity**

Term certain annuities are payable for a period determined at the time the annuity is purchased by the annuitant. It ends even if the annuitant is still alive.

### **2.3.2 Registered or non-registered life annuity**

Life annuities are payable to annuitants during their entire life. The guaranteed period is indicated in full years only.

### **2.3.3 Registered or non-registered joint and survivor life annuity**

Joint and survivor life annuities are payable to annuitants during their entire life. In the case of this annuity, if the annuitant dies during the guaranteed period, payments will continue until the end of the guaranteed period, regardless of whether the contingent annuitant is still alive. At the end of the guaranteed period, if the contingent annuitant is still living he or she will continue to receive the annuity as long as he or she is alive, based on the survivor percentage established at the time the annuity was issued.

## **3 INVESTMENT ACCOUNTS**

The Insurer offers numerous investment accounts.

- For every plan in effect, the contractholder automatically gets a Cash Account
- A contractholder can hold several investment accounts within the same plan
- La Capitale investment accounts are only available in the framework of registered plans

### **3.1 YOUR REMUNERATION**

Remuneration is described in the Commissions Guide and the broker's Schedule of Commissions.

The information on commission payments and chargebacks for new business and inforce business can be found in sections 3 and 4 in the broker's Schedule of Commissions for the following products:

- Deferred Life Annuity
- GICs
- Investment accounts
- Immediate annuities

For more information regarding:

- The broker's Schedule of Commissions, go to the Advisor Centre site under the Document centre/Contracts and appendices tab
- The Commissions Guide, go to the Advisor Centre site under the Commissions/Commissions Guide tab
  - In the Commissions Guide, you will find the commission rates for new business and inforce business on all savings products

For more information on the contract, guide or Schedule, go to the Advisor Centre site under the Document centre/Contracts and appendices tab.

## 4 HBP-RRSP LOANS

This product is only offered in the province of Quebec.

To get an HBP-RRSP loan, the contractholder is not required to get a mortgage loan from the Insurer. No credit check is carried out. For administrative purposes, the maximum amount has been set at \$24,500.

You must submit your application by completing the following documents and sending them to the Insurer:

- HBP-RRSP Loan Contract
- Application/Instructions for RSP (for the HBP)
- Home Buyers' Plan (HBP) Request to Withdraw Funds from an RRSP (T1036)
- Cheque for administrative fees of \$285 made out to La Capitale Civil Service Insurer Inc.
- Notice of assessment confirming availability of the amount borrowed

On receipt of complete documents that are in order, the Savings and Investments Department will process the loan and invest the funds for a period of 90 days. Written confirmation will not be mailed to the contractholder. However, the advisor can view this investment in the client's portfolio in the Advisor Centre.

The tax slip is issued within the first 60 days of the year. There are no tax deductions since the withdrawal was made as part of the HBP. The contractholder receives a tax slip with an amount that includes the capital plus interest paid.

Administrative fees are not reimbursed if the HBP-RRSP loan application is cancelled.

If clients wish to cancel a HBP-RRSP loan which has already been reimbursed to the Insurer, they must contact the government to obtain information on applicable fiscal measures.

## 5 TRANSACTIONS

### 5.1 PURCHASE

This transaction can be done using 3 types of payment methods:

- Single payment
- Preauthorized Debit Agreement – periodic withdrawals (PAD)
- Cheque

### **5.1.1 Single payment**

- Send a cheque specimen, or complete and have signed the Preauthorized Debit (PAD) Agreement section in the forms
- The contractholder, or the payor if not the contractholder, must sign the Preauthorized Debit (PAD) Agreement section
- It takes three business days to withdraw funds from the account once the request is processed
- The withdrawal cannot be made from a company's bank account

### **5.1.2 Preauthorized Debit Agreement – periodic withdrawals (PAD)**

- Send a cheque specimen, or complete and have signed the Preauthorized Debit (PAD) Agreement section in the forms
- The contractholder, or the payor if not the contractholder, must sign the Preauthorized Debit (PAD) Agreement section
- If the date of the first preauthorized payment falls within 30 days of the date this transaction application is signed, a cheque in the amount of the initial withdrawal must be attached to this form

### **5.1.3 Cheque**

Postdated cheques are not accepted.

## **5.2 WITHDRAWAL**

- The contractholder's signature is required for a withdrawal from an Equity Index GIC (which has not reached maturity) or an investment account
- When there is a request for withdrawal, fees and penalties may apply depending on the type of investment
- In the event of withdrawals from a registered plan, the contractholder can choose to have tax deducted at a percentage higher than the minimum required by law. To do so, you must specify the desired percentage on the Request for Cash Withdrawal form
- In addition to the types of withdrawals listed below, withdrawals can also be made by indicating whether mature or free units are being used

### **5.2.1 Fixed amount**

You must indicate if the amount requested is gross or net.

### **5.2.2 Total amount**

The withdrawal of the total amount is calculated based on the net amount.

### **5.2.3 As a percentage**

The percentage must be specified.

### **5.2.4 10% penalty-free**

During each calendar year, it is possible, without being required to pay redemption fees, to redeem:

- 10% of the market value of the investment account as at December 31 of the previous year; plus
- 10% of new deposits made during the calendar year

This right is not cumulative and cannot be carried over to future years.

## 5.3. INTER-ACCOUNT INVESTMENT TRANSFER

### 5.3.1 10% penalty-free

The 10% penalty-free can be transferred from a redemption fee or a moderate redemption fee series to a purchase fee series.

During each calendar year, it is possible, without being required to pay redemption fees, to redeem:

- 10% of the market value of the investment account as at December 31 of the previous year; plus
- 10% of new deposits made during the calendar year

This right is not cumulative and cannot be carried over to future years.

### 5.3.2 Same fee series

Inter-investment account transfers can be done provided they are in the same fee series. The units keep the initial purchase date.

## 5.4 TRANSFERS

All transfers are done in cash only.

### 5.4.1 Transfer-in

#### 5.4.1.1 Procedure for advisors

You must complete, send and follow up on all interbank transfer forms.

For brokers with *VIP Service*, please refer to the *VIP Service* section.

For brokers using the mobile application, please refer to the *Mobile Office* section.

#### 5.4.1.2 No follow-up by the Insurer

Requests rejected by the other financial institution are sent to advisors by fax so they can perform the necessary follow-ups.

The Insurer does not perform follow-ups. Furthermore, requests pending for four months whose amounts have not been received are automatically cancelled without notice.

#### 5.4.1.3 Transfer fee reimbursement

The Insurer agrees to reimburse transfer fees in accordance with the policy in effect. The request must be submitted within six months following the date the request for transfer between two institutions was signed.

For more information regarding the policy, consult the Advisor Centre under the Document centre/Administration/Policies tab.

### 5.4.2 Transfer-out

- A seven-day conservation period is allocated before performing the transfer on its due date or after the processing date
- When the transfer request is received more than 30 days before the investment maturity date, the request is denied and a notice is sent to the financial institution
- If the contractholder signed the transfer form more than six months ago, the transfer request is denied and the financial institution is notified in writing
- When the transfer form is received a maximum of 21 days after the investment maturity date, the request is processed as of the maturity date
- For an investment account transfer request, the processing date is the date the documents are received

Advisors are notified by email, with a carbon copy sent to the general agent, when we receive a transfer request for an amount greater than \$10,000.

If specific instructions are not received within the conservation period, the transfer will be made as requested.

### 5.4.3 Internal transfers between the Insurer's products

#### 5.4.3.1 RRSP to RRIF or LIRA to LIF

Under the federal and provincial tax legislation currently in effect, Registered Retirement Savings Plans automatically mature on December 31 of the year in which the contractholder turns 71.

As a result, the RRSP or LIRA/LRSP must be converted into a RRIF, LIF or an annuity.

A letter is sent directly to these clients notifying them to contact their advisor or customer service department to proceed with the conversion.

In order to proceed, the following documents are required:

- Application/Instructions
- Proof of age
- Void cheque

## 6 THE MOBILE OFFICE

*Mobile Office* is the iPad application for the Insurer's Savings and Investments sector. It's an interactive questionnaire containing the application-instructions forms. It provides a paper-free, user-friendly environment that is fast and easy to use, including electronic signature. It simplifies the work by displaying only the relevant sections of the form.

*Mobile Office* allows you to submit a form to apply or provide instructions for the following plans:

- Non-registered annuity contract
- Registered Retirement Savings Plan (RRSP)
- Locked-in Retirement Account (LIRA)
- Locked-in Retirement Savings Plan (LRSP)
- Registered Retirement Income Fund (RRIF)
- Life Income Fund (LIF)
- Tax-Free Savings Account (TFSA)
- Immediate annuity

Once a request is sent, it is immediately added to the queue for processing.

\* Requests for deferred life annuities or deferred life annuities-LIRA cannot be submitted using *Mobile Office*

The T2033 form – Direct Transfer Between Institutions is now part of the application.

The application lets you enter the transferring institution's fax number. If this number is provided, the Insurer will send the form by fax to the transferring institution. If the number is not provided, the advisor is responsible for sending the form to the transferring institution and following up.

\* Please note that the follow-up to form T2033 submitted in *Mobile Office* is done by the advisor.

For more information, go to the Advisor Centre under the Document centre/Administration/Policies tab.

## 6.1 OBTAINING AN ACCESS CODE

A code is required to download the application from Apple's App Store. The codes are distributed by the Insurer's support team. The codes are given to agents or advisors who are under contract with the Insurer.

If you have not received your access code, contact the support team to obtain it.

- Brokerage support 1 888 392-2583: support.courtage@lacapitale.com

Or

- Josée Plante, Internal Sales Advisor, at 1 866 867-9296

If you receive your code via a link, click the link in your iPad browser.

## 6.2 SENDING DOCUMENTS

- You must complete all mandatory fields of the form on the screen
- Supporting documents are added with the iPad camera
- It is mandatory for the client to sign the form except in the case of investment instructions when there is a Limited Authorization Form (LAF) in the file
- Once the form is submitted by *Mobile Office*, it can no longer be viewed or changed. It will be saved on the iPad until it is sent
- It is sent when the application is open and there is an Internet connection
- As soon as the form is received by the Insurer, a copy is sent to the client by mail or email, as requested

# 7 ADMINISTRATIVE RULES

## 7.1 VIP SERVICE

The La Capitale *VIP Service* provides a privileged processing service through personalized communications, quick contract issuance and direct access to dedicated staff.

The benefits of the *VIP Service* include:

- Personalized service with a dedicated resource person
- Priority request processing
- Turnaround time of two business days to answer queries or follow-ups
- Reply envelope service for sending documents
- Follow up on transfer requests with other institutions (T2033)
- Confirmation of receipt of funds following a transfer
- Personalized email address

## 7.2 HOW TRANSACTIONS ARE SUBMITTED

At all times, the advisor must use and send the Insurer's original forms for all transactions.

\* If you hold a LAF for your client and the transaction is for an existing contract, you can send the required form by fax or secure email.

## 7.3 DEADLINES

Except under certain circumstances, the transaction date for a purchase or withdrawal for an investment account shall be the business day on which the request is received at head office, provided that it is received before 4:00 p.m. ET, and it is completed in full, duly signed and submitted with any required amounts. Any request that is received after 4:00 p.m. ET will be considered to have been received on the following business day. The Insurer reserves the right to change the transaction date without notice.

It should be noted that amounts invested in the Canadian Bond Index, Canadian Equity Index, American Equity Index and International Equity Index accounts will, without exception, be processed on the business day following their receipt.

## 7.4. RATE GUARANTEE

In the event that the rate used for the quote does not match that specified by the Insurer or any information used to determine the annuity is revealed to be false, the Insurer reserves the right to adjust the annuity to the rate specified or in accordance with the true information.

The interest rate that is posted at the time the contract is signed is guaranteed, provided that payment is received within the time limit. In the case of retirement annuities, there is a rate table rather than one single rate.

- The time limit is the period between signature of the contract and receipt of payment: the period must not exceed 12 days. If the funds are coming from another institution, the period must not exceed 60 days
- If this condition is not met, the rate in effect on the date that payment is received will apply
- The guaranteed rate does not apply to the Equity Index GIC product. The rate and conditions will be those in effect upon receipt of the documents

For more information on the rate policy, go to the Advisor Centre under the Document centre/Administration/Policies tab.

## 7.5 PROCESSING TIMES

For more information, please contact your sales directors who have access to this information at the head office.

## 7.6. MISSING INFORMATION

When information is missing on the hard copy of a form, an email is sent to the advisor with a copy to the general agent informing them that the request cannot be processed.

The request will be processed when all information, all documents, or both, are received. The transaction date corresponds to the date that the duly completed request is received.

Three reminders are sent to the advisor. However, if the request remains incomplete or non-compliant four months after the date the initial request was received, it will be cancelled without notice.

## **7.7 PREAUTHORIZED DEBIT AGREEMENT – PERIODIC WITHDRAWALS (PAD)**

The minimum annual investment amount is \$500 per year, per account.

Periodic payments can be withdrawn every two weeks or monthly.

### **7.7.1 Change or termination of PAD**

- Changing the payment date, amount or frequency will take 14 business days from the PAD day
- Ending an existing PAD must be done three business days before the withdrawal date

## **7.8 DISBURSEMENT FROM A RRIF OR LIF**

The contractholder must withdraw a minimum amount each year, except the year the RRIF or LIF is issued. This minimum amount is calculated every January 1 according to the age of the contractholder or his or her spouse, the accumulated value of the plan and based on a formula determined by the government.

In the case of LIFs, there is lifetime maximum withdrawal amount that the contractholder cannot exceed.

Withdrawals can be made from the RRIF or LIF:

- Monthly
- Quarterly
- Semi-annually
- Annually

The disbursement is made directly to the client's bank account.

### **7.8.1 Tax deductions**

#### **Minimum mandatory withdrawals:**

Deductions are not mandatory on the minimum amount.

#### **Surplus or lump-sum withdrawals:**

Tax deductions at source are taken on all amounts exceeding the mandatory minimums. These percentages are determined by the government and are the same as the ones used for RRSPs.

### **7.8.2 Payment**

Unless a particular account is specified, the computer system will select the account from which the disbursement will come according to the one that will least penalize the contractholder. It determines the account for which the market value penalty for traditional and Equity Index GICs or redemption fees for the investment account is the lowest.

### **7.8.3 Change of disbursement for a RRIF or LIF**

Changes are accepted by telephone, email or fax. Seven days' notification before the scheduled disbursement date is required to make a change.



## 7.9 FEES

For more information regarding our service and transaction fees, visit the La Capitale website ([lacapitale.com](http://lacapitale.com)) under the Individuals/Savings, Retirement, Investments tab and click on Refer to the service and transaction fee information.

## 7.10 CHANGES TO

### 7.10.1 Date of birth

To change the date of birth, the advisor must send one of the following documents, which prove the date of birth:

- Birth certificate
- Driver's licence
- Passport
- Health insurance card

### 7.10.2 Social Insurance Number

Before making a change to the Social Insurance Number, the advisor must send proof of the Social Insurance Number.

### 7.10.3 Beneficiary

A form must be used for a change of beneficiary or contingent beneficiary request. The contractholder's signature is required, as is the irrevocable beneficiary's.

### 7.10.4 Mailing or electronic address (email)

A form may be used for all changes to mailing or electronic addresses.

### 7.10.5 Bank information

To change bank information, the advisor must send a new cheque specimen with the new banking information.

## 7.11 DEATH OF CONTRACTHOLDER

### 7.11.1 Proof of death

When the liquidator/executor or beneficiary informs the Insurer of the death of a contractholder, the Death Benefits department sends a letter informing him/her of the required documents.

The following documents are required at all times:

- The Claimant's Declaration for the Savings and Investments department. The original copy is required
- Proof of death (confirmation from the funeral home or Quebec register of civil status). The original copy is required
- Copy of the testamentary search result from the *Chambre des notaires du Québec* and the Quebec Bar
- A copy of the will and marriage or civil union contract (the most recent documents)

### **7.11.2 Settlement at death**

If the deceased contractholder held a RRIF or LIF, the minimum disbursement amount is not withdrawn. Tax slips are produced taking this minimum amount into account.

## **7.12 SETTLEMENT IN THE EVENT OF A DIVORCE OR END OF A CONJUGAL RELATIONSHIP**

In addition to the application or instructions form, one of the following documents is required to proceed with the partition of patrimony:

- Absolute divorce decree with corollary relief proceedings
- Legal separation describing the agreement between spouses
- De facto separation with sharing agreement drafted and notarized
- An agreement under private signature in which the spouses specify the transfer of the RRSP

\* This document must be completed and include the signatures of both spouses.

Form T2220 Transfer from an RRSP, RRIF following a marriage or common-law partnership breakdown is mandatory at all times.

## **8 PRODUCTION OF DOCUMENTS**

All documents are sent to clients according to the Insurer's preferred format.

### **8.1 CONTRACT**

A contract is issued when a new plan is set up.

For Pan-Canadian plans, a federally regulated framework contract is issued.

### **8.2 RIDERS**

#### **8.2.1 Locked-in plans**

For plans under jurisdictions outside Quebec, a rider is included with the Pan-Canadian contract. It stipulates the tax and legal specificities for each jurisdiction.

#### **8.2.2 Immediate annuities**

When an immediate annuity is issued, a rider is issued which stipulates the annuity disbursement terms.

### **8.3. INVESTMENT CERTIFICATES**

A certificate is issued for all GICs, Equity Index GICs and investment accounts.

#### **8.3.1 At issue**

A certificate is issued for all new investments, including investment accounts.

### **8.3.2 At renewal**

Unless otherwise noted, the client has 21 days from the investment maturity date to make changes free of charge. After this time has elapsed, changes can no longer be made. However, if the investment is redeemable, it can be changed, but certain fees and penalties may apply.

With compound interest GICs, *the investment amount plus the interest* is renewed.

For simple interest GICs, *the investment amount* is renewed only, except for terms less than one year.

For more detailed information regarding renewals at maturity, see the back of certificates.

### **8.3.3 Inter-account investment transfer**

Two documents are issued:

- A transaction confirmation for the withdrawal (where the funds come from)
- An investment certificate for the deposit

## **8.4 CONFIRMATION OF TRANSACTIONS**

The transaction confirmation is issued to confirm transactions in the Cash Account for amounts of \$10 or more and to indicate the fees and penalties applying to withdrawals.

Three transaction types are covered by a transaction confirmation:

- Deposits
- Withdrawals
- Internal transfers

### **8.4.1 Deposits**

- All cash deposits
- With the first periodic deposit

### **8.4.2 Withdrawals**

- All cash withdrawals
- With RRIF and LIF disbursements

### **8.4.3 Internal transfers**

- There is no transaction confirmation for transfers to or from the Cash Account
- For all other accounts, there is a transaction confirmation for the accounts the funds come from

Example:

- A transfer from the Cash Account to an investment such as a GIC, Equity Index GIC or an investment account
  - No transaction confirmation for the transfer to the Cash Account
  - An investment certificate will be issued for the new GIC, Equity Index GIC or investment account

## 8.5 SAVINGS STATEMENT

An annual saving statement is issued on December 31. The full chart of the client's portfolio and its development are shown.

The following sections are included:

- Your portfolio
- Summary of your portfolio
- Details of your investments
- Details of your transactions

Clients who hold LIFs, the LifeAnew Deferred Life Annuity or a La Capitale Stow & Grow Account receive a separate statement for each product.

Clients registered with the Client Centre can also consult the electronic statement issued on June 30, while their advisors can do the same through the Advisor Centre.

## 8.6 LIF STATEMENT

An annual LIF statement is issued on December 31. It provides a complete snapshot of developments in the client's portfolio.

There may be a discrepancy between the LIF balance in the statement and the one appearing in the annual savings statement.

This difference is due to the fact that the market value of the portfolio is calculated on a different date than the statement's. The value on the savings statement was calculated based on the index or unit value as at December 31, while the value in the LIF statement was calculated based on the index or unit value available on the date preceding the last business day that the Insurer's offices were open at the end of the year. However, this discrepancy has no real impact.

The following general information is included:

- Beginning and end of year balance
- Investment income
- Amounts transferred to other retirement savings vehicles
- Withdrawals
- Fees and penalties

The following specific information is included:

- Minimum income
- Maximum income
- Temporary income, if applicable

## 8.7 CONFIRMATION LETTER FOR MINIMUM RRIF PAYMENT

A confirmation letter for the minimum RRIF payment is sent directly to the client in January.

To make changes to the payment, the client must contact the Savings and Investments customer service.

## 8.8 CONFIRMATION LETTER FOR TERM CERTAIN ANNUITY PAYMENT

A letter is sent to the client confirming the date the last annuity payment will be made.

## 8.9 TAX RECEIPTS AND SLIPS

A receipt is issued for each plan and for RRSP contributions only. Clients with a contributing contractholder RRSP, a spousal RRSP and a contributory RRSP will receive three receipts if they contributed to each plan in a given year.

The slips are issued when withdrawals from registered plans are made, and for interest income in the non-registered plan. One slip is issued per plan.

There is no slip issued for a Tax-Free Savings Account (TFSA). However, an electronic file is sent to the CRA to confirm deposit and withdrawal transactions in the TFSA.

### Tax receipts

Period covering the first 60 days of the year	Sent at the beginning of March
Period following the first 60 days of the year until December 31 of the current year	Sent at the beginning of January

Other tax receipts are also sent to contractholders who made contributions through payroll deductions or preauthorized debits.

### Details of different tax slips issued

Plans	Explanations	Type of slip	
		Provincial	Federal
<b>Canadian residents</b>			
Non-registered	Amount of interest paid for sums above \$50	Relevé 3	T5
Retirement pension (non-registered)	Portion of interest paid on periodic withdrawals	Relevé 3	T5
RRSP (contributing contractholder and spousal), Contributory RRSP and LIRA/LRSP	Withdrawals	Relevé 2	T4RSP
Retirement pension (registered)	Withdrawals	Relevé 2	T4RSP
RRIF and LIF	Withdrawals	Relevé 2	T4RIF
<b>Non-resident Canadians</b>			
Non-registered	Amount of interest paid for sums above \$50	N/A	NR4
Non-registered	Withdrawals	N/A	NR4
RRSP (contributing contractholder and spousal), Contributory RRSP, LIRA/LRSP, RRIF and LIF	Withdrawals	N/A	NR4

Tax slips are sent at the end of February and cover the period from January 1 to December 31 of that year. Electronic files are sent to the CRA by February 28 at the latest.

## 9 FORMS

PDFs of all forms are available on La Capitale's website (lacapitale.com) under the Brokers tab. You can also order forms by completing the Requisition form available in the Advisor Centre under the Document centre/Marketing material tab.

The forms are:

Name of form	Form number
<b>Application/Instructions</b>	
Pan-Canadian Registered Savings Plan/Pan-Canadian Retirement Income Fund –Application-Instructions	T053
TFSA	T087
Non-registered RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC)	T097
HBP-RRSP Loan	T131
Non-registered Annuity (Companies)	K116
<b>Other forms</b>	
T2033 Direct Transfer Between Institutions – Fundserv	IND035E
Simplified Instruction for Preauthorized Debit (PAD) Agreement	IND036E
Change of address	IND047E
Change of Beneficiary – Savings	IND048E
Inter-account Investment Transfer – Fundserv Advisor	IND052E
Request for Cash Withdrawal (for Fundserv advisors)	IND053E
Simplified Instructions application	IND055E
Inter-account Transfer	K044
Transfer Fee Reimbursement Request	K089
Redemption Fee Remittance Request	K091
Investment Account Codes	T001
Request for Cash Withdrawal	T148
T2033 Request for Direct Transfer Between Institutions	T165

### 9.1 SPECIFIC FORMS

You will also find many forms for specific needs.

#### 9.1.1 Limited Authorization form (LAF)

This form authorizes the advisor to provide the Insurer with the instructions required to perform the following financial transactions on behalf of the client:

- Inter-investment account transfers within a covered savings annuity contract and allocations
- New deposits
- Cash withdrawals
- Modification to a PAD
- Investment account renewals

For these types of transaction, the advisor must obtain a written request from the client and keep it in case it is needed.

The advisor assigned to the client is the only person authorized to act on behalf of the client on the Limited Authorization Form (LAF).

### **9.1.2 Simplified Instructions application**

This form allows advisors to do the transactions specified in the LAF on behalf of the client.

### **9.1.3 Request for cash withdrawal**

The contractholder's signature is required for cash withdrawals from Equity Index GICs and investment accounts.

### **9.1.4 Inter-account transfer**

The contractholder's signature is required for inter-account transfers.

### **9.1.5 Simplified Instruction application – Preauthorized Debit (PAD) Agreement**

A form is used to begin new periodic preauthorized debits in an existing plan.

### **9.1.6 Transfer Fee Reimbursement Request**

A form must be used to request reimbursement of transfer fees. The contractholder's signature and proof of fees are mandatory.

### **9.1.7 Redemption fee remittance request**

A form must be used to request the remittance of redemption fees. The contractholder's signature and proof of fees are mandatory.

## **10 REMUNERATION**

### **10.1 STATEMENTS**

The commission statement is available in the Advisor Centre provided that there were transactions during this period or if there is a negative balance.

It is deposited on the Tuesday following a pay period at the latest. The pay period is weekly. It begins on Monday and ends on Sunday.

### **10.2 PAYMENT FREQUENCY**

Commission payments are done by bank deposit and take place the Thursday following the pay period at the latest.

## 11 OFFICIAL SITES

### 11.1 LA CAPITALE WEBSITE

Advisors can consult the website at [www.lacapitale.com](http://www.lacapitale.com).

They will find information on savings and interest rates as well as forms.

### 11.2 ADVISOR CENTRE

<https://advisorcentre.lacapitale.com>

An extranet is available for advisors, which allows them to access file follow-ups, commission statements and the document centre.

New advisors will receive an activation email. The advisor must then enter and confirm a password which complies with the *Activation of your account* criteria that appears on screen.

The advisor has access to the following client information:

- Account balances
- Statements on June 30 and December 31
- Transaction confirmations
- Pending requests

### 11.3 CLIENT CENTRE

[www.lacapitale.com](http://www.lacapitale.com)

By registering in the Client Centre, clients always have access to:

- Their account balances
- Savings statements on June 30 and December 31
- Transaction confirmations

## 12 TO CONTACT US

### 12.1 HEAD OFFICE

Tel.: 1 800 463-5549 or 418 747-7600

Address: 625 Jacques-Parizeau St, Quebec QC G1R 2G5



## 12.2 CUSTOMER SERVICE – SAVINGS

### Telephone request received directly from client

Tel.: 1 888 703-4480, press 3 or 418 644-4106  
Fax: 418 780-9480 or 1 855 896-9480  
Email: [savingsinvestments@lacapitale.com](mailto:savingsinvestments@lacapitale.com)  
Business hours: 8:30 a.m. to 5 p.m.

## 12.3 BROKER SUPPORT

### Administrative support for business partners

Tel.: 1 888 392-2583 or 418 643-5420  
Fax: 1 866 573-6604  
Email: [support.courtage@lacapitale.com](mailto:support.courtage@lacapitale.com)  
Business hours: 8:30 a.m. to 5 p.m.

## 12.4 SALES SUPPORT TEAM

### Support for complex cases

Josée Plante, Internal Sales Advisor

Office: 1 866 867-9296 or 418 781-9136  
Cell: 418 655-0930  
Fax: 1 855 747-7839  
Email: [josee.plante@lacapitale.com](mailto:josee.plante@lacapitale.com)

### Development and Solicitation

Jacques Beaulieu, Regional Sales Director (Quebec and Atlantic provinces)

Office: 1 855 352-7222 or 514 789-7222  
Cell: 514 894-1491  
Fax: 1 855 747-7839  
Email: [jacques.beaulieu@lacapitale.com](mailto:jacques.beaulieu@lacapitale.com)

Patrick Couture, Regional Sales Director (Quebec and Atlantic provinces)

Office: 1 877 547-7268 or 418 951-9263  
Cell: 418 951-2563  
Fax: 1 855 747-7839  
Email: [patrick.couture@lacapitale.com](mailto:patrick.couture@lacapitale.com)

Jennifer Santos, Regional Sales Director (Ontario and Western Canada)

Office: 1 800 605-5536  
Cell: 416 819-4451  
Email: [jennifer.santos@lacapitale.com](mailto:jennifer.santos@lacapitale.com)

