

# Administrative Guide

## Operations, Savings and Financial Services

For business partners  
(Brokerage – excluding  
Fundserv)

**Updated November 1, 2018**



**TABLE OF CONTENTS**

- 1. INTRODUCTION .....5**
  
- 2. THE PLANS.....5**
  - 2.1 Minimum age for annuity contracts ..... 5
  - 2.2 Locked-in registered annuity contracts ..... 5
  - 2.3 Non-registered annuity contracts for businesses ..... 6
  - 2.4 Immediate annuity ..... 6
  
- 3. ADMINISTRATIVE RULES .....6**
  - 3.1 Resident or non-resident eligibility ..... 6
  - 3.2 Processing date..... 6
  - 3.3 Effective date and missing information ..... 6
  - 3.4 Cancellation or reversal of a request ..... 6
  - 3.5 Following up on requests ..... 7
  - 3.6 Modifying an investment ..... 7
    - 3.6.1 GIC after the 21-day period (already renewed) ..... 7
    - 3.6.2 Investment account..... 7
  - 3.7 Death of the contractholder ..... 8
    - 3.7.1 Settlement at death RRIF-LIF ..... 8
  - 3.8 Divorce or breakdown of a conjugal relationship ..... 8
  - 3.9 Rates guarantee ..... 8
  
- 4. HBP-RRSP LOAN .....9**
  
- 5. DISBURSEMENT UPON OPENING A RRIF OR LIF.....9**
  
- 6. UNLOCKING FUNDS FROM A LIF.....9**

- 7. TRANSACTIONS .....10**
- 7.1 Plan Application/Instructions forms ..... 10
- 7.2 Transactions sent, processed and issued automatically..... 10
  - 7.2.1 Preauthorized debit (PAD): single payment and periodic payments ..... 10
  - 7.2.2 Transfer within the same plan..... 11
- 7.3 Transactions submitted and processed automatically. Funds received manually ..... 11
  - 7.3.1 Deposit..... 11
  - 7.3.2 Direct transfers between institutions or from an employer ..... 11
- 7.4 Transactions submitted automatically and processed by head office..... 13
  - 7.4.1 Modification of a periodic payment ..... 13
  - 7.4.2 Redemption fee remittance request ..... 13
  - 7.4.3 Transfert from one contract to another contract ..... 14
  - 7.4.4 Transfer of B2B RRSP loan..... 14
- 7.5 Transactions submitted on paper and processed manually ..... 15
  - 7.5.1 Withdrawals ..... 15
  - 7.5.2 Internal transfer of a death benefit (deceased savings contractholder) ..... 15
- 8. TRANSFER OUT.....16**
- 9. CHANGE TO THE CLIENT FILE – CONTACT INFORMATION AND OTHER CHANGES.....16**
- 9.1 Date of birth..... 16
- 9.2 Social Insurance Number ..... 16
- 9.3 Beneficiary..... 16
- 9.4 Bank information ..... 16
- 9.5 Change of address and telephone number outside Canada ..... 16
- 9.6 Disbursement from a RRIF or LIF ..... 16

<b>10. DOCUMENTS, SAVINGS STATEMENT AND TAX SLIPS.....</b>	<b>17</b>
10.1 Contract.....	17
10.2 Rider.....	17
10.3 Investment certificate.....	17
10.3.1 At issue.....	17
10.3.2 At renewal.....	17
10.3.3 Inter-investment account transfer.....	17
10.4 Transaction confirmation.....	17
10.4.1 Deposits.....	17
10.4.2 Withdrawals.....	18
10.4.3 Internal transfers.....	18
10.5 Savings statement.....	18
10.6 LIF statement.....	18
10.7 Annuity statements.....	19
10.8 Confirmation letter for minimum RRIF payment.....	19
10.9 Confirmation letter for term certain annuity payments.....	19
10.10 Tax receipts and slips.....	19
 <b>SCHEDULE A – SIGNATURE REQUIRED AND SENDING DOCUMENTS.....</b>	 <b>21</b>
 <b>SCHEDULE B – SERVICE AND TRANSACTION FEES.....</b>	 <b>24</b>
 <b>11. OUR OFFICIAL SITES.....</b>	 <b>25</b>
11.1 Website.....	25
11.2 Advisor Centre.....	25
11.3 Client Centre.....	25
 <b>12. TO CONTACT US.....</b>	 <b>25</b>
12.1 Advisor support.....	25

## 1. INTRODUCTION

This guide is for advisors and their staff.

It aims to provide information on the administrative rules and procedures in order that documents submitted for transactions made by Operations, Savings and Financial Services for La Capitale Civil Service Insurer Inc. (the insurer) are in compliance.

It highlights the details of annuity contracts and how they are processed.

This guide will also help standardize transactions by providing quality service consistent with sound business practices.

Subject to applicable legislation and contract terms and conditions, this guide may be amended at any time.

## 2. THE PLANS

### 2.1 Minimum age for annuity contracts

The minimum age for taking out an annuity contract is age 18, whether the plan is registered or non-registered. Contracts are not available for minors.

### 2.2 Locked-in registered annuity contracts

Locked-in Retirement Account contracts (LIRA) or Locked-in Retirement Savings Plans (LRSP) and Life Income Funds (LIF) are available for all provinces.



**However, Restricted Life Income Funds (RLIF) are not yet available.**

#### Determining the 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



**You must determine if the employer's business is under federal or provincial jurisdiction:**

#### Federal jurisdiction

- Banks
- Interprovincial transportation companies
- Telecommunication companies (Vidéotron, Telus)
- Federal government ministries or public agencies

#### Provincial jurisdiction

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

## 2.3 Non-registered annuity contracts for businesses

Non-registered contracts are available for the following businesses:

- Not-for-profit organizations (retirement plans, associations, municipalities, condominium syndicates)
- Corporations
- Partnerships



**The insurer does not offer non-registered annuity contracts for trusts (testamentary and *inter vivos* trusts).**

## 2.4 Immediate annuity

The following features must be taken into account when issuing an immediate annuity:

- Minimum investment of \$15,000
- Guaranteed minimum period and non-modifiable
  - Term-certain annuity with minimum period of 2 years
  - Life annuity with minimum guarantee of 5 years
- Non-redeemable

# 3. ADMINISTRATIVE RULES

## 3.1 Resident or non-resident eligibility

When taking out a new plan with the insurer, the contractholder must be a resident of Canada and provide Canadian identity documents.

## 3.2 Processing date

### Investment account deadlines

The transaction date for a purchase or withdrawal for an investment account is 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.

## 3.3 Effective date and missing information

- If information or documents required for conducting a transaction are missing, an email is sent to the advisor to inform him or her that the request cannot be processed.
- When all missing information and documents have been received, the effective date is the date that the file was complete, i.e. when all information and documents are received at head office.



**If the request remains incomplete or non-compliant three months after the date the initial request was received, it will be cancelled without any further notice.**

## 3.4 Cancellation or reversal of a request

- To reverse a request to contribute to an investment account, the advisor must send us a letter of indemnity mentioning that he or she will assume any related fees.
- Submit the cancellation request by email with the subject line: **URGENT – REQUEST CANCELLATION** to the following address: [savingsinvestments@lacapitale.com](mailto:savingsinvestments@lacapitale.com).

### 3.5 Following up on requests

Consult the Advisor Centre, where you have access to the progress of a client's request:

- See if the request has been received and processed
- Follow up, if necessary

The screenshot shows the 'Advisor Centre' interface with tabs for Insurance, Savings, Tools, and Document Centre. The 'Savings' tab is active. On the left, a 'Savings' menu has three options: '> Search contracts', '> Search for follow-ups' (marked with a '1'), and '> Search Unit Value'. The main area is titled 'Search contracts' and contains a search form with fields for 'Client No' (marked with a '2'), 'Last Name', 'First Name', and 'Company Name' (marked with a '3'). A 'Search' button (marked with a '4') is at the bottom right. A link 'See our interest rates' is also visible.

- 1** Press *Search follow-ups*
- 2** Enter the client number OR
- 3** Enter the full name OR the company name (if the contractholder is a company)
- 4** Press *Search*

### 3.6 Modifying an investment

#### 3.6.1 *GIC after the 21-day period (already renewed)*

At maturity, GICs are automatically renewed, and the contractholder is notified. The contractholder has 21 days to let us know if he or she has new instructions.

##### **After 21 days:**

- A change requested by an advisor due to the advisor's error or omission: Attach an explanatory letter of indemnity. Any fees and penalties are assumed by the advisor.
- A change requested by the client: The client assumes any penalties.

#### 3.6.2 *Investment account*

- A change requested by the advisor due to the advisor's error or omission: Attach an explanatory letter of indemnity. Any fees and penalties are assumed by the advisor.
- A change requested by the client: The client assumes any penalties.

### 3.7 Death of the contractholder

When the insurer is informed of the contractholder's death by the liquidator or beneficiary, the Death Benefits department takes charge of the formalities.

A letter is sent to the estate liquidator concerning what documents need to be submitted:

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



If the beneficiary is a minor, attach the following documents:

- Proof of birth
- Act of Tutorship ( for Quebec only) or trust deed (for provinces other than Quebec)



**The beneficiary must inform La Capitale of his or her intentions regarding the inherited investments and attach an application or instructions form, as necessary.**

#### 3.7.1 Settlement at death RRIF-LIF

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.

### 3.8 Divorce or breakdown of a conjugal relationship

In addition to the Application/Instructions form, attach a T2220 form, signed by both parties.

One of the following documents, signed by both parties, is required:

- Absolute divorce decree with corollary relief proceedings
- Legal separation describing the agreement between spouses
- De facto separation with a partition agreement drawn up in notarial form
- A private agreement in which the spouses specify the transfer of the RRSP



**If the transfer is from a TFSA following the breakdown of a conjugal relationship, please enter "TFSA" manually in the T2220 form in the "Plan" section, complete and have it signed by both parties.**



**The irrevocable beneficiary's signature is not required.**

For other required documents, see the Types of Transactions – Transfer section

### 3.9 Rates guarantee

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 and according to issue date.

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.

#### 4. HBP-RRSP LOAN

**This product is only offered in the province of Quebec.**

The maximum amount that can be withdrawn from an RRSP under the Home Buyers' Plan (HBP) is \$25,000. The insurer has set the maximum amount at \$24,500 for administrative purposes.

The following criteria and features apply:

- Attach an application-instructions form (used only for HBP)
- Attach a HBP-RRSP loan contract
- Attach the T1036 Home Buyers' Plan (HBP) Request to Withdraw Funds from an RRSP form
- Submit a cheque for \$285 payable to La Capitale Civil Service Insurer Inc. to cover administrative fees
- The HBP-RRSP loan amount is deposited into a non-redeemable, 90-day RRSP-GIC account
- The interest rate is the same as that of the investment i.e. 4% for 90 days, (subject to adjustment by the insurer at any time)
- When the HBP loan expires in 90 days, the investment is redeemed and used to reimburse the loan balance

For an HBP-RRSP loan of \$24,500:

- A receipt for \$24,500 is forwarded to the client
- Tax slips (Relevé 2 and T4RSP) in the amount of \$24,741.64 are sent (\$24,500 in capital + \$241.64 in interest)



**Once the investment certificate is issued, transactions cannot be cancelled or reversed. If the contractholder ceases to meet the eligibility criteria for the HBP and wishes to cancel the transaction, he or she must check with the government to find out what tax measures apply. Administrative fees are not reimbursed.**

#### 5. DISBURSEMENT UPON OPENING A RRIF OR LIF

The minimum amount of funds that must be withdrawn during the year the account is opened is \$0. Therefore, if a client wishes to make a withdrawal when opening the account, the total withdrawal amount is considered as a "lump-sum payment" as defined in the Income Tax Act. The tax rate applies to the total amount.

#### 6. UNLOCKING FUNDS FROM A LIF



**Whenever a client wishes to transfer funds from a LIF to an RRSP or a RRIF (allowed in Quebec and Ontario), a T2030 form must be duly completed and signed. It must be attached with the other forms required by the province.**

## 7. TRANSACTIONS

### 7.1 Plan Application/Instructions forms

Application/Instructions	Documents required
Non-registered, RRSP, LIRA, RRIF, LIF ⇒	T097 Application/Instructions Form for non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC)
TFSA ⇒	T087 TFSA Application-Instructions form
Pan-Canadian LIRA/LIF ⇒	T053 Application/Instructions – Pan-Canadian Retirement Savings Plan/Pan-Canadian Retirement Income Fund
Non-registered – business ⇒	K116 Non-registered savings annuity for businesses Application/Instructions form in PDF

The following details are for transactions processed entirely or partially by the Mobile Office app or by head office.

### 7.2 Transactions sent, processed and issued automatically

#### 7.2.1 *Preauthorized debit (PAD): single payment and periodic payments*

Allowed for the following plans:

- RRSP
- TFSA



**The payor may be different from the contractholder only in the case of contributing spouse RRSPs.**

To start periodic payments	
Comments	- The date of the first withdrawal will be set in accordance with the billing calendar of Billing collection services.
Documents required	- Complete the Preauthorized Debit (PAD) Agreement section of the form for the pertinent plan (T087-097) - Mandatory contractholder and payor (if different from the contractholder) signatures, except if authorization was already obtained and the bank information is the same

For the first single payment	
Comments	- It takes up to three business days to withdraw funds from the bank account after the date the request is processed - The withdrawal cannot be made from a business account or a third-party account (except for a spousal RRSP)
Documents required	- Complete the “Preauthorized Debit (PAD) Agreement” section of the form for the pertinent plan (T087-097) - Mandatory contractholder or payor (if different from the contractholder) signatures, except if authorization was already obtained for the PAD and the bank information is the same

### 7.2.2 *Transfer within the same plan*

Allowed for the following plans:

- RRSP
- TFSA
- LIRA/LRSP
- RRIF
- LIF

<b>Transfer from one investment account to another investment account (within the same fee series)</b> <b>Transfer of the 10% penalty-free portion to the purchase fee series</b> <b>Transfer between products</b>	
Comments	N/A
Documents required	- K044 Inter-account Transfer form

## 7.3 **Transactions submitted and processed automatically. Funds received manually**

### 7.3.1 *Deposit*

Allowed for the following plans:

- RRSP
- TFSA

<b>To make deposits by cheque</b>	
Comments	<ul style="list-style-type: none"><li>- Post-dated cheques are not accepted</li><li>- Cheques from a business are not accepted unless the transaction is an application or instructions for a non-registered annuity for businesses</li><li>- Cheques from an employer are not accepted as a cash deposit</li></ul>
Documents required	<ul style="list-style-type: none"><li>- It must be a personalized cheque</li></ul>


### 7.3.2 *Direct transfers between institutions or from an employer*

Allowed for the following plans:

- RRSP
- TFSA
- Existing LIRA/LRSP
- RRIF
- Existing LIF





- Transfer forms (T2033, T2151 and others) are forwarded directly by advisors to the other institution or employer.
- Forms rejected by the other financial institution are sent by the Administration to advisors by email so they can do the necessary follow-up.
- Requests for which funds have not been received and which have been pending for four months are automatically cancelled without notice.


Funds from another institution	
Comments	N/A
Documents required	<ul style="list-style-type: none"> <li>- T2033 form OR</li> <li>- Authorization for the transfer of non-registered funds</li> </ul> <p> <b>If the transfer is from a LIRA/LRSP or a LIF, you must complete all of Section C – Recipient and indicate the legal jurisdiction (federal, Quebec, Ontario, etc.) The content of this section is in compliance with the Transfer of Locked-in Funds Agreement.</b></p>

Funds from the employer	
Comments	N/A
Documents required	<ul style="list-style-type: none"> <li>- T2151 form</li> <li>- IND090E Transfer of Locked-in Funds Agreement form and in Section 3 “Recipient”, indicate the legal jurisdiction (federal, Quebec, Ontario, etc.)</li> </ul>

Funds from an employer following a death																
Comments	N/A															
Documents required	<ul style="list-style-type: none"> <li>- T2151 form</li> <li>In forms T053, T087 or T097, in the Source of Funds section</li> </ul> <p><b>1</b> <input type="checkbox"/> Transfer from another financial institution or employer (Attach the appropriate form with a copy of the statement)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9ead3;"> <th style="width: 20%;">Amount</th> <th style="width: 20%;">Maturity date of investment (YYYY/MM/DD)</th> <th style="width: 60%;">Name of financial institution or employer</th> </tr> </thead> <tbody> <tr> <td>\$</td> <td></td> <td style="text-align: center;"><b>2</b></td> </tr> <tr> <td>\$</td> <td></td> <td></td> </tr> <tr> <td>\$</td> <td></td> <td></td> </tr> <tr> <td>\$</td> <td></td> <td></td> </tr> </tbody> </table>	Amount	Maturity date of investment (YYYY/MM/DD)	Name of financial institution or employer	\$		<b>2</b>	\$			\$			\$		
Amount	Maturity date of investment (YYYY/MM/DD)	Name of financial institution or employer														
\$		<b>2</b>														
\$																
\$																
\$																

- 1** Check “Transfer from another institution or an employer”
- 2** In the Name of financial institution or employer field, enter: “Death” with the name of the deceased

Funds from another institution following a death	
Comments	N/A
Documents required	<ul style="list-style-type: none"> <li>- Roll-over to spouse at another institution</li> <li>- T2033 form</li> </ul> <p> <b>If the transfer is from a LIRA/LRSP or a LIF, you must complete all of Section C – Recipient and indicate the legal jurisdiction (federal, Quebec, Ontario, etc.) The content of this section is in compliance with the Transfer of Locked-in Funds Agreement.</b></p> <p> <b>Not all provinces permit funds to be unlocked in the event of a death.</b></p> <ul style="list-style-type: none"> <li>- In form T053 or T097 (see the previous comment on what to enter)</li> </ul>

<b>Funds from another institution following separation</b>	
Comments	- RRSP, LIRA, RRIF and LIF
Documents required	- T2220 or T2151 form  AND - IND089E Change of information regarding contributing spouse or common-law spouse form   Consult the "Divorce or breakdown of a conjugal relationship" in the Administrative Rules section to obtain the list of documents to attach to the request  3.8 Divorce or breakdown of a conjugal relationship

## 7.4 Transactions submitted automatically and processed by head office

### 7.4.1 *Modification of a periodic payment*

Allowed for the following plans:

- RRSP
- TFSA

<b>To change periodic payments</b>	
Comments	- Changes to the payment date, amount or frequency must be done 14 days before the PAD date
Documents required	- IND073E Change or Termination of the Preauthorized Debit (PAD) Agreement form


<b>To terminate periodic payments</b>	
Comments	- Terminating an existing PAD must be done three business days before the withdrawal date.
Documents required	- IND073E Change or Termination of the Preauthorized Debit Agreement form

### 7.4.2 *Redemption fee remittance request*

<b>To reimburse transfer fees paid by the client</b>	
Comments	- Reimburse from the advisor's commissions
Documents required	- K091 Redemption Fee Remittance form signed by the advisor only - Proof of transfer fees

### 7.4.3 *Transfert from one contract to another contract*

<b>To make a transfer from one contract to another contract</b>	
Comments	<ul style="list-style-type: none"> <li>- Non-registered to TFSA</li> <li>- Non-registered to RRSP</li> <li>- TFSA to RRSP</li> <li>- TFSA to Non-registered</li> </ul>
Documents required	<ul style="list-style-type: none"> <li>- T087 Application/Instructions form TFSA OR</li> <li>- T097 Application/Instructions form for non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC)</li> </ul>

<b>To convert registered plans at the latest by December 31 of the year in which the contractholder turns age 71</b>	
Comments	<ul style="list-style-type: none"> <li>- Conversion of an RRSP to a RRIF or annuity</li> <li>- Conversion of a Quebec LIRA to a Quebec LIF or annuity</li> <li>- Conversion of a pan-Canadian LIRA/LRSP to a pan-Canadian LIF or annuity</li> </ul> <p>In February of the year in question, a letter is sent to clients informing them of the conversion.</p> <p>Various reminders are sent to the advisor.</p>
Documents required	<ul style="list-style-type: none"> <li>- T097 Application/Instructions form for non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC) OR</li> <li>- T053 Application/Instructions – Pan-Canadian Retirement Savings Plan/Pan-Canadian Retirement Income Fund AND</li> <li>- Personalized cheque specimen</li> </ul> <p> <b>If the funds come from a LIRA or a LIF, attach a duly completed and signed copy of the “Spousal waiver of joint and survivor pension” form. If the contractholder doesn’t have a spouse, a signature is not necessary.</b></p>

### 7.4.4 *Transfer of B2B RRSP loan*


<b>To transfer an RRSP loan</b>	
Comments	<ul style="list-style-type: none"> <li>- Submit the loan request and supporting documents directly to a B2B Bank by the contribution deadline for the current year</li> </ul>
Documents required	<ul style="list-style-type: none"> <li>- T097 Application/Instructions Form for non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC)</li> </ul>

## 7.5 Transactions submitted on paper and processed manually

### 7.5.1 Withdrawals

<b>To make a withdrawal</b>	
Comments	<p>When funds are withdrawn from an investment account, they are deposited in the client's bank account within three business days following the date that the unit value is known.</p> <p><b>Withdrawal from an investment account</b></p> <ul style="list-style-type: none"> <li>- Mature units are those that are no longer subject to surrender fees.</li> <li>- The free units correspond to the greater of either the 10% penalty-free or the mature units.</li> </ul>
Documents required	<ul style="list-style-type: none"> <li>- IND136E Request for cash withdrawal form</li> </ul>

### 7.5.2 Internal transfer of a death benefit (deceased savings contractholder)

Comments	<ul style="list-style-type: none"> <li>- The beneficiary makes the request to have the deceased contractholder's funds paid to him or her.</li> <li>- If the deceased contractholder also owned a RRIF or a LIF, and the minimum disbursement amount has not been withdrawn, the annuitant's estate receives the payment and the tax slips will be issued on the basis of the minimum amount.</li> </ul>
Documents required	<ul style="list-style-type: none"> <li>- Forward to Savings and Financial Services:</li> <li>- T097 Application/Instructions Form for non-registered plan, RSP, RIF, LIRA (QC), LIF, Annuity, Deferred Life Annuity, Deferred Life Annuity-LIRA (QC) OR</li> <li>- T053 Application/Instructions for Pan-Canadian Retirement Savings Plan /Pan-Canadian Retirement Income Fund Application</li> </ul> <p>with the Source of Funds section duly completed. Check the "Transfer from another institution" box and enter the name of the institution: La Capitale "Death and the name of the deceased"</p> <ul style="list-style-type: none"> <li>- Consult "Death of a contractholder" in the Administrative Rules section to obtain the list of documents to forward to the Death Benefits department</li> </ul> <p> 3.7. Contractholder's death</p>

## 8. TRANSFER OUT

A seven-day conservation period is allocated before carrying out the transfer on the maturity date or after the processing date

### Notification of advisor

- An email is sent to advisors or their general agent, informing them that an outgoing transfer is in process.
- If no specific instructions are received from the advisor within seven days, the transfer is carried out as requested.

### Request processed

- When the transfer request is received a maximum of 21 days after the investment maturity date, the request is processed on the maturity date.

### Request denied

- 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.
- Transfer forms signed by the contractholder more than 6 months earlier are denied and a notice is sent to the financial institution.

## 9. CHANGE TO THE CLIENT FILE – CONTACT INFORMATION AND OTHER CHANGES

### 9.1 Date of birth

- Forward a copy of one of the following documents to head office:
  - Driver's licence
  - Health insurance card
  - Passport

### 9.2 Social Insurance Number

- Forward proof of the Social Insurance Number to head office.

### 9.3 Beneficiary

- Complete the IND048E Change of Beneficiary form and have it signed. Then, forward it to head office.

### 9.4 Bank information

- Complete the IND073E Change or termination PDA, complete the Change of Bank Information section and have it signed. Then, forward it to head office.

### 9.5 Change of address and telephone number outside Canada

- Complete the IND047E Change of Mailing Address and Email Address form and have it signed.
- When the client's new address or telephone number is outside Canada, you **must** complete IND040E Verification of Tax Classification (FATCA AND CRS) form and have it signed if the client has a non-registered plan.

### 9.6 Disbursement from a RRIF or LIF

- Ten days' notification before the scheduled disbursement date is required to make a change.



## 10. DOCUMENTS, SAVINGS STATEMENT AND TAX SLIPS

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

### 10.1 Contract

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

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

For Quebec LIRAs and LIFs, only the contract is issued.

### 10.2 Rider

#### For 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.

#### For an immediate annuity

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

### 10.3 Investment certificate

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

#### 10.3.1 *At issue*

A certificate is issued for all new products and new deposits, including investment accounts.

#### 10.3.2 *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 amended, 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.

#### 10.3.3 *Inter-investment account transfer*

- An investment certificate shows all transactions.

### 10.4 Transaction confirmation

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

Three transaction types are covered by a transaction confirmation:

- Deposits
- Withdrawals
- Internal transfers

#### 10.4.1 *Deposits*

- All cash deposits
- With the first periodic deposit

#### **10.4.2 Withdrawals**

- All cash withdrawals
- RRIF and LIF disbursements

#### **10.4.3 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 from which the funds come.
- An investment certificate will be issued for the new GIC, Equity Index GIC or investment account.

### **10.5 Savings statement**

An annual statement of savings is issued on December 31. There is only one statement, which displays the CCSI and CIFS portfolios separately. The full chart of the client's portfolio (\*) and its development are shown.

(\*) Clients who hold LIFs, the LifeAnew Deferred Life Annuity or a La Capitale Stow & Grow Account receive a separate statement for each of these products.

The following sections are included:

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

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.

### **10.6 LIF statement**

A LIF statement is issued on December 31. It provides a complete snapshot of the 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 for each statement. The value on the savings statement was calculated based on the index or unit value as at December 31, while the value on the LIF statement was calculated based on the index or unit value available on the date preceding the last business day that the insurer was 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

## 10.7 Annuity statements

There is no annual statement for immediate annuities.

## 10.8 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 customer service.

## 10.9 Confirmation letter for term certain annuity payments

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

## 10.10 Tax receipts and slips

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

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

The employer's contribution to a Contributory RRSP is a taxable benefit. The employer will not deduct taxes on this taxable benefit unless the employee has completed the appropriate form. However, the employer must also declare this benefit on T4 slips and Relevé 1 forms.

Two receipts are issued for RRSP contributions – one for the employee and one for the employer.

Lastly, even if Contributory RRSP receipts are issued separately from personal RRSPs, the employee must declare the total amount on income tax returns.

### 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      ⇒      Sent at the beginning of January  
    until December 31 of the current year

Other tax receipts are also sent for contractholders who made contributions through payroll deductions or preauthorized debits in the first 60 days of the year.

## 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 payments	Relevé 3	T5
RRSP (contributing contractholder and contributing spouse) 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
RRSP (contributing contractholder and contributing spouse), Contributory RRSP, LIRA/LRSP, RRIF and LIF	Withdrawals	N/A	NR4

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

# SCHEDULE A

---

## SCHEDULE A – SIGNATURE REQUIRED AND SENDING DOCUMENTS

### **Transactions submitted electronically, processed and automatically put into effect (with an electronic signature):**

- ✓ Preauthorized Debit (PAD) Agreement : Single payment and periodic payments – Start
- ✓ Transfer within the same plan
  - Transfer from one investment account to another investment account within the same fee series;
  - 10% penalty-free transfer;
  - between products.
- ✓

### **Transactions submitted electronically and processed manually. Funds are received manually**

- ✓ Deposit
- ✓ Direct transfer from another institution or employer
- ✓ B2B RRSP loan

### **Transactions submitted electronically and processed manually**

- ✓ Redemption fee remittance request
- ✓ Investment in a simple and composed interest GIC
- ✓ Investment in a daily interest account
- ✓ Internal transfer after a death
- ✓ Withdrawals
- ✓ Internal transfer after the breakdown of a conjugal relationship
- ✓ Change of address
- ✓ Change or terminate a PAD
- ✓ Transfer between contracts
- ✓ B2B RRSP Loan

### **Transactions submitted on paper and processed manually**

- ✓ Cancelling a transaction

Signature required: C = Contractholder or payor B = Irrevocable beneficiary

Transactions or modifications	Signature required	LAF signed by the client	Document submitted by fax/email (client or advisor)	Client call to customer service at head office
<b>APPLICATION/INSTRUCTIONS</b>				
Application*	C		N/A	N/A
Spousal waiver of joint and survivor pension	Spousal		X	
Cancellation of spousal waiver of joint and survivor pension	Spousal		X	
Schedules (LIF declarations)	C		X	
Verification of identity	C		X	
Verification of tax classification (FATCA and CRS)	C		X	
Changes at maturity	C (if investment account is product) C (if investment is before maturity)	X	X	
Amendment of term	P	X	X	
<b>PREAUTHORIZED DEBIT (PAD) AGREEMENT</b>				
Start a PAD	C (contractholder or payor)	NO	X	
Change the date, amount or frequency	C (contractholder or payor)	X	X	
Terminate a PAD	C (contractholder or payor)	X	An email from the advisor is acceptable	
Single payment	Not required (if the PAD was already signed and it's the same bank account)	X (if the PAD was already signed and it's the same bank account)	(if signature) X	
<b>WITHDRAWAL – REDEMPTION</b>				
Cash Account	C B (if applicable)	X	X	X
GIC (including Equity Index GICs)	C B (if applicable)	X	X	X (NO for EI GIC)
Investment account	C B (if applicable)	X	X	NO (always)
Lump sum from a RRIF	C B (if applicable)	NO	X	
<b>INTER-INVESTMENT ACCOUNT TRANSFER</b>				
Inter-investment account transfer	C	X	X	NO
10% penalty-free transfers	C	X	X	NO

Transactions or modifications	Signature required	LAF signed by the client	Document submitted by fax/ email (client or advisor)	Client call to customer service at head office
<b>TRANSFER</b>				
Transfer within the same contract	C	X	X	X (NO for EI GICs and invest. accounts)
Transfer between contracts	C	X	X	X (NO for EI GICs and invest. accounts)
Transfer other institution T2033, T2151, T2220	C		X	NO
Authorization to transfer non-registered funds	C B (if applicable)		X	NO
Agreement to transfer locked-in funds	C (attach T2151)		X	NO
Change of information regarding contributing spouse or common-law spouse to an RRSP/RRIF on the breakdown of a conjugal relationship	C (attach T2220)		X	NO
Transfers of investment before maturity	C		X	NO
<b>CHANGES/AMENDMENTS/OTHER</b>				
Change of address	Not mandatory	X	X	YES
Change of beneficiary	C When the client changes to an address or telephone number outside of Canada, he or she <b>must</b> complete and sign the Verification of Tax Classification (FATCA AND CRS) form.		X	NO
Change of bank information	C	NO	X	NO
Change of SIN, date of birth	Proof required		X	NO
Any amendment to a RRIF or LIF disbursement (excluding withdrawal of a lump sum from a RRIF)	C			X

\*The original signed copy of the Application form is required.

## SCHEDULE B

### SCHEDULE B – SERVICE AND TRANSACTION FEES

<b>Service charges</b>		
Description	Details	Fees
<b>Copies</b>	Savings statement (if issued 30 days after mailing the first statement)	\$10
	<ul style="list-style-type: none"> <li>▪ Tax receipt</li> <li>▪ GIC</li> <li>▪ Contract</li> <li>▪ Tax slips</li> </ul>	None
<b>Written confirmations</b>	<ul style="list-style-type: none"> <li>▪ Any detailed search</li> <li>▪ Rapid microfiche search</li> </ul>	\$25/hour, minimum 1 hour \$10
<b>Miscellaneous</b>	Photocopy of deposited cheque (fees are reimbursed if endorsement was fraudulent)	\$20

<b>Transaction fees</b>		
Description	Details	Fees
<b>Withdrawals (Cash and GIC only)</b>	<p>One free cash withdrawal per year from daily interest accounts only</p> <ul style="list-style-type: none"> <li>▪ RRIF and LIF disbursements are not considered cash withdrawals. There are no fees for disbursements.</li> <li>▪ Some fees or penalties may apply.</li> </ul>	\$15
<b>Back-end load (transfer to another institution)</b>	RRSPs, RRIFs and TFSA's	\$65
	LIRAs and LIFs	\$50
<b>Closure fees</b>	RRSPs, RRIFs and TFSA's	\$25
<b>Miscellaneous</b>	NSF cheque	None



## 11. OUR OFFICIAL SITES

### 11.1 Website

Advisors can consult our website at: <http://www.lacapitale.com/>

Information on savings products and interest rates can be found there.

### 11.2 Advisor Centre

<https://advisorcentre.lacapitale.com>

This extranet is available for advisors to allow them to access file follow-ups, client portfolios, **commission statements** and the document centre.

New advisors will receive an activation email. The advisor must then enter his or her email address 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:

- Client contact information (address)
- Beneficiary designated in the contract
- Account balances
- Statements on June 30 and December 31
- Confirmations of Cash transactions
- Pending requests
- Information on periodic deposits
- Transactions in the current year

He or she may also:

- Order copies of tax slips
- Use the calculator for redemption fees

### 11.3 Client Centre

<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



Copies of contracts and certificates are not available in the Client Centre.

## 12. TO CONTACT US

### 12.1 Advisor support

Administrative support for business partners

Tel: 1 888 392-2583

Fax: 1 866 573-6604

Email: [brokerage.support@lacapitale.com](mailto:brokerage.support@lacapitale.com)

Business hours: 8:30 a.m. to 5 p.m.

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