

e-bulletin from B2B Trust

Disclosure requirements changes affecting Guaranteed Investment Certificates (GICs)

New Federal Regulations are introducing additional disclosure requirements related to deposit type instruments issued in Canada. The following are some of the ways that we, as an issuer of GICs (a deposit type instrument), will work within these new Regulations while continuing to improve our processes in order to better support you and your business.

Confirmation notices

Going forward, B2B Trust will issue investment confirmation notices directly to your clients. The confirmation will disclose the maturity date, rate and type of interest, as well as other information applicable to the GIC. These confirmations will be issued with each GIC purchase and upon renewal. Copies of these confirmations will be sent to you for both registered and non-registered accounts.

New look for deposit fee schedule

We've revamped our fee schedule to better illustrate the applicable deposit account transaction fees. For the most up-to-date version, go to **b2btrust.com** for the newly named *Deposit Account Fee Schedule*. NOTE: there have been no changes to the account fees.

Revisions to account application forms

There will be two new features on our applications:

1. Confirmation that a copy of the *Deposit Account Fee Schedule* has been provided by you to your client.
2. If you are also the applicant, the signature of another authorized agent as the Validating Agent, stating they met with the applicant to view proper identification. The same individual may **not** provide both applicant and agent authorization.

We've also added a reminder notice on the cover of all applications to help you avoid delays in processing. Sections have been rearranged to streamline the completion process. And finally, the **Personal identification requirements checklist**, applicable to all non-registered accounts, has been updated to ensure you're providing the appropriate identification information for your clients on the applications.

The new applications will be available November 17, 2011. We encourage you to use these new applications at your earliest convenience to ensure your clients' accounts are opened in an efficient manner, and all regulatory requirements are met.

Enhanced account opening procedures

As part of our commitment to making it easier to do business with us, we have revised our account opening procedures in order to help reduce your administrative costs and time. As a result, you will no longer be required to provide the following brochures to your clients holding GICs in their B2B Trust account:

- Code of Confidentiality

- Problem Resolution Process
- CDIC brochure Protecting Your Deposits

These brochures, along with a welcome letter, investment confirmation and revised fee schedule, will be sent directly to your clients upon account opening.

Improved GIC maturities processes

Going forward, all new non-registered GICs will be automatically renewed at maturity unless otherwise indicated. For you and your clients, this means that if no option is selected in the Interest Payment Options field on the application, the default will be set to Add to Principal at maturity. In addition, if no option is selected in the Renewal/Principal Maturity Payment Instructions section, the default will be auto-renew at maturity.

We have also simplified our processes for GICs with existing terms. If you wish to renew your clients' GICs for a different term applicable upon maturity, simply send a request to B2B Trust prior to the GIC maturity date indicating the revised renewal instructions. These changes will improve our processing times and result in a better experience for advisors and their clients.

B2B Trust is committed to providing you with products and services that work for you and your clients. Should you have any questions or concerns, please contact the Business Development Manager in your area or a Client Services Representative at 1.800.263.8349.

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