



Frequently Asked Questions (FAQs)

Q: What are my options for placing an ETF order and what are the associated costs?

A: The fastest, most efficient and accurate option for placing an ETF trade order is electronically through Advisor Access. This option is \$35 per filled or partially filled order. In addition, we also support manual trade orders by phone or fax to our Trading Desk. The manual processing required makes these orders less timely and this option is \$50 per filled or partially filled order.

Q: Why are you only offering passive and Canadian ETFs to trade on your platform?

A: There are over 600 ETFs in the marketplace to choose from according to the Canadian ETF Association. We have carefully selected a group of ETFs that are suited for new entrants to the ETF market.

Q: Will you be adding more ETFs to the eligible list that we can transact on?

A: The current eligible ETF list is not static and we are always looking to expand and improve our offering. We encourage you to visit b2bbank.com/ds/etfs for regular updates.

Q: I am trying to place an ETF order through Advisor Access, but the option is not available to me?

A: If you do not see the option to place an ETF order, it could be that your dealer is not officially set up in our systems to conduct ETF trading or your dealer has not indicated to B2BBFSI or B2BBISI that you are approved to conduct ETF trades. Please contact your dealer for more information.

Q: How long is my ETF order good for?

A: All open orders will expire at the end of each trading day. If your order was only partially filled by the end of the trading day, you will have to complete a new order request the next business day for the unfilled portion (should you choose to).

Q: How can dealers and advisors inquire about the price of a particular ETF?

A: Dealers and advisors can call the Trading Desk at 416-413-7201 or 1-866-542-3403.

Q: Can I purchase and sell the same ETF within the same trading day?

A: Yes, because ETFs trade on an exchange, our system will allow you to buy and sell the same ETF on the same trading day. Trading fees will apply to both the buy and sell orders.

Q: An order was placed, but was not filled, why?

A: There are various reasons why an order may not be filled. Some reasons include:

- Timing of the order request – the order request was submitted after 3 p.m. ET. All trades received after 3 p.m. ET will be processed on a best effort basis and are not guaranteed to be filled.
- Non-matching orders – the order request to buy or sell an ETF may not match what's currently available in the market.
- Cancelled order – the order was cancelled by your dealer.
- Cash or pending cash verification – client did not have enough funds in their account to cover the cost of the order and any associated fees (i.e. trading fee and commissions).
- The exchange may have halted trading on the ETF.



Q: Can an advisor place a conversion transaction from a mutual fund to an ETF?

A: No, the purchase and sale of a mutual fund or an ETF are treated as separate transactions and two separate order requests would need to be placed – one for the sale of the mutual fund and one for the purchase of an ETF.

Q: Can advisors charge clients a commission on ETF orders?

A: Yes, advisors have the option to enter a commission amount for each ETF order. This commission amount will be added to the net payment for buys or subtracted for sells from the client's net proceeds. Commissions are not allowed on fee for service accounts.

Q: How does B2B Bank Financial Services Inc. (B2BBFSI) and B2B Bank Intermediary Services Inc. (B2BBISI) handle the trailing commissions for advisors?

A: Provided the dealer has indicated they want to receive the trailing commission and the ETF pays trailing commission, B2BBFSI/B2BBISI will remit the trailing commissions to the dealer monthly.

Q: How do I cancel an order request and is there is a cost associated with it?

A: Cancel requests can be made by calling our Trading Desk at 416-413-7201 or 1-866-542-3403. There is no cost to cancel an unfilled order, but standard fees apply to orders already filled (partially or fully) at the time of cancellation.

Q: What are the charges if several partial fills are needed to fill the complete market or limit order?

A: Only one fee will apply if more than one partial fill is needed to complete the trade order within the same trading day.

Q: Are taxes applied on the ETF trade fee?

A: No, taxes are not applicable.

Q: Can advisors that conduct business with B2B Bank Securities Services Inc. use Advisor Access to transact on ETFs?

A: No, ETF trading is available exclusively on Advisor Access to mutual fund registered advisors that conduct business with B2BBFSI and B2BBISI. All advisors that conduct business with B2BBSSI can place ETF trade requests by phone or fax through the Trading Desk.

Q: What if there is a discrepancy with my client's trade confirmation or their statement of activity?

A: Contact Client Services at 1-800-387-2087 to discuss any discrepancies on client accounts.

Q: Are Exchange-Traded Funds eligible for Pre-Authorized Chequing (PAC) or Systematic Withdrawal Plans (SWPs)?

A: Unlike mutual funds, ETFs trade on an exchange and ineligible for PACs or SWPs.