



Transition of self-directed mutual fund accounts to B2B Bank Financial Services Inc.

November 2, 2017

Further to the communication dated October 2, 2017, B2B Bank Financial Services Inc. will take over the administration of self-directed registered and investment accounts from Canadian Western Trust Company (CWT). The transfer is tentatively scheduled for Friday, December 8, 2017 after market close.

Who we are

B2B Bank Dealer Services is comprised of three firms: B2B Bank Financial Services Inc., B2B Bank Securities Services Inc. and B2B Bank Intermediary Services Inc.

B2B Bank Financial Services Inc. is a leading mutual fund dealer that serves Canada's investment community and provides licensed mutual fund advisors with a full suite of financial services for their clients. We are excited to serve you and provide you with a high level of service and support.

Split accounts

Due to regulatory requirements, we may be required to open a second account for some of your clients' assets.

They will have:

- One account assigned to B2B Bank Financial Services Inc.
- Another account assigned to B2B Bank Discount Brokerage, a division of B2B Bank Securities Services Inc.

B2B Bank Financial Services Inc. accounts	B2B Bank Discount Brokerage accounts
<p>This account will hold your clients':</p> <ul style="list-style-type: none"> • Mutual funds • Guaranteed Income Certificates (GICs) • Cash <p>No action is required on your or your clients' part for this account.</p> <p>Welcome Kits Once the accounts have been transferred, your clients will receive a Welcome Kit, which will include:</p> <ul style="list-style-type: none"> • A new account number • Terms and conditions • Other regulatory documents 	<p>This account will hold your clients':</p> <ul style="list-style-type: none"> • Securities, such as common shares and non-exempt bonds <p>Upon the transfer of your clients' accounts to B2B Bank Discount Brokerage, they will be required to complete and submit an account application form before trading or any other related activities can be performed.</p> <p>Welcome Kits Once the accounts have been transferred, your clients will receive a Welcome Kit, which will include:</p> <ul style="list-style-type: none"> • A new account number • Terms and conditions • Other regulatory documents

Online portal

Through our secure online portal, Advisor Access allows you to execute Mutual Fund trades, and view statements, confirmations from B2B Bank Financial Services Inc. and tax receipts. In addition, inquire and generate reports on all client accounts listed under your Dealer number. To sign up for Advisor Access, please contact us at 1.800.387.2087 after the transfer.

Commission and fee schedules

Copies of fee and commission schedules are available online at b2bbank.com/dealerservices/fees and b2bbank.com/dealerservices/discount-brokerage-fees.

Systematic instructions

Starting in 2018, all systematic instructions, such as pre-authorized chequing (PAC) and systematic withdrawal plans (SWP), as well as Retirement Income Fund (RIF) and Life Income Fund (LIF) payments, will remain the same after the transfer.

Updating records

After the transfer, please review your clients' information to ensure it is correct. If any changes are required, please make the updates through Fundserv or by using the *Client Information Change* form available online at b2bbank.com/dealerservices/forms.

We appreciate your business

We appreciate your with business with B2B Bank Financial Services Inc. and thank you for your patience during this transition. If you have any questions, please contact us at 1.800.387.2087.

Sincerely,

Michael Kazmierowski
Vice President, Operations
B2B Bank Financial Services Inc.



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