fundserv

Service Selection and Business Form

Please complete all required fields in this form and have it signed by the authorized signing officer(s) of your firm before returning it to onboarding@fundserv.com.

Thank you for your choosing Fundserv. This form allows us to gain a better understanding of how you will be utilizing the Fundserv network along with the type of business you will be supporting.

In collaboration with your service provider, please select the Fundserv services along with the products that you will be supporting within your business operations.

General Information

Company Name*

Company Code(s)*

Retail vs Institutional

Retail accounts are investor-specific and share demographic information with manufacturers while institutional accounts are registered to the organization trading on behalf of their investors. Which types of accounts will you be supporting? (Check all that apply)

☐ Retail ☐ Institutional

Third-party vs Proprietary

Manufacturers - Will your funds be sold through your own in-house distribution channel, through a third-party distributor, or both? (Check all that apply)

☐ In-house ☐ Third-party

In the space below, please list any affiliate companies or organizations with which you have established distribution agreements.

Distributors - Will you be purchasing funds sold by your own in-house manufacturer, from third-party manufacturers, or both? (Check all that apply)

☐ In-house ☐ Third-party

Account Designation Support

Select which types of Account Designations you will be supporting

☐ Client Name ☐ Nominee ☐ Intermediary ☐ Omnibus

fundserv

Mutual Fund Bare Trustee Agreement

IIROC executes this agreement on behalf of its members to reduce the need for the issuer or its agent to enter into individual custody agreements with each Dealer Member it distributes to. More information can be found here: Mutual fund-bare trustee agreement.

Manufacturers: Have you entered into the Bare Trustee Agreement with IIROC?*

☐ Yes ☐ No

Product Lines of Business

From the list below, select the investment products that you will be supporting. (Check all that apply)

☐ Mutual Fund	☐ Segregated Fund	☐ High Interest Savings Account (HISA)	☐ Mortgage Fund/ Mortgage Investment Corporation
☐ Guaranteed Investment Certificate (GIC)	☐ Hedge Fund	☐ Limited Partnership	☐ Private Equity Fund
☐ Mortgage Backed Securities	☐ Labor Sponsored Investment Fund (LSIF)	☐ Exchange-traded Fund (ETF)	☐ Principal Protected Note
☐ Pooled Fund	☐ Non-principal Protected Note	☐ Real Estate Fund/REIT	☐ Structured Note
☐ Venture Capital Fund	☐ Wrap Product	☐ Liquid Alternative Mutual Fund	☐ Other (specify)

Business Jurisdiction

Does your organization do business in any jurisdictions other than Canada?*

☐ Yes ☐ No If yes, please specify:

Alternate Exchanges

Manufacturers: Does your organization have products listed on any other distribution network? (i.e. Neo, Navex, Foreign Exchanges, etc.)*

☐ Yes ☐ No If yes, please specify:

fundserv

Transactions Support

Fundserv's core service includes a centralized platform for members to perform various trading and reconciliation activities. Visit the Trading & Reconciliation page on www.fundserv.com to learn more.

We know that not all transactions and error correction types apply to all our members. Management will review your supported transaction types and services to determine if an exemption needs to be requested, and a relationship manager will start this process.

We highly encourage that you confirm these with your service provider to ensure they fully support what is needed for you to conduct business through the network, as we do not want to prohibit you from onboarding because you are unable to support the required Standards.

Supported Transactions and Applications – Orders and Error Corrections

☐ Our company will be supporting all the transactions listed below.

Regular Orders	Two-Sided Transactions	Special Orders
☐ Purchases	☐ Switches	☐ LSIF Rollover[4]
☐ Redemptions	☐ Internal Transfers[1]	☐ Commission Rebate[5]
	☐ External Transfers[2]	☐ Seg Fund Reset[6]
	☐ In-cash Transfers[3]	☐ Seg Guar. Mat. Redemption[7]
Error Corrections		
☐ CAX[8]	☐ REV[9]	☐ AOT[10]

Two-Sided Transactions

[1] Internal Transfers: A transfer of units between accounts within the same distributor code.

[2] External Transfers: A transfer of accounts from one distributor code to another distributor code.

[3] In-cash Transfers: The sale of one manufacturer's units to purchase units of a different manufacturer, in client name registered accounts

Special Orders

[4] LSIF Rollover: A special order to support the tax credits for Labour Sponsors Investment Funds

[5] Commission Rebate: A purchase which allows an advisor to rebate commission to offset a redemption fee charged to an investor.

[6] Seg Fund Reset: A special transaction to support the reset of segregated fund guarantees

[7] Seg Maturity Guarantee Redemption: A transaction to redeem a seg fund product for its guaranteed maturity redemption. Supported at the fund or account level.

Error Corrections

Error corrections are used to correct transactions that:

[8] Cancellation – CAX: Orders which have been contracted but not settled

[9] Reversal – REV: Orders which were placed in error and have settled

[10] As-of Trade – AOT: Orders which were missed

Non-Financial Updates Support

Non-financial updates (NFU) are requests sent by a distributor through the network to a manufacturer to update non-financial details. Support of all message types is mandatory unless an exemption is granted.

fundserv

Message Types

☐ Our company will be supporting all the message types listed below

Account Maintenance (Check all that apply)

☐ Add new account ☐ Add/modify investor address ☐ Add/modify investor name

☐ Add beneficiary ☐ Modify account attributes ☐ Add TFSA successor

☐ Add/modify FATCA/CRS ☐ Add/modify CDIC

Advisor Maintenance (Check all that apply)

☐ Add/modify advisor information ☐ Bulk transfer of accounts to different advisor code

☐ Deactivate advisor code

Systematic Plans/Fees/Distributions (Check all that apply)

☐ Add pre-authorized chequing (PAC) ☐ Add AWD ☐ Terminate AWD/PAC

☐ Add/modify fee ☐ Modify distribution option ☐ CUSIP rollover request

myserv

myserv is Fundserv's centralized, secure, account inquiry web tool that enables Advisors, Assistants, and Distributor head-office staff to access investor account information from hundreds of Manufacturers at any time, through any device. Visit the myserv page on www.fundserv.com to learn more.

Manufacturers: Please indicate below whether your company will be fully supporting or partially supporting the myserv application.

☐ Our company will be fully supporting the myserv application.

☐ Our company will be partially supporting the myserv application (Indicate the features that you will not be supporting in the chart below. This will become a documented exemption).

☐ Client Search ☐ Details by Transaction Client ☐ Seg Fund Summary

☐ DSC Information ☐ Holdings ☐ Registered Plans Summary and Details

☐ Segregated Fund ☐ Duplicate Tax Receipts ☐ Transactions

☐ Details Demographics ☐ Redemption Calculator

fundserv

messageserv

messageserv is an online communication tool which replaces manual fax transmissions between financial institutions, allowing Fundserv members to relay messages quickly and securely between each other. Visit the messageserv page on www.fundserv.com to learn more.

Will your company be utilizing the messageserv application?*

☐ Yes ☐ No

Distributors: Please indicate your preferred NIGO messaging model

☐ Centralized (NIGOs are sent directly to the distributor head office)

☐ Centralized with forwarding* (NIGOs are sent directly to the distributor head office and messages can be forwarded and responded to between head office and advisors/assistants)

☐ Decentralized* (NIGOs are handled directly with advisors/assistants)

☐ Hybrid* (Nominee NIGO messages are sent to the distributor head office and client name NIGO messages are sent to the advisors/assistants)

***Additional Options**

☐ Head office can initiate NIGOs to advisors

☐ Advisors can initiate General Inquiries

Settlement

Full N$M settlement support is mandatory for all manufacturers on the network. Distributors have the option to select between full N$M (a trust account is required) or commission-only N$M. Visit the Clearing & Settlement page on www.fundserv.com to learn more.

N$M (Net Settlement Messaging) Fundserv matches transaction orders with the associated contracts, as well as the calculation of settlement and dilution amounts.*

☐ Full (trade and commission settlement) ☐ Commission-only (distributors only)

A$M (Ad Hoc Money Movement) is a settlement service which allows institutions to send payment and instructions to one another which are not related to trade instructions sent through the network. The settlement of these ad hoc payments is managed by Fundserv. Support of this service is mandatory for all N$M distributors and manufacturers as well as Commission-only distributors.

(Initial Box) ☐ I certify that our organization will action cash payments sent to us through A$M as per Fundserv's Standards Adherence policy.*

fundserv

Electronic Processing Agreement (EPA)

The Electronic Processing Agreement (EPA) is a mutual agreement between fund Manufacturers and Distributors that enables a Distributor to send instructions through the Fundserv network without also requiring the submission of settlement documentation, for eligible instructions. Visit the EPA page on www.fundserv.com to learn more.

Will your company be signing the Electronic Processing Agreement (EPA)?*

☐ Yes ☐ No

Acknowledgment

I confirm that we are/will be compliant with all applicable Standards and understand the potential penalties for non-compliance to the Standards, file cut-off delivery times, and payment of settlement amounts.

(Initial Box)		I confirm that we are/will be compliant with all applicable Standards and understand the potential penalties for non-compliance to the Standards, file cut-off delivery times, and payment of settlement amounts.*
(Initial Box)		I certify that we are a regulated entity in our local jurisdiction and that we will inform Fundserv of any change to our regulatory status.*
(Initial Box)		(Manufacturers only) I acknowledge that we are responsible for the products being offered under our registered manufacturer code. Sponsorship of non-affiliated products under this code is not permitted.

Job Title*	Email Address*
Member Signature*	Date*

* Required Field

RESET SEND