

PROCEDURE 2 (updated June 25, 2020)

Please note that the same logic used in the procedure below can be used to perform transactions for existing insurance or annuity contracts using eSignature eXpress electronic signature process.

PROCEDURE – REMOTE SALES – INSURANCE - WITH REPLACEMENT The PDF version of the Prior Notice of Policy Replacement can be downloaded from the AMF website.	
Procedure – New insurance product with replacement eSignature eXpress electronic signature	
Preliminary Step	ADVISOR INTRODUCTION (BY PHONE OR VIDEOCONFERENCE)
	1) Send the client the information on your business card, including your titles and the agency contact information. You can do this when you send your first email to the client, using your email signature. Make sure your email signature is complete. 2) You must send the <i>Disclosure Statement</i> (F13-743A-1) to the client. This document is available in the <i>Document Centre</i> . It must be sent at the time of sale, at the latest. See the note about the <i>Applicant’s Statement</i> below this table.
Step 1	GATHER INFORMATION (BY PHONE OR VIDEOCONFERENCE)
	1) Clients should be able to explain or read the contracts they have in effect currently, if applicable, so that these can be adequately reflected in the FNA. 2) If it is necessary for you to be familiar with an in-force contract the client currently has or any other documents related to the client’s financial situation, the client must send you these documents using one of the secure communication tools provided by iA. 3) <u>With regard to the contract to be replaced, clients must send a complete copy</u> using one of the secure communication tools provided by iA so that you can familiarize yourself with the contract in order to be able to assess whether the replacement is to the client’s benefit and to correctly complete the notice of replacement.
Step 2	PRESENT THE FNA CONCLUSIONS AND MAKE YOUR RECOMMENDATIONS (BY PHONE OR VIDEOCONFERENCE)
	1) If you are using videoconferencing, you should share your screen with clients to familiarize them with the FNA while explaining your conclusions. 2) It is <i>strongly recommended</i> at this stage that you send clients a copy of <u>the FNA and an illustration of the product</u> by e-mail following the procedure detailed in Step 8. You will therefore have met your obligation to send a copy of the FNA and the illustration to the client upon delivery of the contract at the latest.

Step 3	READ THE COMPLETED NOTICE OF REPLACEMENT (BY PHONE OR VIDEOCONFERENCE)
	If you are using videoconferencing, you should share your screen with clients to familiarize them with the notice while explaining your conclusions.
Step 4	COMPLETE THE INSURANCE APPLICATION, THE F1E, THE F6 AND ANY OTHER FORMS NECESSARY
	<p>This step must be done over videoconference.</p> <p>The client must present a legible piece of identification during the videoconference. You <u>must not</u> save a screen capture of the piece of identification.</p> <p><u>You must share your screen with the client the entire time you are filling out the insurance application and the declaration of insurability.</u> The client must be able to see what you are entering electronically. It is <u>strongly recommended</u> that you add a note in the client file mentioning that this screen sharing took place.</p> <p>Of course, <u>no modifications may be made</u> to the insurance application or to the declaration of insurability afterwards, unless you have another videoconference with the client, with the screen sharing activated.</p>
Step 5	USE eSIGNATURE eXPRESS TO SEND THE F1E, THE NOTICE OF REPLACEMENT, THE F6 AND ANY OTHER FORMS THAT MAY BE NECESSARY, AS APPLICABLE, TO THE CLIENT FOR THEIR SIGNATURE, BEFORE YOU HAVE SIGNED THEM YOURSELF AS THE ADVISOR
	<p>In regard to the notice of replacement, make sure to have the client sign it, along with the other forms of the transaction, in the electronic signature ceremony to obtain proof of the client's signature in the electronic evidence certificate provided by eSignature eXpress ("the certificate").</p> <p>As eSignature eXpress sends an email to the client at the end of the signature ceremony allowing the client to download all of the documents present in the signature ceremony, it is considered that this process is equivalent to obtaining proof that the notice of replacement was sent to the client within the prescribed time period. <u>However, it is important that you keep the certificate provided by eSignature eXpress in the client file.</u></p>
Step 6	SUBMIT THE APPLICATION IN EVO AND SEND ALL OTHER DOCUMENTS FOR THE TRANSACTION BY EMAIL TO THE AGENCY'S ADMINISTRATIVE STAFF
	The administrative staff will send a copy of your notice of replacement to the replaced insurer within the required period, as applicable. Proof that this was sent will be noted in your client file in Equisoft/connect (Client manager) by the administrative staff.
Step 7	DOCUMENT MANAGEMENT
	Perform the usual document management in Equisoft/connect (Client manager) and make detailed notes in the client file. Make sure to make a note of the means you used to communicate with the client remotely.

DELIVERY OF THE FNA AND THE CONTRACT TO THE CLIENT	
Step 8	<p>➤ Delivery of the FNA and the illustration</p> <p style="color: red; text-align: center;"><i>Warning! The new contract delivery process means that the advisor must now take charge of the delivery of the FNA to the client and ensure that the client's file is properly documented in this regard</i></p> <ul style="list-style-type: none"> • If the FNA and the illustration were not sent to the client in Step 2, the FNA and the illustration must be handed over to the client on delivery of the contract at the latest. It is necessary to use a method that provides evidence in the client file that the FNA and the illustration were sent no later than on the date the advisor contacted the client in the contract delivery process. • Ideally, proof of delivery of the FNA and the illustration (e.g. written confirmation from the client) should be kept in the client file to demonstrate that the FNA and the illustration have not only been transmitted but also received by the client. • You must therefore <u>no later</u> than on the date you contact the client in the contract delivery process, send the PDF version of the FNA and the illustration <u>by email</u> to the client, adding a password to the PDF to protect the personal information they contain (see the guide on how to add a password to a PDF). <ul style="list-style-type: none"> • If the email is sent to the client directly from Equisoft/Connect (Client manager), a copy of the email should automatically be saved in the client file. However, you should ensure that this is the case. • If the email is sent from Outlook, you will have to index the email in the client file in Equisoft/Connect (Client manager). <p>➤ Electronic Contract Delivery</p> <ul style="list-style-type: none"> • When communicating with the client in the contract delivery process, you must: <ul style="list-style-type: none"> • Review the contract with the client, explaining the major provisions of the contract, • Verify with the client that the coverage(s) are what the client applied for.

ADDITIONAL INFORMATION:

- 1) When speaking on the phone, make sure that you are talking to the right client. It may be necessary to request confidential information from the client in order to confirm identity (date of birth, products they have with iA, recent transactions, etc.).
 - Write a clear and precise note about this in the client file. The use of videoconferencing can facilitate client identification.
- 2) During a remote conversation, in which it can be difficult to interpret a client's non-verbal behaviour, it is even more important to ensure that the client understands. Make sure you thoroughly confirm that the client understands the transaction you are completing together.
- 3) Each of the steps presented in the table above must be properly documented in the notes in the client file. Detailed notes are particularly important in the context of remote transactions.
- 4) Please ensure that you are certified in the province of residence of the client for whom you are performing a transaction.

- 5) You do not have to complete an ***Applicant's Statement*** in the current context. However, it is important to note that the elements usually documented in this form should be in your notes, particularly concerning the difference between the insurance face amount required according to the FNA and the face amount submitted in the insurance application.