

**PROCEDURE 3** (updated June 25, 2020)

The term “supervisor” refers to the person supervising the trainee concerned during the probationary period.

Please note that the same logic used in the procedure below can be used by trainees and their supervisors to perform transactions for existing annuity contracts using the contribution tool and the EVO Savings electronic signature process.

For each of these steps, unless otherwise specified:

- The client and the trainee must be present for the calls (by phone or videoconference);
- The supervisor’s presence during calls is optional.

PROCEDURE – REMOTE SALES – INSURANCE (NO REPLACEMENT) AND ANNUITIES – PROBATIONARY PERIOD	
Procedure – New <u>no replacement</u> insurance or annuity product Electronic signature for EVO Insurance, EVO Savings and the electronic RESP enrolment tool	
<b>Preliminary Step</b>	<b>TRAINEE INTRODUCTION (BY PHONE OR VIDEOCONFERENCE)</b>
	The trainee must send the client the information on their business card, including their title and the agency contact information. This information can be sent with their first email to the client, using their email signature. Make sure that the email signature is complete.
<b>Step 1</b>	<b>GATHER INFORMATION (BY PHONE OR VIDEOCONFERENCE)</b>
	<ol style="list-style-type: none"> <li>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.</li> <li>2) If it is necessary for the trainee or the supervisor 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 them these documents using one of the secure communication tools provided by iA.</li> </ol>
<b>Step 2</b>	<b>PREAPPROVAL OF RECOMMENDATIONS BY THE SUPERVISOR (BY PHONE OR VIDEOCONFERENCE)</b>
	<ol style="list-style-type: none"> <li>1) The trainee and the supervisor must be present for the call.</li> <li>2) The supervisor must verify the FNA completed by the trainee and request corrections, if necessary.</li> <li>3) The supervisor must preapprove the insurance illustration prepared by the trainee and the recommendations the trainee will discuss with the client.</li> <li>4) <b>Before the next step, the supervisor must add the following note to the client file:</b> <ul style="list-style-type: none"> <li>○ <i>I confirm that I have verified the FNA, preapproved the insurance illustration and the following recommendations which the trainee will discuss with the client: LIST THE RECOMMENDATIONS THE TRAINEE WILL DISCUSS WITH THE CLIENT.</i></li> </ul> </li> </ol>

<p><b>Step 3</b></p>	<p><b>PRESENT THE FNA CONCLUSIONS AND MAKE RECOMMENDATIONS (BY PHONE OR VIDEOCONFERENCE)</b></p>	
	<p>1) If using videoconferencing, the trainee can share their screen with clients to familiarize them with the FNA while explaining their conclusions.</p> <p>2) It is <i>strongly recommended</i> that clients be sent a copy of the FNA at this stage by e-mail following the procedure detailed in Step 8. <b>The obligation to send a copy of the FNA to the client upon delivery of the contract at the latest will therefore have been met.</b></p>	
<p><b>Step 4</b></p>	<p><b>ENTER THE INSURANCE OR ANNUITY APPLICATION USING THE TRAINEE’S CODE AND NAME AS THE ADVISOR</b> <i>The procedure may be different for universal policies and non-registered products</i></p>	
	<p><u>If the trainee has already sold a product to this client in the past:</u></p> <p><input type="checkbox"/> This step can be done over phone or videoconference between the client and the trainee.</p>	<p><u>If this is a new client to whom the trainee has not sold a product in the past:</u></p> <p><input type="checkbox"/> This step <b>must be done over videoconference</b> between the client and the trainee so that the client’s identity can be verified. The client must present a legible piece of identification during the videoconference. Saving a screen capture of the piece of identification is <u>prohibited</u>.</p>
<p><b>Step 5</b></p>	<p><b>USE THE ELECTRONIC SIGNATURE PROCESS FOR EVO INSURANCE, EVO SAVINGS OR THE ELECTRONIC RESP ENROLMENT TOOL TO SEND THE INSURANCE OR ANNUITY APPLICATION TO THE CLIENT, FOR THE CLIENT TO SIGN AND RETURN TO IA</b></p>	
<p><b>Step 6</b></p>	<p><b>DOCUMENT MANAGEMENT</b></p>	
	<p>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 the trainee and supervisor used to communicate with the client remotely.</p>	
<p><b>Step 7</b></p>	<p><b>COUNTERSIGNATURE</b></p>	
	<p><b>The supervisor must add the following note within three (3) business days following the sale</b> (the administrative staff will ensure follow-up in regard to this):</p> <ul style="list-style-type: none"> <li>▪ <i>I confirm that I have verified all documents used for this insurance or annuity sale completed by the trainee whom I supervise and that due to the current particular situation, this note serves as a countersignature to said documents.</i></li> </ul>	

DELIVERY OF THE FNA AND THE CONTRACT TO THE CLIENT	
Step 8	<p><input type="checkbox"/> <u>For insurance policies:</u></p> <ul style="list-style-type: none"> <li>• <b>Delivery of the FNA</b> <p style="text-align: center; color: red;"><i>Warning! The new contract delivery process means that the trainee 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"> <li>• If the FNA was not sent to the client in Step 3, the FNA 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 was sent no later than on the date the trainee contacted the client in the contract delivery process.</li> <li>• Ideally, proof of delivery of the FNA (e.g. written confirmation from the client) should be kept in the client file to demonstrate that the FNA has not only been transmitted but also received by the client.</li> <li>• <b>The trainee must therefore <u>no later</u> than on the date he contacts the client in the contract delivery process, send the PDF version of the FNA <u>by email</u> to the client, adding a password to the PDF to protect the personal information it contains (<a href="#">see the guide on how to add a password to a PDF</a>).</b> <ul style="list-style-type: none"> <li>• 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, the trainee should ensure that this is the case.</li> <li>• If the email is sent from Outlook, the trainee will have to index the email in the client file in Equisoft/Connect (Client manager).</li> </ul> </li> </ul> </li> <li>• <b>Electronic Contract Delivery</b> <ul style="list-style-type: none"> <li>• When communicating with the client in the contract delivery process, the trainee must:                             <ul style="list-style-type: none"> <li>• Review the contract with the client, explaining the major provisions of the contract,</li> <li>• Verify with the client that the coverage(s) are what the client applied for.</li> </ul> </li> </ul> </li> </ul>

	<p><input type="checkbox"/> <u>For annuity contracts:</u></p> <ul style="list-style-type: none"><li>• <b>Delivery of the FNA</b><ul style="list-style-type: none"><li>a) If the FNA was not sent to the client in Step 3, the FNA must be handed over to the client <b><u>without delay</u></b> once the sale of an annuity contract has taken place by following the procedure detailed above.</li></ul></li> <li>• <b>Electronic Contract Delivery</b><ul style="list-style-type: none"><li>a) Despite the current situation, the rider for the contract to come into force will still be sent to the client.</li></ul></li></ul>
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**ADDITIONAL INFORMATION:**

- 1) When speaking on the phone, trainees must make sure that they 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.).
  - o The trainee must 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 for the trainee to ensure that the client understands. The trainee must make sure to thoroughly confirm that the client understands the transaction they 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) **Trainees can only perform transactions for residents of the province of Quebec.**