

PROCEDURE 5 (updated October 1st, 2021)

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

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 – RESP – PROBATIONARY PERIOD	
Procedure – New RESP Electronic signature of the electronic RESP enrolment tool	
Preliminary Step	TRAINEE INTRODUCTION (BY PHONE OR VIDEOCONFERENCE) 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.
	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 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.
Step 2	PREAPPROVAL OF RECOMMENDATIONS BY THE SUPERVISOR (BY PHONE OR VIDEOCONFERENCE) 1) The trainee and the supervisor must be present for the call. 2) The supervisor must verify the FNA completed by the trainee and request corrections, if necessary. 3) The supervisor must preapprove the recommendations the trainee will discuss with the client. 4) Before the next step, the supervisor must add the following note to the client file: <ul style="list-style-type: none"> ○ <i>I confirm that I have verified the FNA and preapproved the following recommendations which the trainee will discuss with the client: LIST THE RECOMMENDATIONS THE TRAINEE WILL DISCUSS WITH THE CLIENT.</i>

Step 3	PRESENT THE FNA CONCLUSIONS AND MAKE RECOMMENDATIONS (BY PHONE OR VIDEOCONFERENCE)	
	<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 <u>strongly recommended</u> that clients be sent a copy of the FNA at this stage by e-mail following the procedure detailed in Step 8. 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.</p>	
Step 4	ENTER THE RESP APPLICATION USING THE TRAINEE'S CODE AND NAME AS THE ADVISOR	
	<p>If the trainee has previously sold a product to this client in the past:</p> <p><input type="checkbox"/> This step can be done by phone or videoconference.</p>	<p>If this is a new client to whom the trainee has not sold a product in the past:</p> <p><input type="checkbox"/> This step must be done over videoconference in order to verify the client's identity.</p> <p><input type="radio"/> The client must present a legible piece of identification during the videoconference. Saving a screen capture of the piece of identification <u>is prohibited</u>.</p>
Step 5	USE THE ELECTRONIC SIGNATURE PROCESS OF THE ELECTRONIC RESP ENROLMENT TOOL TO SEND THE RESP APPLICATION TO THE CLIENT, FOR THE CLIENT TO SIGN AND RETURN TO IA	
Step 6	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 the trainee and supervisor used to communicate with the client remotely.	
Step 7	COUNTERSIGNATURE	
	<p>The supervisor must add the following note within three (3) business days following the sale:</p> <ul style="list-style-type: none"> <i>I confirm that I have verified all documents used for this RESP 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> 	

	DELIVERY OF THE FNA AND THE CONTRACT TO THE CLIENT
Step 8	<ul style="list-style-type: none"> • Delivery of the FNA <ul style="list-style-type: none"> a) If the FNA was not sent to the client in Step 3, the FNA must be handed over to the client without delay once the sale of a RESP has taken place by following the procedure detailed in Step 7 of Procedure 3 entitled PROCEDURE – REMOTE SALES – INSURANCE (NO REPLACEMENT) AND ANNUITIES (EXCEPT RESP) – PROBATIONARY PERIOD. • Electronic Contract Delivery <ul style="list-style-type: none"> a) Despite the current situation, the rider for the contract to come into force will still be sent to the client.

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.).
 - 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.