

EMPIRE LIFE INFORMATION CIRCULAR

DATE: July 2, 2013
CATEGORY : INVESTMENTS
TO : MGA/AGA/National Accounts
SUBJECT : REMINDER - FUNDSERV GUIDELINES

N° 2013-17

Here are a few important FundSERV Guidelines reminders.

All business placed through FundSERV-enabled MGAs/Dealers must be placed electronically through FundSERV whenever possible.

When an advisor moves from one MGA/Dealer to another, we expect their business to move with them and transfer under the FundSERV model.

Non-FundSERV to FundSERV If an advisor moves from a non-FundSERV MGA/Dealer to a FundSERV MGA/Dealer, all eligible policies must be converted to FundSERV policies.

FundSERV to non-FundSERV If an advisor moves from a FundSERV MGA/Dealer to a non-FundSERV MGA/Dealer, our Block Transfer Rules would apply (see **Information Circular 2011-19: Block Transfer Rules**). The advisor may not be eligible to transfer to the non-FundSERV MGA/Dealer.

A FundSERV policy cannot be converted to a non-FundSERV policy.

Ineligible Business

- Non-FundSERV investment policies currently held with an MGA who does not have access to the FundSERV network
- Elite or Elite XL Investment Program policies established prior to September 22, 2003
- Two or more commissionable advisors on the same non-FundSERV investment policy
- Different servicing and commissionable advisors on the same non-FundSERV investment policy

FundSERV offers an efficient investment fund transaction processing system. Placing trades electronically via FundSERV reduces time, cost and risk.

If you would like more information, please see our **FundSERV Dealer Administration Manual**. It provides an overview of Empire Life products available on the FundSERV network, describes the documentation requirements, and outlines the responsibilities concerning transactions processed on the FundSERV network.

More information If you have any questions, please contact our Customer Service Team at 1 800 561-1268 or by email at contracting@empire.ca.

Reference Carol Anne Bracciodieta, Director, Investment Operations, Customer and Dealer Service