

# INVESTMENT ADMINISTRATOR REFERENCE GUIDE

---

May 2018



## **Table of Contents**

<b>Introducing Empire Life .....</b>	<b>4</b>
Our Vision .....	4
Our Mission .....	4
Our Values .....	4
Your Feedback.....	4
Terms.....	4
<b>Contact Us .....</b>	<b>5</b>
Sales & Marketing Contacts .....	5
Administrative Support Contacts .....	5
<b>Online Resources.....</b>	<b>6</b>
Consumer Site .....	6
Investor Access.....	6
Advisor Site.....	6
Administrative Forms.....	6
Requesting Promotional Items.....	6
The Business Centre Online Services .....	6
Revoking Business Centre Online Access.....	7
<b>Investments made Simple, Fast, Easy .....</b>	<b>7</b>
Fast & Full Investment Application Process.....	7
iGIC.....	7
Investment Advisor Referral Program.....	7
<b>Contracting Requirements .....</b>	<b>8</b>
Signature Requirements for MGA, AGA and Corporate Broker Agreements .....	8
National Accounts .....	8
<b>Commission and Compensation.....</b>	<b>8</b>
Fundserv Compensation Schedule.....	8
Compensation for Guaranteed Interest and Treasury Interest Options .....	8
Commission Schedule for Non-Fundserv Business .....	8
Commission Payment Schedule.....	8
Commission Statements.....	9
Transferring an Advisor and their Block of Business.....	9
Selling a Block of Business .....	9
Changing the Advisor on a Single Policy .....	9
National Account Transfer Process .....	10
<b>Advisor Compliance.....</b>	<b>10</b>
<b>New Business and Processing Guidelines.....</b>	<b>10</b>
When Sending us Documentation: .....	10
Processing Timelines .....	10
Our Service Level Commitment.....	10

## Investment Administrator Reference Guide

---

Faxed Applications .....	11
Retention of Documents by the Distribution Partner .....	11
Transfer Guidelines .....	11
<b>Fundserv Guidelines .....</b>	<b>12</b>
Fundserv Non-Financial Updates .....	13
Supporting Documents .....	13
What to do if the Fundserv Network is Unavailable.....	13
What to do if Fundserv Orders are Rejecting for an Unknown Reason .....	13
Transactions Not Available on the Fundserv Network .....	14
Management Code EMP .....	14
Electronic Transmission Schedule.....	14
<b>Error Correction and Transaction Reversals .....</b>	<b>14</b>
Letter of Indemnity.....	14
Cheques Not Honoured by the Bank .....	14
<b>Signature Requirements .....</b>	<b>15</b>
New Applications.....	15
Joint Owners .....	15
Corporations or other Entities .....	15
Irrevocable Beneficiary .....	15
Advisor Signature and Limited Trading Authorization (LTA) .....	15
Policy Owner Investment Authorization (POIA) .....	15
Acceptable Signature Requirements .....	16
Power Of Attorney .....	16
<b>Regulatory Requirements.....</b>	<b>17</b>
<b>Claim Requirements.....</b>	<b>18</b>
Estate Beneficiary .....	18
Claims Settlement .....	19
Special Circumstances .....	19
<b>Customer Statements, Confirmations and Letters .....</b>	<b>20</b>
<b>Additional Information .....</b>	<b>23</b>
Reinvestments .....	23
Segregated Funds Taxation for Non-Registered Policies .....	23
Aboriginal Peoples .....	23
<b>Appendix I.....</b>	<b>24</b>
Sample Letter of Indemnity.....	24

### Introducing Empire Life

Thank you for choosing Empire Life. We are proud to be one of the top ten life insurance companies in Canada<sup>1</sup>.

#### **Our Vision**

Our vision is to be Canada's most convenient insurance & investment company.

#### **Our Mission**

Insurance & Investments - Simple. Fast. Easy.

#### **Our Values**

We are honest, fair and honour our commitments to our customers and each other. We treat each other with respect. We hold ourselves and each other accountable.

#### **Your Feedback**

This guide is intended to be simple, fast and easy to use and should answer any questions you may have while doing business with us.

We value your feedback so please contact our [Customer Service](#) if you have any comments or suggestions.

It is a privilege to work with you.

#### **Terms**

“**Distribution Partner**” refers to anyone who works with us to sell our products. This includes MGAs, AGAs, IFAs and National Accounts.

“**Contract**” and “**Policy**” are two terms that are interchangeable. Both refer to the agreement between the customer and Empire Life.

---

<sup>1</sup> *The Globe and Mail Report on Business Magazine*, June 2015, based on revenue as at May 19, 2015

### Contact Us

#### Sales & Marketing Contacts

Empire Life has Sales & Marketing Centres throughout Canada to help you with product support, marketing concept scenarios, marketing materials and supplies.

#### Insurance Sales Teams

- Insurance Sales Team – Ontario, Atlantic Canada and National Relationships
- Insurance Sales Team – Quebec
- Insurance Sales Team – Western Canada

#### Investment Sales Teams

- Investments Sales Team – Ontario, Atlantic Canada and National Relationships
- Investments Sales Team – Quebec
- Investments Sales Team – Western Canada

#### Administrative Support Contacts

##### Customer Service

Administrative support and inquiries for investment and individual insurance policies

- Phone: 1 800 561-1268. Monday to Friday, 8:00 am to 8:00 pm E.S.T.
- Email: [investment@empire.ca](mailto:investment@empire.ca)

##### National Accounts

Administrative support and inquiries for investment and individual insurance policies for National Accounts.

- Phone: 1 866 834-6500. Monday to Friday, 8:00 am to 8:00 pm E.S.T.
- Email: [investment@empire.ca](mailto:investment@empire.ca)

##### Distribution Services

Advisor contracting, licenses, Errors and Omissions certificates (E&O), compensation support, block transfer requests and changes to Fundserv dealer profiles and preferences

- Email: [dealerservices@empire.ca](mailto:dealerservices@empire.ca)

##### Technical Support

Illustration software support and technical questions relating to our online services.

- Phone 1 888 237-2320
- Email: [field.tech@empire.ca](mailto:field.tech@empire.ca)

##### Empire Life Head Office

259 King Street East  
Kingston, Ontario  
K7L 3A8



### Online Resources

#### Consumer Site

Our [Consumer Site](#) offers consumers a variety of company and product information.

#### Investor Access

Our customers can view their their individually owned investment contracts online using the [Investor Access](#) service on our [Consumer Site](#).

#### Advisor Site

Our [Advisor Site](#) provides distribution partners with fast and easy access to product and marketing materials as well all our administrative forms and tools.

Click the links below to find what you are looking for:

- [Printable Applications](#)
- [Forms and Tools](#)
- [Empire Life Applications and Forms Guide](#)
- [Annuity Quoting Service](#)
- [RRSP and Investment Loan Applications](#)
- [Product Information](#)
- [Marketing Materials](#)
- [Fund Prices and Performance](#)
- [Software Downloads](#)

#### Administrative Forms

Looking for frequently used administrative forms? Find them in the [Top Forms](#) section of our [Advisor Site](#). All of our forms are available electronically and some are also available for order.

#### Requesting Promotional Items

Requests for promotional items should be discussed with your [Account Executive](#).

#### The Business Centre Online Services

[The Business Centre Online Services](#) are available to advisors and administrators and provide access to a variety of policy information and reports as well as advisor contracting and commission information.

Access is password protected and new users can [Sign Up Here](#)

Advisors must have an active Empire Life code to register.

Once signed up users will have access to:

#### Policy information:

- [Account Values Summary](#)
- [Investment Policy Summaries and Statements](#)
- [Transaction History](#)
- [Archived Statements](#)
- [Online Loan Application through B2B Trust](#)

### Reports

- General Search Report
- Servicing reports:
  - By Age and/or Value Range
  - By Investment Option
  - By GI Cert Reinvestment Date
  - Option Plus Group RSP

### Contracting & Compensation

- Commission statements
- Balance Inquiry
- Production Inquiry
- Outstanding Contracting Requirements
- Licence Inquiry

For help navigating the Business Centre please contact [Customer Service](#).

### Revoking Business Centre Online Access

Please send requests to revoke a user's Business Centre access to [issecurity.access@empire.ca](mailto:issecurity.access@empire.ca). Please include a brief explanation why security is being revoked.

---

## Investments made Simple, Fast, Easy

### Fast & Full Investment Application Process

A great feature of our [Fast & Full Investment Application Process](#) for segregated funds is the way it saves you time. Simple and convenient, advisors can now complete and submit a segregated fund application and transfer form without a single piece of paper. [Learn more about the Fast & Full Investment App.](#)

### iGIC

Our paperless, online application – [iGIC](#) – is simple, making it easy and convenient for advisors to do Guaranteed Interest Contract (GIC) business with us. [Learn more about iGIC](#)

### Investment Advisor Referral Program

The Empire Life [Investment Advisor Referral Program](#) provides advisors with an opportunity to receive Client Prospects from Empire Life Investments Marketing programs.

[Learn more about the Investment Advisor Referral Program.](#)

## **Contracting Requirements**

Please review the [Contracting Requirements Guide](#)

### **Signature Requirements for MGA, AGA and Corporate Broker Agreements**

We require one of the following:

- Signature of two signing officers with titles
- Signature of one signing officer and corporate seal
- Signature of sole signing officer with the following statement: “Sole signing officer with the authority to bind the corporation. A corporate seal does not exist.”

Articles of Incorporation must be submitted with the contracting documents to provide verification of signing authorities. All individuals with greater than 20% ownership will be screened.

MGAs and AGAs may appoint specific administrative personnel to sign Broker Agreements on behalf of the MGA or AGA. A letter signed by a signing officer of the MGA or AGA must be submitted to appoint an individual to sign Broker Agreements.

All completed and signed contracting documents as well as a copy of the licence and proof of Errors and Omissions coverage can be emailed to [Distribution Services](#).

### **National Accounts**

National Accounts may not need to complete individual contracting documents for their advisors and advisor codes may be issued by email request without additional contracting documents.

---

## **Commission and Compensation**

### **Fundserv Compensation Schedule**

For deposit and trailer commission details for Fundserv policies please refer to the [Fundserv Compensation Schedule](#).

### **Compensation for Guaranteed Interest and Treasury Interest Options**

For compensation related to Guaranteed and Treasury Interest Options submitted under Fundserv MGAs, please refer to the [Compensation payment of GIO/TIO business](#).

### **Commission Schedule for Non-Fundserv Business**

For deposit and trailer commissions for non-Fundserv policies, annuities and Option Plus Group RSP please refer to the [Empire Life Commission Schedule](#).

### **Commission Payment Schedule**

Deposit commissions are paid on a weekly basis. Transactions must be settled by Tuesday 4:00 p.m. EST to have commission paid the same week.

Trailer commissions are generated on the first day of each month for the assets administered during the previous month.

### Commission Statements

Commission Statements are produced only if there has been positive activity in the advisor account.

You will see a negative sign on the statement beside any chargeback amount, indicating we have taken the commission back from the advisor. There will also be a chargeback of any applicable bonus.

### Transferring an Advisor and their Block of Business

Submit a [Policy Transfer Request form B-0072](#) signed by the Advisor and the receiving MGA.

Empire Life will advise both MGAs of the amounts involved. The price will be set at 0.0025 times Segregated Funds Assets Under Management and 5 times insurance service fees.

Once the releasing MGA signs the [Policy Transfer Request form B-0072](#) we will transfer the business.

Deposit commission for any new and existing business will be paid to the new MGA beginning on the transfer effective date.

Any pending policies will be moved to the new MGA on the transfer effective date. Trailer commission will transfer to the new MGA.

### Selling a Block of Business

A completed [Policy Transfer Request form B-0072](#) must be provided.

### Changing the Advisor on a Single Policy

We accept signed requests directly from the customer to change their advisor.

The servicing and commissionable advisor must always be the same for the following:

- Guaranteed Investment Funds (GIF) 75/75, 75/100, 100/100
- Class Segregated Funds
- Class Plus, Class Plus 2 (CP2), Class Plus 2.1 (CP2.1) & Class Plus 3.0 (CP3.0)
- Guaranteed Interest Contract (GIC)

Servicing and commissionable advisor must be the same for all policies administered on the Fundserv network.

For all other products, only the servicing advisor will be changed and the commissions will continue to be paid to the original signing advisor. To change the commissionable advisor, a [Policy Transfer Request form B-0072](#) must be completed.

Requests to transfer an entire Option Plus Group RSP to a new advisor must be signed by the Group Administrator.

**National Account Transfer Process**

National Accounts can request a transfer from one advisor to another under the same National Account without advisor signatures. Details of the transfer can be sent to [dealerservices@empire.ca](mailto:dealerservices@empire.ca)

---

**Advisor Compliance**

Advisors are required to comply with numerous regulatory and industry standards in the course of operating their practice. It is critical for customers and Empire Life that advisors operate their practice in a compliant manner.

[Learn more about Compliance Requirements](#)

---

**New Business and Processing Guidelines**

**When Sending us Documentation:**

- Securely fasten all related documents together
- Always include the policy number on all correspondence and documentation whenever possible
- Always include the policy number on customer deposit cheques and attach the cheques to the related documentation
- Include a cover letter to explain any unusual or complex situations. The cover letter should include a contact name, telephone number and email address
- Ensure the advisor’s current license and errors and omissions coverage is on file at Empire Life

**Processing Timelines**

Documentation must be received in good order at Empire Life head office by 4:00 p.m. EST to be processed effective that business day. If documentation is not received by 4:00 p.m. EST it will be processed effective the next business day.

**Our Service Level Commitment**

<b>Financial Transactions</b>	<b>Service Standard (Business Days)</b>
New application with deposit	1
Deposit	1
Withdrawal	1
Switch	1
<b>Non- Financial Transactions</b>	<b>Service Standard (Business Days)</b>
Changes to Pre Authorized Debit	3
Changes to Systematic Withdrawal Plans	3
Guarantee Reset	3
Address Change	3
Name Change	3
Beneficiary Change	3
Ownership Change	3

### **Faxed Applications**

We accept faxed applications for:

- New policies set up through Fundserv that are funded by N\$M
- New policies funded by external transfers
- New policies funded by pre-authorized debit
- New policies set up as part of an In Cash Transfer (ICT) Fundserv order
- Interest rate guarantees for Guaranteed Interest Contracts

When faxing an application do not forward the original.

### **Retention of Documents by the Distribution Partner**

All documents being faxed or scanned must be retained in their original form by the distribution partner.

### **Transfer Guidelines**

The following Transfer Guidelines correspond to internal transfers from existing Empire Life segregated funds policies to new policies holding the same product:

- [Transfer Guidelines for Class and GIF Contracts](#)
- [TIK Transfer form for Class and GIF Contracts](#)
- [TIK Transfer form for Elite and Elite XL Policies](#)

### **Not In Good Order Guidelines**

When documentation is received with incomplete, conflicting or illegible instructions it is considered to be 'not in good order' and cannot be processed.

We will contact you for clarification within 24 hours for financial requests (such as buys, sells and switches) and within 48 hours for non-financial requests (such as an address or name change). An email will be sent to the MGA and the advisor will be copied.

Not in good order transactions are processed effective the day we receive the outstanding information.

## Fundserv Guidelines

The Empire Life Fundserv management code for segregated funds products is ECF.

Transaction	General Guidelines
New Policy Set Up	A copy of the policy application must be submitted
Buys	<p>Must be made in terms of dollars and not units</p> <p>Settlement options are cheque or N\$M</p> <p>N\$M trades auto settle on T+2</p> <p>If documentation is not received by T+2, the trade will be cancelled and any loss will be billed to the MGA or NA.</p> <p>Documentation is not required for buys in existing policies settled through N\$M if the advisor has <a href="#">Limited Trading Authorization</a> or <a href="#">Policy Owner Investment Authorization</a>.</p> <p>In-trust cheques from MGAs are acceptable and must be written against the MGA trust account. In-trust cheques from advisors or AGAs cannot be accepted.</p>
Sells	<p>Settlement options are cheque, EFT or N\$M</p> <p>If documentation is not received by T+2, a notification will be sent to the distribution partner on T+3. If no documentation is received by T+10 the trade will be cancelled and any loss will be billed to the distribution partner.</p> <p>N\$M trades auto settle on T+2</p> <p>Documentation is not required for sells settled through N\$M if the advisor has <a href="#">Limited Trading Authorization</a> or <a href="#">Policy Owner Investment Authorization</a>.</p>
Switches	<p>Must be between funds within the same policy and purchase fee option.</p> <p>Trade will auto settle on T+1</p> <p>Documentation is not required if the advisor has <a href="#">Limited Trading Authorization</a> or <a href="#">Policy Owner Investment Authorization</a></p>

## Investment Administrator Reference Guide

Transaction	General Guidelines
Money Market Switches for Elite and Elite XL	<p>Switches to Money Market funds in Elite and Elite XL policies must use the following fund codes:</p> <p style="margin-left: 40px;"><b>ECF0515</b> for Elite 75/100  <b>ECF1515</b> for Elite 100/100  <b>ECF0715</b> for Elite XL 75/100  <b>ECF1715</b> for Elite XL 100/100</p>
In Cash Transfer (ICT)	<p>If the ICT is to a new policy then the new policy application must be received by T+2</p> <p>If the ICT is a transfer to an existing policy, then supporting documentation must be received by T+2</p> <p>If the ICT is a sell, then documentation must be received by T+2. If the documentation is not received by T+2 then the ICT trade will be treated as a regular transfer. When the documentation is received, a cheque will be generated and sent to the other institution.</p>

### Fundserv Non-Financial Updates

We accept the following Non-Financial Updates:

- Add Mod Address
- Add Mod Client Info
- Mod Acct Attrib
- Add Mod FATCA

### Supporting Documents

Unless otherwise stated in the Electronic Transmission Schedule, all necessary documentation must be received at Empire Life within 2 business days (T+2) following the transaction date (regular cut off times apply). The trade(s) will be settled the same day the documentation is received in good order.

When documentation is required please provide the wire order number(s) to facilitate settlement.

### What to do if the Fundserv Network is Unavailable

Please fax instructions and supporting documentation to 1 800 419-4051.

### What to do if Fundserv Orders are Rejecting for an Unknown Reason

Please contact our [Customer Service](#).

### Transactions Not Available on the Fundserv Network

- Death claims
- Setting up a Pre-Authorized Debit or Systematic Withdrawal Plan
- Transfers between segregated funds and Guaranteed Interest or Treasury Interest Options
- Applications funded by RRSP Loans

### Management Code EMP

Certain Elite and Elite XL policies are administered under management code EMP. Please refer to the [Information Circular 2014-28EMP code administrative changes for FundSERV for policies under management code EMP](#)

### Electronic Transmission Schedule

For the full terms and conditions under which the distribution partner can submit transactions electronically and for an overview of the distribution partner's responsibilities regarding order matching, settlement and transmission of confirmations, please refer to the Managing General Agent's Agreement and the Electronic Transmission Schedule.

---

## Error Correction and Transaction Reversals

Corrections and cancellations can be submitted using the Fundserv network on the trade date (T) until 4:00 pm EST.

Any corrections or cancellations that are not processed using the Fundserv network must be requested by a Letter of Indemnity (LOI).

### Letter of Indemnity

If a trade error or omission is made either through fundserv or on supporting documentation, then the MGA or National Account can submit a Letter of Indemnity requesting a correction. The Letter of Indemnity must clearly explain what needs to be corrected and must also state the MGA assumes all responsibility and indemnity for the correction. The Letter of Indemnity must be signed by an authorized individual of the MGA or National Account.

Dilution associated with corrections is calculated at a fund level. The MGA or National Account will be billed for any losses. The MGA or National Account will receive an invoice by fax and payment must be made within 5 business days. Payment is accepted from the MGA office only. We do not accept cheques from advisors.

Please refer to [Appendix I](#) for a sample Letter of Indemnity

### Cheques Not Honoured by the Bank

Purchases will be reversed if the corresponding cheque is not honoured by the bank. Any dilution resulting from the reversal will be billed to the MGA.

### Signature Requirements

The distribution partner is responsible for obtaining and verifying original signatures.

#### New Applications

- Owner/Beneficial Owner or first authorized signature for corporate owner
- Joint Owner/Joint Beneficial Owner or second authorized signature for corporate owner (if applicable)
- Annuitant (if different than owner)
- Advisor

In addition to the above signature requirements, the signature or stamp of the Trustee or the Agent for the Trustee for Nominee registered accounts is required.

#### Joint Owners

The signature of each joint owner is required

#### Corporations or other Entities

Persons signing on behalf of a business or organization must provide one of these three allowable signatures:

- Two signing officers with titles
- One signing officer with the company seal
- Sole signing officer with the following statement: "Sole signing officer with the authority to bind the corporation. A corporate seal does not exist."

#### Irrevocable Beneficiary

In addition to the above requirements, if the policy has an irrevocable beneficiary then the irrevocable beneficiary must also sign to authorize the following transactions:

- Withdrawals (sells)
- Title changes (beneficiary or ownership change) and collateral assignments.

#### Advisor Signature and Limited Trading Authorization (LTA)

The Limited Trading Authorization (LTA) allows advisors to execute financial and non-financial transactions on behalf of the policy owner. These transactions include but are not limited to purchases, withdrawals and switches.

Policy owners give advisors LTA when completing all new segregated funds applications. The policy owner can revoke the Authorization at any time by sending us a signed request.

Advisors using LTA are required to keep a record of the customer's request for audit purposes. Activity under LTA is not allowed without prior discussion with the policy owner.

If a new advisor is assigned to an existing policy, a [Limited Trading Authorization Form](#) must be completed for the new advisor to have LTA.

#### Policy Owner Investment Authorization (POIA)

Policy Owner Investment Authorization (POIA) allows the advisor to request deposits, transfers between investment options and exercise reset options.

POIA was optional on older products and has now been replaced with the Limited Trading Authorization.

## Investment Administrator Reference Guide

### Acceptable Signature Requirements

If “No” is indicated in the chart below then we require the policy owner’s signature  
 If “Email request acceptable” is “Yes” then there is no signature requirement.

Note: Calls are recorded for training and quality purposes only.

Transaction	LTA signature acceptable	POIA signature acceptable	Email request acceptable
New Application	No	No	No
Full or Partial Withdrawal*	Yes	No	No
Fund Switch	Yes	Yes	No
Fund Direction	Yes	Yes	Yes
Set Up Systematic Withdrawal Plan	Yes	No	No
Increase Systematic Withdrawal Plan Amount*	Yes	No	No
Decrease Systematic Withdrawal Plan Amount	Yes	Yes	Yes
Set Up Pre-Authorized Debit (PAD)	No	No	No
Increase Pre-Authorized Debit (PAD) Amount	No	No	No
Decrease Pre-Authorized Debit (PAD) Amount	Yes	Yes	Yes
Set Up Dollar Cost Averaging (DCA)	Yes	Yes	No
Modify Dollar Cost Averaging (DCA)	Yes	Yes	No
Banking Change	No	No	No
Extend Policy Maturity Date	Yes	Yes	No
Guarantee Reset	Yes	Yes	Yes
Beneficiary Change*	No	No	No
Address Change	Yes	Yes	Yes
Owner Name Change	No	No	No
Ownership Change	No	No	No
Advisor Change <sup>1</sup>	No	No	No

\*Signature of the irrevocable beneficiary needed if applicable

<sup>1</sup>National Accounts should refer to the [National Account Transfer Process](#)

### Power Of Attorney

A Power of Attorney has certain powers and limitations for property regarding any dealings with a life insurance policy.

[Learn about the Power of Attorney](#)

## Regulatory Requirements

The following information must be provided on Non-Registered policy applications:

Requirement	Explanation
Purpose of Investment	This is a regulatory requirement and must be completed on all non-registered applications.
Verification of Identity of Owner	<p>Verification of Identity of an individual or a business owner must be completed by the Advisor.</p> <p>If the owner is a corporation or other organization, the <a href="#">Corporation Organization Owner Supplement C-0044</a> form and charter documents (articles of incorporation if within the past year only or the last year's corporate resolution) including signing authorities are required.</p>
Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS)	<p>In order to comply with international tax laws, we need to confirm the owner(s) status for U.S. and international tax purposes.</p> <p>If place of residence is outside of Canada, a tax identification number (TIN) is required. This must be provided on the application or the owner will be reported to CRA as non-responsive.</p> <p>Please refer to <a href="#">Information Circular 2014-18</a> and <a href="#">Information Circular 2017-13</a> for more details.</p>
Determination of Third Party Interests	<p>This must be answered either 'Yes' or 'No' (leaving it blank is not acceptable). If the answer is 'Yes', details are required.</p> <p>For Fast and Full, if the payor is a company but not the Owner or Annuitant, answer 'Yes'. The Date of Birth should be the Annuitant's and the Occupation should be the type of business.</p>

## Claim Requirements

During the claim process we may, at our discretion, request documentation in addition to the following requirements:

- [Claimants Statement C-0008](#)
- Original Death Certificate
- The address of the Estate Executor (for mailing tax slips)
- If the beneficiary is the estate then please refer to the table below for additional requirements

### Estate Beneficiary

Will?	All Provinces Except Quebec	Quebec
Yes	<p>If amount greater than \$75,000, Notarized copy of the will is required</p> <p>If amount greater than \$100,000, A Notarized copy of the will is required as well as the “Death-Affidavit for Payments over \$100,000” form a (Empire will provide this form if needed)</p>	<p>Notarized copy of Will is required</p> <p>Certificat de Recherche Testamentaire de la Chambre des Notaires du Québec</p> <p>Certificat de Recherche Testamentaire du Barreau du Québec</p>
No (intestate)	<p>Certificate of Appointment of Estate Trustee without a Will (Ontario)</p> <p>Letters of Administration (other provinces)</p> <p>If the amount is greater than \$100,000: Death-Affidavit for Payments over \$100,000* if the estate is not being probated</p> <p align="center">OR</p> <p>Certificate of Appointment of Estate Trustee with or without a will (Ontario) of Letters Probate</p>	<p>If married, a notarial copy of marriage contract and Certificats de recherche de la Chambre des notaires and Certificat de recherche du Barreau du Québec certifying that deceased died without a Will</p> <p>If unmarried, Notarial Statutory Declaration Certificate endorsed by all heirs, in addition to Certificats de recherche de la Chambre des notaires and Certificat de recherche du Barreau du Québec certifying that deceased died without a Will.</p>

\*We will provide the Death-Affidavit for Payments over \$100,000 if necessary

## Investment Administrator Reference Guide

---

### Claims Settlement

Claim proceeds are sent to the advisor via the MGA unless we are given alternate directions such as to deposit the proceeds to an existing or new Empire Life policy for the beneficiary. Beneficiaries may also ask to have the proceeds sent to them directly.

If the [Annuity Settlement Option](#) (ASO) was selected, the beneficiary will be asked to complete two forms:

- [Claimants Statement C-0008](#)
- An Empire Life [Single Premium Immediate Annuity application](#) (SPIA) application (The SPIA application must be for the same type of annuity selected as part of the Annuity Settlement Option)

### Special Circumstances

If	Then
The beneficiary requests to have the proceeds transferred to another policy.	Written, signed and dated instructions from the beneficiary are required.
The Policy is Assigned	A release of assignment or statement of continuing interest from the Assignee is required
The Investment policy is VIP / SIP	Normal claims processes do not apply. Please contact our <a href="#">Customer Service</a> .

## Customer Statements, Confirmations and Letters

The information on the customer statements, confirmations and letters is accurate as of the date produced.

If you have any questions or concerns about the information, please contact our [Customer Service](#) within 30 days.

Customer Output	Advisor Copy	Description
<b>Statements</b>		
Semi-annual statements	No	Advisors can download electronic copies of semi-annual investment statements using <a href="#">The Business Centre Online Services</a>
<b>Contract Confirmations</b>		
Guaranteed Investment Funds (GIF), All Class and Class Plus products, Elite/Elite XL	No	Sent to the customer the day after the contract is issued
Guaranteed Interest Contract (GIC)	No	Sent to the customer the day after the contract is issued
Option Plus Group RSP	Yes	Sent to the advisor for delivery to the plan member (Includes Administration Guide and Master Contract)
Single Premium Immediate Annuity	Yes	Sent to the advisor for delivery to the customer (includes a copy of the application)

## Investment Administrator Reference Guide

Customer Output	Advisor Copy	Description
<b>Transaction Confirmations</b>		
Guaranteed Investment Funds (GIF), All Class and Class Plus products, Elite/Elite XL	Optional	Advisor copies of transaction confirmations are optional and are produced based on MGA/NA preference  Transaction confirmations for systematic withdrawal plans, pre-authorized debit (PAD) and systematic switches for the first transaction only. Subsequent transaction confirmations are only produced if there are changes to the payment date, payment amount, payment frequency or fund direction.
Guaranteed Interest Contract (GIC)	Optional	Can be sent to the MGA, National Account or advisor directly
Option Plus Group RSP	Yes	Produced for initial deposits and sent with the policy contract Transaction confirmations are only produced for subsequent deposits over \$500
<b>Letters</b>		
100% Maturity Guarantee deposit less than 15 years	Yes	Sent when the first additional deposit is made when there less than 15 years to the policy maturity date. Explains the deposit is guaranteed at only 75% at maturity. No letters are sent for subsequent deposits
Maturity	Yes	Mailed 45-60 days prior to maturity. Provides customer with maturity options and explains reinvestment for the same term at current rate if no instructions are received prior to maturity
Maturity Guarantee Top Up	Yes	Depending on the product*, Maturity Guarantee Top Ups appear on Transaction Confirmations

## Investment Administrator Reference Guide

Customer Output	Advisor Copy	Description
Resets	Yes	<p><b>Customer Initiated Reset</b> Provides death benefit and maturity benefit guarantees and maturity date If the reset request is declined an explanation letter is sent</p> <p><b>Automatic Resets</b> Provides the death benefit guarantee, income base and bonus base amounts</p>
Annuity Confirmations	No	Sent annually to policy owner to confirm contact information
RRSP to RRIF Conversion	Yes	Customers receive a letter explaining their RRSP must convert to a RRIF by year end. Depending on the product*, advisors receive a list of all their customers with RRSPs that must convert to a RRIF by year end. Advisors also receive a sample of the customer letter
RRSP to RRIF Conversion Contract confirmation	Yes	Depending on the product*, RRSP to RRIF conversions appear on Transaction Confirmations
RRIF Payment Resulting in \$0 Balance	Yes	Depending on the product*, the final Transaction Confirmation will show a \$0 balance
Beneficiary Change	Yes	Sent when the policy beneficiary designation is changed
Ownership Change	Yes	Sent when the policy owner is changed
Bankruptcy	No	A letter is sent to the customer when bankruptcy assignment is added to the policy. No letter is sent when the assignment is removed

## Investment Administrator Reference Guide

---

Customer Output	Advisor Copy	Description
Requirement to Pay	No	A letter is sent to the customer when the Requirement to pay is added to the policy. No letter is sent when the Requirement to Pay is removed

\*Includes Guaranteed Investment Funds (GIF), all Class and Class Plus products and Elite/Elite XL policies under Management Code ECF.

---

### Additional Information

#### Reinvestments

Guaranteed Interest Option certificates will reinvest automatically for the same term if no alternate instructions are received prior to the reinvestment date.

The interest rate in effect at the time of reinvestment will apply. Upon reinvestment, a Transaction Confirmation will be mailed to both the customer and the advisor.

For investment terms of one year or more, Empire Life allows a grace period of 30 days after the reinvestment date for customers to provide alternate reinvestment instructions without penalty. Penalties will apply if new instructions are received after the 30 day grace period.

#### Segregated Funds Taxation for Non-Registered Policies

Please refer to [Segregated Funds Taxation for non-registered policies](#) for additional information.

#### Aboriginal Peoples

In order to qualify for First Nation tax exemption, the customer must apply directly with the Canada Revenue Agency (CRA) for a waiver. If the CRA approves the application they will send a waiver to Empire Life and the customer's policy will be administered accordingly.

Prior to receiving the CRA waiver, all policy withdrawals will be subject to applicable tax treatment. The customer would however be able to request a refund when filing their income tax return. If any tax exemption requests are submitted without the waiver, we will notify the MGA and provide the requirements.

Customers also have the option of providing a copy of a valid (non-expired) Status Indian card and evidence that funds in the registered policy were earned on a reserve and are eligible for tax exemption. The customer must also provide Letters from Originating RPP and/or Relinquishing Institution.

## Appendix I

### Sample Letter of Indemnity

[Print on distribution partner's letterhead]

Attn: Customer Service  
Fax: **1 800 419 4051**  
Email: [investment@empire.ca](mailto:investment@empire.ca)

Empire Life  
259 King Street East  
Kingston, ON  
K7L 3A8

**Date:** \_\_\_\_\_

**Re:**

Policy Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Wire Order #(s): \_\_\_\_\_

Dealer/Rep code: \_\_\_\_\_

Please make the following change(s):

---

---

---

---

---

---

I/We assume all responsibility and indemnity for the changes requested above, and will hold The Empire Life Insurance Company (Empire Life) harmless from any and all loss, cost, damage or expense, which may arise directly or indirectly from Empire Life effecting the above changes.

Sincerely,

---

Name and signature of authorized representative of the MGA