

### Deposit Service Requests

- Agency's Agent number is your dealer number through FundSERV.
- Your firm specific agent number should be on all correspondence forwarded to RFA Bank of Canada as it is the trigger for paying commission and for identifying your firm.
- Please contact our broker service phone line for service and account inquiry-related matters at **1.844.229.7577** or by fax at **1.855.247.6270**. Alternatively, you can email [rfagic@ifdsgroup.com](mailto:rfagic@ifdsgroup.com). Please allow a 2-hour window for response. All service-related correspondence can be forwarded to **RFA Bank of Canada C/O IFDS, 30 Adelaide St. East, Suite 1, Toronto, Ontario M5C 3G9**.

### Commission Statement

- Commission statements and payments go out in the first 5 days of the following month. (i.e., January's completed purchases will be payable in the first 5 business days of February)

### Escalations

- To escalate an urgent matter or discuss additional products or changes to your business, please call
- **Nicole Kotsifas, National Sales Director of Deposits** directly at **647.642.7967** or **1.877.416.7873 x 734** or email [nicole.kotsifas@rfabank.ca](mailto:nicole.kotsifas@rfabank.ca).

### Estate Redemptions

- Please forward a copy of the death certificate and a letter of direction to [rfagic@ifdsgroup.com](mailto:rfagic@ifdsgroup.com) for re-registration to a beneficiary or redemption, please be advised that an estate clawback of commission will apply on redemptions.

### Monthly Reconciliation or Trial Balance Reports

- A monthly report of all processed business as of the last day of the previous month will be forwarded to your designated emails in the first 5 business days of the following month. (i.e., A report of all purchases processed up until January 31<sup>st</sup> will be forwarded to your designated email addresses in the first 5 business days of February.)

### Rate Exceptions and Commission Sacrifices

- We post our top tier rates. However, if you are in a competitive situation, please call Nicole Kotsifas for an exception.

### Re-Registrations, Internal Transfers and Splits

- External transfers, internal re-registrations, splits, and transfers with funds already invested at RFA Bank cost \$35 per registration (i.e., ABC Company in trust for John Smith transfers to DFG Company in trust for John Smith) effective May 1<sup>st</sup>, 2022.
- In kind transfers are not permitted.

### Direct Deposit for RFA Bank of Canada

- RFA's banking info for wire transfer or direct deposit is done at TD Bank: **bank 004, transit # 1020-2, account # 5485693**. Address for TD Bank is **222 Bay Street, Toronto, Ontario M5K 1A2**.

**Should you have questions or concerns, please call Nicole Kotsifas at 1.877.416.7873 x 734 or 647.642.7967.**

**Thank you for your business!**