

**PROCEDURE 2** (updated June 15<sup>th</sup>, 2022)

Please note that the same logic used in the procedure below can be used to perform transactions for existing insurance or annuity contracts using eSignature eXpress electronic signature process.

<b>PROCEDURE – REMOTE SALES – INSURANCE - WITH REPLACEMENT</b> The PDF version of the Prior Notice of Policy Replacement can be downloaded from the AMF website.	
<b>Procedure – New insurance product with replacement</b> <b>eSignature eXpress electronic signature</b>	
<b>Preliminary Step</b>	<b>ADVISOR INTRODUCTION (BY PHONE OR VIDEOCONFERENCE)</b>
	1) Send the client the information on your business card, including your titles and the agency contact information. You can do this when you send your first email to the client, using your email signature. Make sure your email signature is complete.  2) You must send the <i>Disclosure Statement</i> (F13-743A-1) to the client. This document is available in the <i>Document Centre</i> . It must be sent at the time of sale, at the latest.
<b>Step 1</b>	<b>GATHER INFORMATION (BY PHONE OR VIDEOCONFERENCE)</b>
	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 you 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 you these documents.  3) <u>With regard to the contract to be replaced, clients must send a complete copy</u> so that you can familiarize yourself with the contract in order to be able to assess whether the replacement is to the client’s benefit and to correctly complete the notice of replacement.
<b>Step 2</b>	<b>PRESENT THE FNA CONCLUSIONS AND MAKE YOUR RECOMMENDATIONS (BY PHONE OR VIDEOCONFERENCE)</b>
	If you are using videoconferencing, you should share your screen with clients to familiarize them with the FNA while explaining your conclusions.  No later than Step 5, you must send the FNA to the client. You can add it to the signing ceremony in Step 5 or send it by email. If you send it by email, here are the steps to follow: <ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Send</u> the PDF version of the FNA to the client by email, <a href="#">adding a password on the PDF</a> to protect privacy.</li> <li><input type="checkbox"/> <u>Save</u> the proof of sending the email in the client file by following the <a href="#">FNA Delivery procedure – Send a password-protected PDF and indexation in Client Manager procedure</a>.</li> </ul>
<b>Step 3</b>	<b>READ THE COMPLETED NOTICE OF REPLACEMENT (BY PHONE OR VIDEOCONFERENCE)</b>
	If you are using videoconferencing, you should share your screen with clients to familiarize them with the notice while explaining your conclusions.

<p><b>Step 4</b></p>	<p style="text-align: center;"><b>COMPLETE THE INSURANCE APPLICATION, THE F1E, THE F6 AND ANY OTHER FORMS NECESSARY (BY VIDEOCONFERENCE)</b></p>
	<p><b><u>This step must be done over videoconference</u></b> because you <b><u>must share your screen</u></b> with the client the entire time you are filling out the insurance application and the declaration of insurability. The client must be able to see what you are entering electronically.</p> <p>It is <i><u>strongly recommended</u></i> that you add a note in the client file mentioning that this screen sharing took place. Of course, <u>no modifications may be made to</u> the insurance application or to the declaration of insurability afterwards, unless you have another videoconference with the client, with the screen sharing activated.</p> <p>If this is a new client to whom you have not sold a product in the past <b>OR</b> if it is a universal life insurance application, you must verify the client’s identity.</p> <ul style="list-style-type: none"> <li>○ The client must present a legible piece of identification during the videoconference. You <b><u>must not</u></b> save a screen capture of the piece of identification.             <ul style="list-style-type: none"> <li>▪ For universal life insurance application, a double validation of identity must be performed. See the <a href="#">corresponding procedure</a> in this regard.</li> </ul> </li> </ul>
<p><b>Step 5</b></p>	<p style="text-align: center;"><b>USE eSIGNATURE EXPRESS TO SEND THE F1E, THE NOTICE OF REPLACEMENT, THE FNA, THE ILLUSTRATION, THE F6 AND ANY OTHER FORMS THAT MAY BE NECESSARY, AS APPLICABLE, TO THE CLIENT FOR THEIR SIGNATURE, BEFORE YOU HAVE SIGNED THEM YOURSELF AS THE ADVISOR</b></p>
	<p>Along with the other forms, in the signature ceremony, <b><u>you must have the client sign:</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The notice of replacement,</li> <li><input type="checkbox"/> The illustration if the product sold is a universal or participating life insurance.             <ul style="list-style-type: none"> <li>○ The illustration of another product can simply be added in the signature ceremony.</li> </ul> </li> </ul> <p>You must also add the following documents <b><u>if they were not sent in a previous step:</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The Disclosure statement</li> <li><input type="checkbox"/> The FNA</li> </ul> <p>As eSignature eXpress sends an email to the client at the end of the signature ceremony allowing the client to download all of the documents present in the signature ceremony, it is considered that this process is equivalent to obtaining proof that the notice of replacement, the FNA and the illustration were sent to the client within the prescribed time period.</p> <p><u>However, it is important that you keep in the client file the electronic evidence certificate provided by eSignature eXpress.</u></p>
<p><b>Step 6</b></p>	<p style="text-align: center;"><b>SUBMIT THE APPLICATION IN EVO AND SEND ALL OTHER DOCUMENTS FOR THE TRANSACTION BY EMAIL TO THE AGENCY’S ADMINISTRATIVE STAFF</b></p>
	<p>The administrative staff will send a copy of your notice of replacement to the replaced insurer within the required period, as applicable. Proof that this was sent will be saved in Equisoft/connect (Client manager) by the administrative staff.</p>

<p><b>Step 7</b></p>	<p><b>DOCUMENT MANAGEMENT</b></p>
	<p>Within the three (3) business days following completion of the transaction, you must perform the document management in Equisoft/connect (Client manager), <u>including saving the proof that the notice of replacement, the FNA and the illustration were sent to the client</u>, and make detailed notes in the client file. Make sure to make a note of the means you used to communicate with the client remotely.</p>
<p><b>Step 8</b></p>	<p><b>DELIVERY OF THE CONTRACT TO THE CLIENT</b></p>
	<p><input type="checkbox"/> When communicating with the client in the contract delivery process, you must:</p> <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>

**ADDITIONAL INFORMATION:**

- 1) When speaking on the phone, make sure that you 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.).
  - 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 to ensure that the client understands. Make sure you thoroughly confirm that the client understands the transaction you 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.