



Waterhouse

Institutional Services

WELCOME

CONVENIENT | SAFE | SECURE | DEPENDABLE





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We're pleased to inform you that your Portfolio Manager has selected TD Waterhouse Institutional Services to act as the custodian of your assets.

Since 1987, TD Waterhouse Institutional Services has provided specialized brokerage and custody services to over 250 independent Canadian Portfolio Management firms and their clients - like you.

THESE SERVICES INCLUDE:

- A full range of investment products and account types
- Leading-edge trading platforms
- Access to research, technology, and specialized administrative support
- Trade settlement and monthly custody reporting

BENEFITS OF DEALING WITH TD WATERHOUSE INSTITUTIONAL SERVICES:

- TD is one of the most trusted and recognized brands in Canada¹
- Online access to your accounts, statements, transaction confirmations and tax documents is available through WebBroker
- Make deposits at over 1100 branches within the TD Canada Trust (TDCT) network
- Enjoy peace of mind knowing that your assets are covered by the Canadian Investor Protection Fund

WELCOME TO TD WATERHOUSE INSTITUTIONAL SERVICES

QUICK FACTS

- Backed by the strength and security of TD Bank Group, TD Waterhouse Canada Inc. and its affiliates operating in the United States and United Kingdom have assets under administration of more than \$220 billion
- TD is one of only a few Aaa-rated banks on the New York Stock Exchange²
- TD Waterhouse Canada Inc. provides investment and wealth management services to more than 2 million Canadians

REGULATORY OVERVIEW

- Firms using TD Waterhouse Institutional Services as a custodian for client assets must be registered with a provincial securities commission as a discretionary Portfolio Manager
- TD Waterhouse Canada Inc. is regulated by the Investment Industry Regulatory Organization of Canada (IIROC), the national self-regulatory organization that oversees all investment dealers and trading activity on debt and equity marketplaces in Canada
- TD Waterhouse Institutional Services is a division of TD Waterhouse Canada Inc., a subsidiary of The Toronto-Dominion Bank. TD Waterhouse Canada Inc. is a member of the Canadian Investor Protection Fund

YOUR RELATIONSHIP WITH TD WATERHOUSE INSTITUTIONAL SERVICES

WHERE IS MY ACCOUNT?

Your account is held in your name, at TD Waterhouse Canada Inc.

WHAT IS THE ROLE OF A CUSTODIAN?

- Opening, maintaining and closing accounts
- Maintaining current, accurate records of client holdings
- Settling trades
- Preparing account statements & tax documents
- Calculating and reporting tax information to federal and provincial governments

WHO PREPARES MY STATEMENTS?

TD Waterhouse Canada Inc. will send a statement directly to you, the client, for any month in which there is activity in your account. If your account has no monthly activity, a quarterly statement will always be sent to you at a minimum. Your statements are available either electronically, or by mail - whichever you prefer.



WHAT DOES MY PORTFOLIO MANAGER HAVE ACCESS TO?

When you choose a Portfolio Manager that has selected TD Waterhouse Institutional Services as your custodian, you choose the management style of your Portfolio Manager, combined with the strength and security of TD Waterhouse Institutional Services.

When you open an account with TD Waterhouse Canada Inc, you grant 'Trading Authority' for your Portfolio Manager through the account opening document. This written acknowledgement gives them permission to place trades on your behalf in your account.

YOUR PORTFOLIO MANAGER CAN:

- Place trades in your account (buy and sell securities)
- Request a cheque, or transfer funds to either a bank account, address or individual that you have previously appointed in writing
- Charge management fees

YOUR PORTFOLIO MANAGER CANNOT:

- Update your address or personal information without your signature
- Move money out of your account except to a location in your name, or for which you have authorized in writing
- Open an account without your signature

WHAT FEES DO I PAY FOR THESE SERVICES?

Fees on your account such as commissions, custody fees, settlement fees, or wire fees are paid directly to TD Waterhouse Canada Inc. Your Portfolio Manager is not compensated for these transactions. Management fees charged by your Portfolio Manager will be processed by TD Waterhouse Canada Inc. and paid directly to your Portfolio Manager.



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HOW DO I ACCESS MY FUNDS?

AS A CLIENT OF TD WATERHOUSE INSTITUTIONAL SERVICES YOU CAN MAKE DEPOSITS:

- At any of over 1100 TDCT branches across Canada
- By cheque payable to TD Waterhouse Canada Inc. via your Portfolio Manager
- By electronic transfer from your TD Bank account
- Through online banking, via the bill payment function at other financial institutions

YOU CAN MAKE WITHDRAWALS IN YOUR NAME ON REQUEST:

- By cheque request through your Portfolio Manager. Cheques will only be payable to you, or another party where you have provided written authorization
- By electronic transfer to your bank account, where you have already provided us with a written authorization

WHAT IS THE DIFFERENCE BETWEEN TD WATERHOUSE INSTITUTIONAL SERVICES AND OTHER DIVISIONS OF TD WATERHOUSE?

TD Waterhouse Institutional Services offers specialized services where independent Portfolio Managers can manage accounts on behalf of their clients.

TD Waterhouse Institutional Services offers a suite of premium products and services that allow your Portfolio Manager to spend more time with you and manage your portfolio, and less time on day to day administration.

SOME OF THESE UNIQUE FEATURES INCLUDE:

- An Account Manager for fast and responsive service to any account inquiries
- Technology to monitor your account and place transactions for clients individually, or across multiple accounts at the same time
- Access to block trading desks to ensure best execution on large orders
- Specialized reporting to facilitate day to day activities – leaving more time to manage your investments

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