

# Discount Brokerage

## Trade Today Guide

**Invest on your own,  
without going it alone**



**Waterhouse**

Wealth of Experience

# A message from the President

Thank you for choosing TD Waterhouse® Discount Brokerage<sup>1</sup>. As a self-directed investor, you now have more access to investment information, guidance and resources through Canada's leading provider of discount brokerage services.

This guide is an introduction to the full range of services offered by TD Waterhouse Discount Brokerage. It's also an invaluable reference detailing the many functions and tools you'll be using to invest the easy way, using our 24-hour Internet and telephone services.

As a TD Waterhouse Discount Brokerage client, your potential to become a better, more confident and informed investor is unlimited. You can count on our entire team of investment specialists to provide you with tools, resources and comprehensive support. We're here to help you make educated, timely decisions about your investments.

As you become more familiar with the services we provide, your confidence and sense of empowerment will grow. You'll also be able to create a money management approach that suits your personal style and investment objectives.

On behalf of everyone at TD Waterhouse Discount Brokerage, I encourage you to take advantage of our commitment to make you a great investor.



John G. See, President  
TD Waterhouse Discount Brokerage

## Contents

<b>Start trading today</b> .....	<b>1</b>
How to activate your account .....	1
Invest through the Internet with WebBroker .....	1
Invest by phone .....	3
Types of orders .....	4
Track your order .....	5
How to change or cancel your order .....	6
<b>Investment accounts</b> .....	<b>10</b>
Non-Registered Accounts (Direct Trading Accounts) .....	10
Registered Plans .....	11
Non-Personal Accounts .....	14
<b>Investment services</b> .....	<b>15</b>
Systematic Investment Plan (SIP) .....	15
Systematic Withdrawal Plan (SWiP) .....	15
Dividend Reinvestment Plan (DRIP) .....	16
Income Generation Account (IGA) .....	16
<b>Investor support</b> .....	<b>17</b>
Investment Representatives .....	17
FundSmart Mutual Fund Specialists .....	17
Fixed Income Specialists .....	17
Options Specialists .....	18
Electronic Brokerage Services (EBS) Help Desk Representatives .....	18
TTY Service .....	18
Statements and Summaries .....	18
<b>Electronic Brokerage Services</b> .....	<b>19</b>
Active Trader .....	19
WebBroker .....	19
TalkBroker .....	20
TeleMax .....	20
<b>Additional resources</b> .....	<b>21</b>
<b>Setting up your WebBroker access</b> .....	<b>25</b>
<b>How to contact us</b> .....	<b>27</b>

# Start trading today

*Everything you need to start investing today and to take greater control of your financial future is right here. As a TD Waterhouse Discount Brokerage client, you'll enjoy your choice of several convenient ways to invest. This section shows you how to place trades through the Internet using WebBroker<sup>®,2</sup> (one of our Electronic Brokerage Services) or by phone with an Investment Representative – our two most popular access channels. Additional Electronic Brokerage Services are described on page 19.*

## How to activate your account

To activate your TD Waterhouse Discount Brokerage account, you must transfer funds into it. All your purchases and sales of securities will then be settled through this account. If you already have a TD Canada Trust bank account, you can move your money between accounts to cover your trades more conveniently. Transferring funds in and out of your accounts is easy and can be done using a variety of options:

1. Transfer funds from your TD Canada Trust bank account to your TD Waterhouse Discount Brokerage account using TD Canada Trust EasyWeb™ Internet banking, EasyLine™ telephone banking or through WebBroker.
2. Make a deposit to your TD Waterhouse Discount Brokerage account at any TD Canada Trust branch.
3. Speak with an Investment Representative to transfer funds between your TD Canada Trust bank account and your TD Waterhouse Discount Brokerage account.

## Invest through the Internet with WebBroker

WebBroker is Canada's premier Internet-based trading platform. It's easy to use and has been designed to make it simple for you to start enjoying the fast and secure way to stay connected to the markets and your investments anytime, anywhere<sup>2</sup>.

To establish your online connection to confidence and control, register for WebBroker today. Choose the registration method that's most convenient for you –

- Select automatic registration when opening your new TD Waterhouse Discount Brokerage account
- Visit us online at [www.tdwaterhouse.ca/discountbrokerage](http://www.tdwaterhouse.ca/discountbrokerage)

When you register, for security reasons, you will be sent the following WebBroker access information by mail separately –

- Your WebBroker Connect ID
- Your WebBroker Connect Password
- Your WebBroker Trading Password – which is also your TalkBroker™<sup>1</sup> and TeleMax® Password

If you do not wish to wait for your WebBroker access information in the mail, contact our Electronic Brokerage Services Help Desk at 1-800-667-6299 to answer a series of security questions to receive this information by phone.

Refer to page 25 for additional information on how to set up your WebBroker account for the first time.

**Remember to store password information in a safe place and be sure not to share this information with anyone.**

Once you're online, take a tour to learn more about WebBroker.

## Take advantage of WebBroker anywhere, anytime

WebBroker is our most popular online trading service. It is available 24 hours a day and offers self-directed investors a wealth of powerful tools and resources. With WebBroker, you can –

- Manage your investment portfolio quickly and easily
- Obtain real-time equity and option quotes and mutual fund prices
- View up-to-date information on your Canadian and U.S. account balances, holdings and book value
- Place orders for equities, options, mutual funds and fixed income products quickly and easily
- Review the status of your orders
- Download information from your accounts to popular personal finance software applications on your computer
- Transfer cash and U.S. currency between your TD Waterhouse and TD Canada Trust accounts
- Place “Expressions of Interest” for New Issues online
- Use eServices to access your monthly statements, trade confirmations and tax documents

For more information, refer to the “Additional resources” section on page 21, or visit us online at [www.tdwaterhouse.ca/discountbrokerage](http://www.tdwaterhouse.ca/discountbrokerage)

## Invest by phone – 1-800-465-5463

You can place trades through a TD Waterhouse Investment Representative by calling 1-800-465-5463 and following these easy steps. Please note that all calls are electronically recorded and monitored for quality assurance.

1. **Provide your name and account number.** If you are new to trading, mention this to the Investment Representative, who will be pleased to guide you through the process step by step.

### TD Waterhouse Voice Print

You have the option of using the Voice Print System rather than verifying your identity by answering questions from an Investment Representative. The Voice Print System uses leading-edge biometric voice verification technology to make your voice your password.

2. **Identify your account type** (e.g., Non-Registered, Cash, Margin, Self-Directed RSP, etc.). If this is your first trade, please note that cash or securities must be in your account to cover the total amount of the trade.
3. **Specify whether this is an order to “Buy” or “Sell” securities.** When placing “Sell” orders, the securities must be held in your account.
4. **Specify the number of shares or units you wish to trade.** For mutual fund orders, state the dollar value of your order.
5. **Indicate the security and the company you are trading.** Include the security class or other applicable details (e.g., common or preferred shares).
6. **State the price you would like to pay (for buy orders) or receive (for sell orders).**
7. **Indicate the type of order you are making.** See “Types of Orders” below for a full description. (Not applicable for mutual fund orders.)
8. **State the term of your order.**
9. **Specify the currency in which you wish to trade.** You may hold your assets in Canadian or U.S. Dollars, or both. When trading, it’s important that you always specify the currency in which you wish to trade and whether you want TD Waterhouse to convert the funds you have available to cover a trade. Otherwise, your account may incur a debit for which you will be charged interest. Please ensure that your request for a foreign exchange conversion is given to us by 5 p.m. (ET) Monday to Friday for US\$59,999 and below or by 4:30 p.m. (ET) for US\$60,000 and above.

## Types of orders

Order Type	Definition	Additional Information
<b>Market Order</b>	An order to buy or sell a specified number of shares at the best available price. If a Market Order is placed when the market is closed, it will be entered when the market opens.	A Market Order does not guarantee a price. A Market Order could be executed at a higher or lower price than what was quoted to you. (Note: If sufficient shares are unavailable, a Market Order may not be filled.)
<b>Limit Order</b>	When you place a Limit Order, you are stating the price at which you wish to buy or sell a security. If that price is not met, the order will not be executed.	A Limit Order establishes a maximum price on buys and a minimum price on sells, but does not guarantee an execution. A Limit Order may be executed at a better price than the limit price you set.
<b>Short Selling Order</b>	A short sale is the sale of securities you do not own. This is a speculative practice where the seller believes a stock’s price is going to fall and the seller will be able to cover the sale by buying the stock back at a lower price. The profit (or loss) is the difference between the initial selling price and the subsequent purchase price. Securities regulations require that the short seller must declare a short sale when placing the order.	In order to initiate a short sale, TD Waterhouse must verify that there are shares available to borrow. If there are no shares available and you are short selling Canadian stocks trading above \$1 per share, the order may be accepted, but the client assumes the risk that they may be required to buy back the position, possibly in a very short period of time or at a loss. The proceeds from a short sale must be held in your account, cannot be paid to you and do not earn interest.
<b>Day Order</b>	A Day Order is an order that expires at the end of the trading day.	
<b>Open Order</b>	An Open Order is an order that will expire at the end of a specified period of time unless executed or cancelled (maximum of 30 days).	The order will expire at the close of the trading day specified by you or when it is filled or cancelled.
<b>Stop Loss Limit Order*</b>	A Stop Loss Limit Order is a sell order placed below the current market price; it will be triggered if the stock reaches the stop price or trades below it. Once a Stop Loss Limit Order is triggered, the order will become a Limit Order.	If a Stop Loss Limit Order is placed above the current market price of the stock, it may not be accepted by the exchanges and/or may be cancelled. All or None restrictions cannot be placed on Stop Loss Limit Orders.
<b>Stop Buy Limit Order*</b>	A Stop Buy Limit Order is a buy order placed above the current market price; it will be triggered if the stock reaches the stop price or trades above it. Once a Stop Buy Limit Order is triggered, the order will become a Limit Order.	If a Stop Buy Limit Order is placed below the current market price of the stock, it may not be accepted by the exchanges and/or may be cancelled. All or None restrictions cannot be placed on Stop Buy Limit Orders.

Order Type	Definition	Additional Information
<b>Stop Loss Order*</b>	A Stop Loss Order is a sell order placed below the current market price. This becomes a Market Order if the stock reaches the stop loss price or trades below it. Orders might not be executed at the stop price.	If a Stop Loss Order is placed above the current market price of the stock, it may not be accepted by the exchanges and/or may be cancelled. All or None restrictions cannot be placed on Stop Loss Orders.
<b>Stop Buy Order*</b>	A Stop Buy Order is a buy order placed above the current market price. This becomes a Market Order if the stock reaches the stop buy price or trades above it. Orders might not be executed at the stop price.	If a Stop Buy Order is placed below the current market price of the stock, it may not be accepted by the exchanges and/or may be cancelled. All or None restrictions cannot be placed on Stop Buy Orders.
<b>All or None Order†</b>	An All or None (AON) instruction placed on an order ensures that the order will be filled in its entirety or not at all.	This type of order is handled manually by the exchanges and the execution is not guaranteed. Therefore, it is possible the stock could trade at the limit price and your AON Order might not be executed.
<b>Cancelled Order-Subject to Prior Fill</b>	When a client cancels an order during market hours, the cancellation will be subject to prior fill. This means that the order may have already been filled but not reported to TD Waterhouse and the fill overrides the cancellation.	In order to verify that an order is cancelled, contact an Investment Representative.

\* North American stock exchanges may have different rules on what constitutes the trigger point for stop orders. Please ask your Investment Representative for more details.

† Not available on the TSX and TSX Venture.

The Trade Today Guide is for reference purposes only and some orders may have additional features or limitations. For more information, please contact an Investment Representative.

## Track your order

You appreciate being in control and you'll probably develop your own system for recording and tracking the orders you place with TD Waterhouse Discount Brokerage. Keeping track of your orders is fundamental to ensuring that you have up-to-date records and always knowing where you stand.

Our experience has helped us develop some of the best practices when it comes to recordkeeping.

Consider these helpful hints as you create your own approach to taking charge.

## 1. Keep a record of your trades, including –

- Date and time you entered the order
- Investment Representative's name (if trading by phone)
- Type of order (e.g., Buy or Sell)
- Number of shares/units or dollars
- Name of company/fund/issuer and type of share (if applicable)
- Agreed-to price and terms (e.g., how long a Limit Order is to remain open)
- Trading account and currency
- Confirmation number (if trading online)

Please note that all calls are electronically recorded and monitored for quality assurance.

## 2. Monitor your Open Orders

Every equity and option Open Order you place will expire without notice at the end of the period specified when you placed the order, unless your order is executed, extended or cancelled earlier.

## How to change or cancel your order

You can modify, replace or cancel your order if we receive your instructions before the original order has been executed or expires. Please note that making a new order for the same security does not cancel your original order. If you place an order identical to one you have made previously, or an order for the same security at a different price, always indicate that it is a new (additional) order, a change to the previous order, or a replacement that cancels the previous order.

Simply choose the method that is most convenient for you. Please note that you must call an Investment Representative to change/cancel mutual fund orders.

1. Access WebBroker, then click on "List Orders" and follow the prompts.
2. Phone TalkBroker, our voice-directed phone service, at 1-800-240-5869 and say "Account Inquiry," then follow the prompts. For more information on TalkBroker, please see page 20.
3. Phone TeleMax, our touch-tone phone service, at 1-800-387-1722 and select "Order Entry," then follow the prompts. For more information on TeleMax, please see page 20.
4. Phone an Investment Representative at 1-800-465-5463.

Instructions to change or cancel an Open Order will always be “subject to prior fill.” This means that we will immediately submit your request to change or cancel your order, but the order may already be filled, even though the fill has not yet been reported to your account.

**EasyWeb** allows you to make seamless online transfers to and from your TD Waterhouse Discount Brokerage account – no additional log-on is required. Transactions are generally posted to your account on the next business day.

You can use EasyWeb to transfer funds to your –

- TD Waterhouse Canadian Cash and Margin accounts
- TD Waterhouse Basic RSP<sup>3</sup>, SDRSP and your SDRESP<sup>4</sup> accounts
- Personal deposit, commercial deposit, savings and registered deposit accounts

**EasyLine** lets you transfer funds from any personal TD Canada Trust bank account to your TD Waterhouse Discount Brokerage accounts by using the “bill payment” option. Please allow two days for this type of transfer. You can even post-date transfers. If you’re already an EasyLine customer, you can register your TD Waterhouse Discount Brokerage account by contacting TD Canada Trust any time at 1-866-222-3456. Then you can start to use this service immediately.

**Register for EasyWeb or EasyLine  
at any TD Canada Trust branch  
or by calling 1-877-247-2265  
Monday – Friday 9 a.m. – 9 p.m. and  
Saturday 9 a.m. – 5 p.m.**

Not a TD Canada Trust customer?  
You can open a TD Canada Trust bank account by calling 1-877-247-2265.

### For customers with bank accounts at other financial institutions:

You can transfer funds easily from most other Canadian financial institutions. Simply set up TD Waterhouse as a “bill payment” on your bank’s online banking system. Search for “TD Waterhouse” when adding a company to your list to see if your financial institution has partnered with us. Please allow two days for this type of transfer.

Or, you can make a deposit to your TD Waterhouse Discount Brokerage account at any TD Canada Trust branch.

### Settlement dates

Different kinds of investments have different settlement dates, and it is important to make sure that the funds for the securities you buy are in your TD Waterhouse Discount Brokerage account on time. Please make sure that the funds are in your account by the following dates –

Investment Type	Settlement Period/“T” = Trade date
<ul style="list-style-type: none"> <li>• Canadian and U.S. Equities</li> <li>• Mutual Funds except Money Market Mutual Funds</li> <li>• Long-Term Bonds (over 3 years)</li> <li>• Mortgage-Backed Securities</li> <li>• Strip Coupons (over 1.5 years)</li> <li>• Eurobonds</li> </ul>	Third business day/T+3
<ul style="list-style-type: none"> <li>• Short-Term Bonds (3 years or less)</li> <li>• Strip Coupons (under 1.5 years)</li> <li>• Gold and Silver Certificates</li> </ul>	Second business day/T+2
<ul style="list-style-type: none"> <li>• Canadian and U.S. Options</li> <li>• U.S. Treasury Bonds</li> </ul>	Next business day/T+1
<ul style="list-style-type: none"> <li>• Money Market Mutual Funds</li> </ul>	Next business day/T+1
<ul style="list-style-type: none"> <li>• Money Market Instruments</li> <li>• Same Mutual Fund Family Switch Orders</li> </ul>	Same day/T
<ul style="list-style-type: none"> <li>• Foreign Equities</li> </ul>	Varies, depending on market

TD Waterhouse Discount Brokerage is required by industry regulations to close out trades that are not settled promptly. Any losses resulting from these “buy-ins” or “sell-outs” are the investor’s responsibility.

Please note that if you plan to trade securities on margin, you must have sufficient excess margin prior to entering the trade.

## Important information for sellers

Please make sure the securities or stock certificates you wish to sell are in your TD Waterhouse Discount Brokerage account.

### Safekeeping and availability

**Convenient deposit of securities** – If your securities or certificates are not already in your TD Waterhouse Discount Brokerage account, you may forward them through any TD Waterhouse Investor Centre or TD Canada Trust branch free of charge. You may also forward securities and certificates by mail. For additional security, we encourage you to use either registered or certified mail.

**Free safekeeping** – TD Waterhouse Discount Brokerage provides free safekeeping on all securities, except gold and silver certificates. For your convenience, we recommend that you keep your securities in your account at all times. That way, you will not be delayed in selling your investments and you will not have to monitor delivery deadlines or make repeated trips to a safety deposit box.

# Investment accounts

*TD Waterhouse Discount Brokerage offers a variety of accounts to service your investment needs, including Non-Registered Accounts (Direct Trading Accounts) and Registered Plans. An Investment Representative can help you choose the account or combination of accounts that is right for you.*

## Non-Registered Accounts (Direct Trading Accounts)

### Cash Account

A Cash Account is ideal if you intend to pay cash in full for each purchase. Generally speaking, the only requirement is that all payments for trade purchases must be in your Cash Account on or before the settlement date. Settlement periods vary depending on the securities traded (see page 8). Funds (or securities) required for the first trade purchase (or sale) must be in the account before the order is placed. Minimum equity may be required for subsequent trades.

### Margin Account

A Margin Account lets you act quickly and decisively when investment opportunities arise and speed is critical. This account gives you tremendous agility by allowing you to borrow on margin at a competitive interest rate if you qualify and your Margin Account is approved. You have the flexibility to –

- Pay in cash for each eligible trade (some stocks are not marginable)
- Borrow money against the value of the margin-eligible securities you currently own or intend to purchase (interest charges will apply)

There must be sufficient margin available in your account to cover an order at the time the order is placed.

### Trading Options within your Margin Account

Options are contracts that derive their value from underlying interests such as equities, bonds and indices. These contracts give option holders the right to buy (with a “call”) or sell (with a “put”) the underlying interest within a specified time and price.

If your Margin Account is approved to trade options, you can –

- Trade options in Canadian and U.S. equities, bonds and most market indices
- Trade options to help meet specific financial objectives, including enhancing investment yield, hedging against risk and diversifying holdings
- Pursue any option trading strategy, including long positions, covered and uncovered call and put writings, spreads, straddles and combinations

Applications to open a TD Waterhouse Discount Brokerage Margin Account to trade options must be reviewed and approved by our Designated Registered Options Principal before we can accept your initial Option Order. Due to the substantial risks associated with option trading, carefully review the “Risk Disclosure Statement for Futures and Options” or the “Disclosure Document for Recognized Market Options” as applicable, in the *Account and Service Agreements and Disclosure Documents* booklet. You should also be aware that some restrictions apply when trading options through a Self-Directed RSP, RIF or TFSA.

## Registered Plans

Registered Plans were created to provide Canadian investors with a cost-effective and tax-efficient way to save for specific goals, such as retirement and education, on a tax-deferred basis. Contributions to registered Retirement Savings Plans (RSPs) are tax-deductible. Current RSP contribution rules permit unused allowable contribution room to be carried forward indefinitely. Earnings are tax-deferred within the plan until it is terminated or earnings are withdrawn. TD Waterhouse offers a variety of Registered Plans to help you construct an investment portfolio that meets all of your long-term financial needs.

### Basic RSP

This is our value-priced Registered Plan, with a minimal annual administration fee<sup>5</sup>. If you’re just starting out or you don’t need all of the investment options available in a Self-Directed Retirement Savings Plan (SDRSP), this is a great alternative. You’ll enjoy a wide range of investment choices, including Guaranteed Investment Certificates (GICs), mutual funds, fixed income products and cash.

### Self-Directed Retirement Savings Plan (SDRSP)

A TD Waterhouse SDRSP<sup>6</sup> is one of the most comprehensive retirement savings plans you can select. If your needs have grown beyond a Basic RSP, this all-in-one solution will allow you to hold a larger variety of investment types within one account. This makes it easier to fully diversify your holdings. You’ll also enjoy the convenience of one consolidated monthly statement. If you’re looking for the ultimate in access, flexibility and convenience, this is the Registered Plan option for you.

We’ll support you with the full complement of TD Waterhouse Discount Brokerage Investment Specialist teams, research tools and expertise.

A TD Waterhouse SDRSP allows you to –

- Hold a wide range of RSP-eligible investments, including Canadian and U.S. equities, mutual funds, government and corporate bonds, eligible options, foreign investments and qualifying mortgages
- Manage all your RSP investments through one reliable vehicle for contributions, investment transactions, dividend and other income collection, safekeeping and much more

### Spousal Account

You can make spousal contributions to a TD Waterhouse Spousal SDRSP or Basic RSP (up to your allowable contribution limit), until the year in which your spouse or partner turns 71. Your spouse or partner can also make personal contributions to the same plan. Consult a tax advisor about the potential tax savings of a spousal plan, based on your specific circumstances.

### Self-Directed Retirement Income Fund (SDRIF)

With a TD Waterhouse SDRIF<sup>6</sup> or Basic RIF<sup>7</sup>, you can turn your RSP savings into an income stream for retirement. Your RSP can be converted to a RIF at any time prior to the end of the year in which you turn 71.

A TD Waterhouse SDRIF allows you to receive regular income payments and withdraw any amount you wish at any time, subject to the annual minimum withdrawal amount required by the *Income Tax Act*.

If your spouse or partner is younger, consider basing payments from your Retirement Income Fund (RIF) on their age, which will reduce the minimum withdrawal you are required to make each year.

## Advantages of consolidating your RSP and RIF investments with TD Waterhouse Discount Brokerage

**Convenience** – you’ll receive one comprehensive statement that shows all of your investments at a glance.

**Timely and effective diversification** – you’ll be better equipped to identify changes within your portfolio that affect your overall diversification of safety, income and growth investments. This will allow you to rebalance your portfolio and get it back on track faster.

**Savings** – you may be paying more fees and commissions than necessary if your investments are held at various financial institutions. Consolidate your assets and if you maintain a minimum balance of \$25,000, we’ll waive the annual administration fee<sup>5</sup> so you’ll even have more money to invest!

## Basic or Self-Directed? Which is best for you?

The type of registered account that you choose depends on the types of investments that you see yourself buying. Some investors start with a Basic RSP and switch to an SDRSP as their investment knowledge increases and their goals or objectives require access to a broader range of investment types.

Type of Account	What types of investments can I hold?
Basic RSP/RIF	<ul style="list-style-type: none"> <li>• Cash</li> <li>• Mutual funds</li> <li>• Qualified fixed income investments such as GICs, money market instruments, government and corporate bonds</li> </ul>
Self-Directed RSP/RIF	<p>All of the investments listed above, plus –</p> <ul style="list-style-type: none"> <li>• Canadian and U.S. equities</li> <li>• Eligible options (if the account is approved to trade options)</li> <li>• Foreign investments</li> <li>• Qualified mortgages (including your own)</li> </ul>

For help choosing the right account for you, speak with one of our Investment Representatives by calling 1-800-465-5463.

## Self-Directed Registered Education Savings Plan (SDRESP)

An SDRESP from TD Waterhouse Discount Brokerage can be one of the most attractive ways to save for your child’s or grandchild’s post-secondary education.

An SDRESP allows you to –

- Select from a wide range of investment alternatives
- Enjoy a low annual administration fee<sup>5</sup>

## Tax-Free Savings Account (TFSA)

The Tax-Free Savings Account is a registered account that lets you take advantage of tax-free savings.

With a TFSA, you can –

- Pay no tax on investment income and growth you earn in the account
- Withdraw your money at any time\* and pay no tax on withdrawals
- Contribute up to \$5,000<sup>†</sup> a year

## Non-Personal Accounts

You can also access most TD Waterhouse Discount Brokerage products and services by opening the following Non-Personal Accounts –

- Corporation
- Estate
- Trust
- Investment Club
- Non-Profit Organization
- Sole Ownership
- Partnership

**For more information about any of our accounts, visit our website at [www.tdwaterhouse.ca/discountbrokerage](http://www.tdwaterhouse.ca/discountbrokerage) or contact one of our Investment Representatives at 1-800-465-5463, 24 hours a day, seven days a week.**

\* Some restrictions may apply, depending on the investments chosen.

† 2009 contribution limit. This limit is indexed to inflation annually.

# Investment services

*TD Waterhouse Discount Brokerage offers a number of convenient services to help you build your portfolio or generate a stream of income.*

## Systematic Investment Plan (SIP)

A TD Waterhouse SIP allows you to purchase mutual fund units from many of the leading fund companies in Canada, including TD Mutual Funds<sup>®</sup>, and avoid the higher initial minimum investment amounts frequently required by these companies.

A TD Waterhouse SIP allows you to –

- **Invest a fixed amount each month** using funds drawn automatically from your TD Waterhouse Direct Trading or Registered Account, or from your chequing account at any Canadian financial institution
- **Take advantage of “dollar-cost-averaging.”** By purchasing mutual fund units on a regular basis, you automatically buy more units when prices are lower and fewer units when prices are higher, which may result in a lower average cost per unit over time
- **Combine a SIP with a TD Waterhouse SDRSP, SDRESP or TFSA** so that your mutual fund assets accumulate in a tax-deferred plan, enhancing your portfolio’s long-term growth potential

## Systematic Withdrawal Plan (SWiP)

A TD Waterhouse Discount Brokerage SWiP lets you automatically redeem a pre-arranged amount of your mutual fund holdings (minimum \$100/month) each month.

A TD Waterhouse SWiP allows you to –

- Supplement your monthly cash flow
- Meet minimum RIF withdrawal requirements
- Move assets between mutual funds in conjunction with your TD Waterhouse SIP

## Dividend Reinvestment Plan (DRIP)

A TD Waterhouse Discount Brokerage DRIP allows you to purchase additional shares or mutual fund units automatically from the cash dividends paid on eligible securities, without incurring commission costs. TD Waterhouse handles everything directly for you – from dividend collection to reinvestment and safekeeping.

## Income Generation Account (IGA) – *also known as a Sweep Account*

For your convenience, interest and dividend income can be automatically transferred from your non-registered account to your Income Generation Account. Then, on the 5th and the 20th day of each month, the money in your IGA is transferred to the bank account of your choice at TD Canada Trust or another Canadian financial institution.

# Investor support

*We provide you with guidance and support to help you invest with confidence and keep you up to date on your progress.*

## Investment Representatives

Our team of highly-trained professionals is here to provide the information and guidance you need to invest with confidence. For assistance in placing trades, accessing information or answering product- and service-related questions, call an Investment Representative toll-free at **1-800-465-5463** or visit a TD Waterhouse Investor Centre. Please note that all calls are electronically recorded and monitored for quality assurance. Visit **www.tdwaterhouse.ca** for a complete list of the Investor Centres in your area.

## FundSmart Mutual Fund Specialists

Our FundSmart® Mutual Fund Specialists have a thorough understanding of the mutual fund market, supported by immediate access to the latest independent research and the industry's most advanced analytical tools. They can provide important comparative information about the many mutual funds available through TD Waterhouse, and can help you –

- Choose the funds that are right for you by narrowing the broad list of funds available
- Build a mutual fund portfolio tailored to your needs
- Access detailed information on returns, rankings and holdings on over 2,000 mutual funds
- Stay connected to the latest trends affecting the mutual fund industry

For more information, call 1-800-461-FUND (3863).

## Fixed Income Specialists

A Fixed Income Specialist can guide you through the broad selection of bonds and money market investments available through TD Waterhouse Discount Brokerage, explaining each investment's potential risk and reward. A Specialist can also show you how to increase the growth potential of your fixed income portfolio by using the right combination of investments and proven strategies, such as laddering. Call 1-888-983-BOND (2663).

## Options Specialists

Options have unique buying and selling strategies. An Options Specialist can provide you with additional guidance by helping you execute trades quickly and confidently. For up-to-the-minute information on any type of Canadian or U.S. exchange-traded equity, market index or bond option, contact an Options Specialist at 1-800-668-OPTS (6787).

## Electronic Brokerage Services (EBS) Help Desk Representatives

Our EBS Help Desk Representatives at 1-800-667-6299 can answer any questions you may have about our WebBroker, TalkBroker and TeleMax products.

## TTY Service

TD Waterhouse supports TTY technology for the hearing impaired and makes it possible to access our full range of services by calling 1-866-966-6061, during market hours of operation. This English-only service is available from anywhere in North America.

## Statements and Summaries

You will receive a detailed, consolidated statement each month (or every quarter if your account is not active) summarizing all aspects of your account activity. Or, you can view your monthly statement online with TD Waterhouse eServices® available through WebBroker. Refer to the eServices link in WebBroker for more details.

TD Waterhouse Discount Brokerage statements are very easy to read. Your portfolio holdings are segmented according to asset class and valued at month-end market prices, so you know where you stand. Your statement enables you to manage assets more efficiently and monitor your earned income and expenses for both the period reported and year-to-date.

If your trading commissions are over \$150 a year, or you receive more than \$50 in dividends and interest income, you'll receive an annual Trading Summary that gives you details of all your non-registered security transactions, redemptions and stock splits – all by security type and in alphabetical order. Ideal for taxation calculations and general recordkeeping, your annual Trading Summary is mailed at no charge along with your T5 and Summary of Investment Income.

# Electronic Brokerage Services

*At TD Waterhouse Discount Brokerage, you can manage your investments the way you want – anytime, from anywhere. As a world leader in electronic brokerage and market information services, our secure and easy-to-use investment tools enable you to place your orders quickly and affordably.*

## Active Trader

TD Waterhouse Active Trader® is a computer software application that provides a robust, direct-to-market trading platform specifically designed for sophisticated, active investors. It enables you to make critical decisions with the speed and confidence you need to take advantage of market opportunities.

If you're an active investor, you'll appreciate the professional trading features this platform offers, such as –

- Point-and-click order entry
- Real-time streaming market data
- Advanced charting tools
- Advanced order routing
- Real-time profit and loss tracking

You can choose between two advanced trading platforms: Active Trader or Active Trader Plus. Regardless of your choice, you can maintain access to the markets even in those instances when you may be away from your personal computer by logging into Active Trader Web – your alternate, web-based Active Trader platform. To learn more and to register for our Active Trader demo, call our dedicated team at 1-866-247-1114 or visit [www.tdwaterhouse.ca/activetrader](http://www.tdwaterhouse.ca/activetrader)

## WebBroker

WebBroker is a dynamic online resource. The more you use it, the more ways you'll discover to stay connected to markets and market activity, learn more about investing, and become a more confident investor. Now, you have the tools and information you need right at your fingertips.

## TalkBroker

TalkBroker, our exclusive, voice-directed service, is an easy-to-use brokerage and market information resource that you can access from any phone to place trades or access the information you need. Simple one- and two-word voice commands put you in control of your investments at all times. Just dial 1-800-240-5869 and follow the voice prompts.

## TeleMax

By pressing a few keys, you can place trades and stay in control of your investments with TeleMax, the easy-to-use, automated touch-tone phone service that quickly connects you to the markets and your accounts. Simply dial 1-800-387-1722, listen for the easy-to-understand voice prompts and respond by pressing the touch-tone buttons on your phone.

## Register today for any of our Electronic Brokerage Services!

- Call the Electronic Brokerage Services Help Desk at **1-800-667-6299**, 24 hours a day, seven days a week
- TD Waterhouse Discount Brokerage clients can also sign up for WebBroker or take an online tour by visiting [www.tdwaterhouse.ca/discountbrokerage](http://www.tdwaterhouse.ca/discountbrokerage) and clicking on WebBroker

# Additional resources

## Markets & Research

Our Markets & Research site gives you access to an industry-leading selection of research reports, investing tools and market data to help you make informed decisions and invest with confidence.

### Stay up to date with –

- Daily Morning Action Notes from TD Newcrest
- *The Daily* from TD Securities<sup>®</sup>,<sup>9</sup>
- Real-time news from Thomson Reuters, Comtex and The Canadian Press
- Argus Mid-Day Market Digest
- Canadian Insider Trading Reports from INK Research
- Canadian market commentaries and exclusive, expert insights
- U.S. Market Commentary from Briefing.com
- Streaming Quotes and Watch Lists (available to qualified active investors)
- Analytical Option Chains
- *Morning News Call* and *The Day Ahead* – daily market commentaries from Thomson Reuters

### Make informed decisions with –

- Stock Screeners that scan the universe of Canadian and U.S. stocks. You can create your own screener or choose from pre-set screens designed by experts
- Customized Event Alerts based on price events, company news and more – delivered straight to your email, cellphone or wireless device
- Interactive Charts that let you draw trendlines, overlay technical studies, append personal notes, track important events and more
- Technical Analysis tools to identify possible entry and exit points for trades

### Manage your investments with –

- Portfolio Manager, which lets you track and evaluate your personal portfolios or watch lists with integrated real-time quotes, news and research. You can also create customized reports with detailed profit and loss tracking and import your WebBroker holdings into the tool
- Markets & Company Events Calendars, which feature earnings announcements, guidance, analyst ratings, stock splits, dividend payments, IPOs and economic events

### See the big picture with –

- Comprehensive industry reports from TD Newcrest<sup>TM2</sup>, which offer comparative analysis and key company and industry financials, along with buy, hold and sell ratings
- *The Outlook* from Standard & Poor's (S&P), a weekly market forecast report
- Standard & Poor's Five STAR Stocks Report
- First Call Reports featuring “Earnings Surprises” and “Most Recommended”

For more information, visit our WebBroker Tools page at [www.tdwaterhouse.ca/webbrokertools/index.jsp](http://www.tdwaterhouse.ca/webbrokertools/index.jsp)

## Mutual Fund Research

We offer access to a number of tools provided by Morningstar<sup>®</sup>, one of the industry's most comprehensive and objective sources of market and investment information and research tools.

### Analysts' Choice<sup>®</sup> Funds<sup>8,10</sup> (ACF)

The exclusive ACF list is compiled by a team of professional mutual fund analysts at TD Asset Management Inc. Their in-depth research and analysis includes detailed quantitative and qualitative analysis that provides you with balanced information. They break down the universe of funds available through TD Waterhouse Discount Brokerage into a concise list of about 50 funds with above-average potential, enabling you to identify those funds which may fit your investment objectives, in the context of a diversified portfolio.

To be included on the ACF list, a mutual fund must first demonstrate solid long-term performance and the potential for strong future returns, within a range of acceptable risk parameters.

## Fixed Income Centre

The TD Waterhouse Fixed Income Centre allows you to buy and sell bonds and money market securities online. You can also learn more about long-term fixed income investment strategies, or have a Fixed Income Specialist provide any assistance you need. You can also –

- View daily fixed income market commentary
- Search for a bond that meets your specific investment criteria
- Find prices and yields on numerous bonds and money market instruments
- Review credit ratings from Dominion Bond Rating Service (DBRS), Standard & Poor's (S&P), and Moody's
- Use the fixed income and bond laddering tools to develop a staggered income and maturity strategy to maximize fixed income returns

## New Issues Centre

The TD Waterhouse New Issues Centre is your one-stop shop for online information on new issues of equities, preferred shares, equity-linked securities, bonds, trust units or limited partnerships. You can even set up automated email alerts that let you know when new issues come available. The TD Waterhouse New Issues Centre can help you take advantage of opportunities quickly and easily. You can also place “Expressions of Interest” for current new issues online.

If you want to purchase shares in a new issue, be sure to place an “Expression of Interest.” This will help you avoid disappointment if shares are sold on a first-come, first-served basis.

## TD Waterhouse eServices

TD Waterhouse was the first Canadian broker to offer online access to self-directed brokerage statements and trade confirmations. This innovative service – called TD Waterhouse eServices – lets you view your statements, trade confirmations, mutual fund prospectuses, tax documents and the *Investor Insights* newsletter online through WebBroker, making self-directed investing even more flexible and convenient.

## Seminars and Newsletters

We're committed to investor education because we believe it helps make you a better investor. Our seminars and newsletters are two more ways we bring you investment information that can help you invest with confidence.

### Seminars

Each year, we offer over 2,000 free seminars across Canada. Timely topics and convenient locations make it easy for you to learn more about a variety of investment solutions. You can even bring a lunch and attend one of our popular “Lunch and Learn” events.

For a complete seminar schedule or to reserve your seat, visit [www.tdwaterhouse.ca/services/asss.jsp](http://www.tdwaterhouse.ca/services/asss.jsp) or call our Central Reservation Line at 1-877-TDW-RSVP (839-7787).

### Newsletters

Our monthly *Investor Insights* newsletter provides you with a wealth of information including timely articles about the markets and matters affecting individual retail investors, as well as important updates about TD Waterhouse products and services.

Look for the *Investor Insights* newsletter online at [www.tdwaterhouse.ca/discountbrokerage](http://www.tdwaterhouse.ca/discountbrokerage)

# Setting up your WebBroker access

You will need to go through several important steps to set up WebBroker the first time you access it.

There are two ways to access WebBroker: through [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca) or through EasyWeb.

## You will need –

- Your WebBroker Connect ID
- Your WebBroker Connect Password
- Your WebBroker Trading Password

OR

- Your TD Canada Trust Access Card number\*
- Your EasyWeb Connect Password
- Your WebBroker Trading Password

\* **You can link your TD Waterhouse Discount Brokerage account to your TD Canada Trust Access Card by calling our Electronic Brokerage Help Desk at 1-800-667-6299.**

## 1. Access WebBroker through [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca)

- From [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca), click on “WebBroker NOW” in the upper right corner
- Enter your Connect ID and Connect Password
- Click on “Log in”
- You will be prompted to change your Connect Password right away

OR

## 2. Access WebBroker through EasyWeb

- From [www.tdcanadatrust.com](http://www.tdcanadatrust.com), click on “EasyWeb NOW” in the upper right corner
- Log in to EasyWeb using your Access Card and EasyWeb Password
- Click on the WebBroker link beside your TD Waterhouse account number

## 3. Agreements Page

Once you are in WebBroker, there are three steps you must complete before you can begin investing –

- Review and agree to the WebBroker Terms and Conditions
- Register for WebBroker Identification Plus, a security feature that protects you against fraud and identity theft
- Review and agree to the Exchange Subscriber Agreements – this important step ensures you will receive real-time market data

## 4. Register for eServices –

**Next, you will be prompted to register for eServices – your instant access to statements, trade confirmations and tax documents.**

## 5. Change your Trading Password

**Finally, it is recommended you change the temporary 4-digit trading password to your own personal 4-digit trading password.**

- Choose “Preferences” on the top menu bar
- Click on “Security and Password Options”
- Answer a security question to access “Update your Password”
- Enter the temporary 4-digit Trading Password provided by TD Waterhouse
- Enter a new 4-digit password twice and click “OK.” This is now your Trading Password

## How to get help

**Call our Electronic Brokerage Services Help Desk at 1-800-667-6299 (Option 1, 1, 1)**

**For all other TD Waterhouse questions, please call us at 1-800-465-5463**

- **For account inquiries (Option 2, 2)**
- **To place a trade (Option 2, 3)**

## How to contact us

TD Waterhouse Discount Brokerage is committed to providing exceptional service, whenever you need us. We're available 24 hours a day, seven days a week, to accept your trade orders, answer your questions and respond to your requests for information.

- **By phone** – Call us toll-free at **1-800-465-5463**.
- **By email** – Send us a message detailing your question at **td.waterhouse@td.com**. For your protection, do not send confidential or personal information, such as account numbers, by email as it is not a secure form of communication. Trade orders should not be sent by email as they will not be acted upon.
- **Visit a TD Waterhouse Investor Centre, TD Canada Trust branch or [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca)>Contact Us>Branch Locator to find a location near you.**
- **Use our Asian Language Service** – To speak with a TD Waterhouse Investment Representative in Mandarin or Cantonese, call **1-800-838-3223**.
- **Use our English TTY Service for clients who are hearing impaired by phoning 1-866-966-6061.**
- **Call a Specialist** – Investment Representatives are always ready to answer your questions. For assistance with specific services, call –

FundSmart Mutual Fund Specialists 1-800-461-FUND (3863)  
(8 a.m. – 8 p.m. (ET), Monday – Friday)

Fixed Income Specialists 1-888-983-BOND (2663) (excluding Quebec)  
1-800-361-2684 (Quebec residents)  
(8:30 a.m. – 4:30 p.m. (ET), Monday – Friday)

Options Specialists 1-800-668-OPTS (6787)  
(8:30 a.m. – 4 p.m. (ET), Monday – Friday)

- **Electronic Brokerage Services –**

Electronic Brokerage Services Help Desk 1-800-667-6299  
TalkBroker Access 1-800-240-5869  
TeleMax Access 1-800-387-1722

- <sup>1</sup> TD Waterhouse Discount Brokerage is a division of TD Waterhouse Canada Inc., a subsidiary of The Toronto-Dominion Bank. TD Waterhouse Canada Inc. – Member CIPF.
  - <sup>2</sup> WebBroker access requires a 128-bit encrypted browser. Please call the TD Waterhouse Electronic Brokerage Services Help Desk at 416-982-6000 or 1-800-667-6299 for more information.
  - <sup>3</sup> Refers to the TD Waterhouse Self-Directed Retirement Savings Plan.
  - <sup>4</sup> The promoter of the SDRESP is TD Securities Inc. and the trustee is The Canada Trust Company.
  - <sup>5</sup> Fee information can be found in your "Statement of Disclosure of Rates and Fees" included in your Welcome Kit. Fees and rates are subject to change.
  - <sup>6</sup> The Canada Trust Company is the trustee of TD Waterhouse Self-Directed RSPs/RIFs, which are administered by TD Waterhouse Canada Inc.
  - <sup>7</sup> Refers to the TD Waterhouse Self-Directed Retirement Income Fund.
  - <sup>8</sup> TD Mutual Funds are managed by TD Asset Management Inc., a wholly owned subsidiary of The Toronto-Dominion Bank. Commissions, trailing commissions, management fees and expenses all may be associated with mutual fund investments. Please read the prospectus, which contains detailed investment information and is available from your dealer, before investing. Mutual funds are not covered by the Canada Deposit Insurance Corporation or by any other government deposit insurer and are not guaranteed or insured. Their values change frequently. There can be no assurances that a money market fund will be able to maintain its net asset value per unit at a constant amount or that the full amount of your investment will be returned to you. Past performance may not be repeated.
  - <sup>9</sup> "TD Securities" represents TD Securities Inc., TD Securities (USA) LLC, TD Securities Ltd. and certain investment banking activities of The Toronto-Dominion Bank and its subsidiaries.
  - <sup>10</sup> Analysts' Choice Funds Research is provided by TD Asset Management Inc., a wholly owned subsidiary of The Toronto-Dominion Bank.
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- <sup>TM1</sup> Trade-mark of TD Waterhouse Canada Inc.  
<sup>TM2</sup> Trade-mark of Newcrest Capital Inc.  
<sup>TM</sup> Trade-mark of The Canada Trust Company.  
\* Trade-mark of The Toronto-Dominion Bank, used under license.

# Invest on your own, without going alone

For more information about  
TD Waterhouse Discount Brokerage,  
our products or services,  
call 1-800-465-5463, or visit any  
TD Waterhouse Investor Centre or  
TD Canada Trust branch.

TTY (Text telephone for clients  
who are hearing impaired)  
1-866-966-6061

You can also visit our website  
at [www.tdwaterhouse.ca](http://www.tdwaterhouse.ca)



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Wealth of Experience

