Administrative guide - sending documents

FAX – Sending documents: (514) 844-3739
FAX – Manual transactions: (514) 844-0994
FAX – Manual transactions – Toll free: 1 (800) 900-0994

- **Account opening department** (accountopening2@peakgroup.com)
  - All non-financial changes (change of: address, name, S.I.N., beneficiary, powers of attorney, new bank information, etc.)
  - All new KYC and KYC updates.
  - All account openings.

- **Electronic fund transfers department** (pac.swp@peakgroup.com)
  - All PAC/SWP set-ups, modifications, either for nominee or client-held accounts.
  - All client bank deposits (redemptions, etc.)
  - All temporary income requests.

- **Manual transactions department** (manual@peakgroup.com)
  - All transactions to be processed manually.
  - All requests for DSC fee reimbursement or transfer fee reimbursements.
  - All transactional instructions to be forwarded to fund companies (systematic switches, dividend payments, Homebuyer's plans, etc.)

- **Transfer department** (trfs@peakgroup.com)
  - All in kind transfers (including RSP or TFSA in kind contributions).
  - All transfer-related documents.

- **Advisors services department** (service@peakgroup.com)
  - All inquiries regarding transactions, help with accounts, procedures, commissions, general compliance issues, or any processing problem, PEAK online support, etc.)
  - All corrections (letters of indemnity / LOI).
  - Research, new fund code set-ups, technical difficulties, etc.

- **REMINDER: When sending a package of several documents for the same client, it should be sent to the first department that begins the process. Does a new account need to be set up first before processing?**

  - **EX.1:** KYC update + purchase order + deposit slip = Forward all documents together to Account Opening.

  - **EX.2:** For a redemption and a KYC update, you may forward each document separately to Account Opening and Manual transactions so as not to delay the redemption: no need for a KYC to be up to date for a redemption.