

With eSignature, your clients can digitally sign and approve eForms without the need for a wet signature on paper.



Note: eForms can be accessed at www.fidelity.ca/forms and www.fidelity.ca/mybook

In order to use eSignature, your client will require Internet access and a mobile phone.

eSignature is not currently available for RESP, locked-in, corporate, trust and informal trust accounts.

STEP ACTION

1. **Log in** at *fidelity.ca*
2. Select **eForms** from the **Quick Links** section or from the **MyBook** menu.
3. Select **Open an Account** from the eForms dashboard.



Tips: At any time, you can click the **Save** button to save a draft of the eForm. This will allow you to return and complete the eForm later.

When you are ready to complete the eForm, return to the eForms dashboard, click on the radio icon and then select **Edit**.

4. Select the desired account type from the **Account type** drop-down list:
 - RRSP*
 - Spousal RRSP*
 - TFSA*
 - Non-registered
 - Individual*
 - Joint owner with rights of survivorship (JTWROS)*
 - Joint owner with tenants in common (JTIC)*
 - Formal trust
 - In trust for (informal trust)
 - Corporate
 - RRIF*
 - Spousal RRIF*
 - RESP
 - Individual
 - Family
 - LIRA, LRSP, RLSP
 - LIF, LRIF, PRIF, RLIF



Notes: Account types marked with * are eligible for eSignature.

5. Select **Yes** or **No** from the **Pre-fill** with **existing client information** section.



Tip: If selecting **Yes** you will be prompted to search for your client's information by name or by existing account number. Once the client information has been located, select **Go** to return to the eForm.

6. From the **Form sign type** drop-down list, select the desired signature type:
- **Wet signature:** The client signs a printed form.
 - **eSignature – In person:** The client completes the form in the presence of the advisor.
 - **eSignature – remote (email and cell phone required):** The client completes the form remotely.
7. Select **Continue**.
8. Select the desired dealer/rep code from the **Dealer/rep code** drop-down list found in the **Advisor Information** section. Once selected, your details will populate below.
9. Provide the client's non-financial account information in the **Client information** section.



Tips: If pre-fill was selected in step 5, this information will be populated automatically.

Selecting **Electronic Access: eDelivery** allows the client to receive electronic delivery of account statements, tax slips, tax receipts and regulatory notices.

For non-registered accounts, the client will be asked to declare his or her tax residence information in accordance with the Common Reporting Standards (CRS).

10. Complete any applicable beneficiary and beneficiary allocation details in the **Beneficiary information** section.
11. Select the desired investment option in the **Investment information** section:
- purchase
 - transfer from an existing Fidelity account
 - transfer from a non-Fidelity account

Enter the applicable investment information based on the option selected (including transfer options where applicable).



Note: For transfers from registered non-Fidelity accounts, the Transfer Authorization for Registered Investments (TARI) form or applicable T-form information (e.g., T2033) will be required.

12. Select any desired systematic plan from the **Systematic information** section:
 - pre-authorized chequing (PAC)
 - systematic withdrawals (SWP)
 - systematic exchanges
13. Select **Review**.
14. In the **Review application** screen, review all information to ensure it is correct.

 **Tip:** In each section, you can click the **Edit** button to update the information in that section of the eForm.

15. Select **Submit for Client Signature**.

 **Note:** In the eForms dashboard, the eForm status will display **eSignature pending**.

16. The client receives an email from DocuSign requesting him/her to review the eForm. The client must select **Review Document** to proceed to the secure web page.
17. To proceed, the client must select **Send SMS** to verify his or her identity. Selecting **Send SMS** sends the client a text message to the mobile phone number provided on the eForm.
18. The investor receives an SMS text message from DocuSign with a six-digit authentication code. The client must type this code into the editable field of the secure web page. The client must select **Confirm code** when finished.
19. The client must click the **I agree to use electronic records and signatures** check box, and then select **Continue** to proceed with reviewing the eForm.
20. The client selects **Start**.
21. The client can click **Next** or scroll to proceed to each page of the eForm.

 **Tip:** At this step the client can attach an image of a void cheque if needed.

22. The client selects **Sign** located on the signature line of the eForm.
23. In the **Full Name** field, the client must type in his or her name.

 **Tip:** In the Preview section, the client can review and change the style of his or her digital signature by clicking the **Change Style** button.

24. In the **Initials** field, the client must type in his or her initials.
25. The client selects **Adopt and Sign**. The client's name and date will display in the signature and date field.
26. The client must scroll through each document and select **Accept** to acknowledge each signature and repeat steps 23 to 26 for all documents in the application package that require a signature.

27. The client must select **Finish** to proceed after all signatures have been acknowledged.



Tip: From the **Other Actions** menu, the client can choose to complete the eForm review and eSignature later or decline to sign the forms.

28. The client must select **Continue** to proceed. Once selected, you will receive an email notifying you that an eForm is ready for your final review and approval.



Note: In the eForms dashboard, the eForm status will display **eSignature pending approval**.

29. You will receive an email asking you to approve the eSigned application. Click the **Approve** link to proceed.
30. You will be directed to the eForms dashboard (login required). Click on the radio icon beside the client's name, and then select **Approve**.
31. Click on the check box to acknowledge the completed form will be sent to your dealer head office, and select **Yes**. The client receives an email with a link to the completed application.



Notes: In the eForms dashboard, the eForm status will display **Account opening pending**. The eForm has been sent to Fidelity for processing. Your client's account will then be opened within one business day.

When the account is set up the status will display **Account opened** and the client's account number will display in the **Fidelity Account #** column.