

# Digital Segregated Fund Application quick reference

**Important for MGAs:** The digital segregated fund application is only available for **client-held** accounts.

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# What is Digital Segregated Fund Application?



Digital Segregated Fund Application is a digital tool that provides a guided and dynamic experience for opening new segregated fund plans.

An easy-to-use digital application that streamlines the current paper-based forms and that:

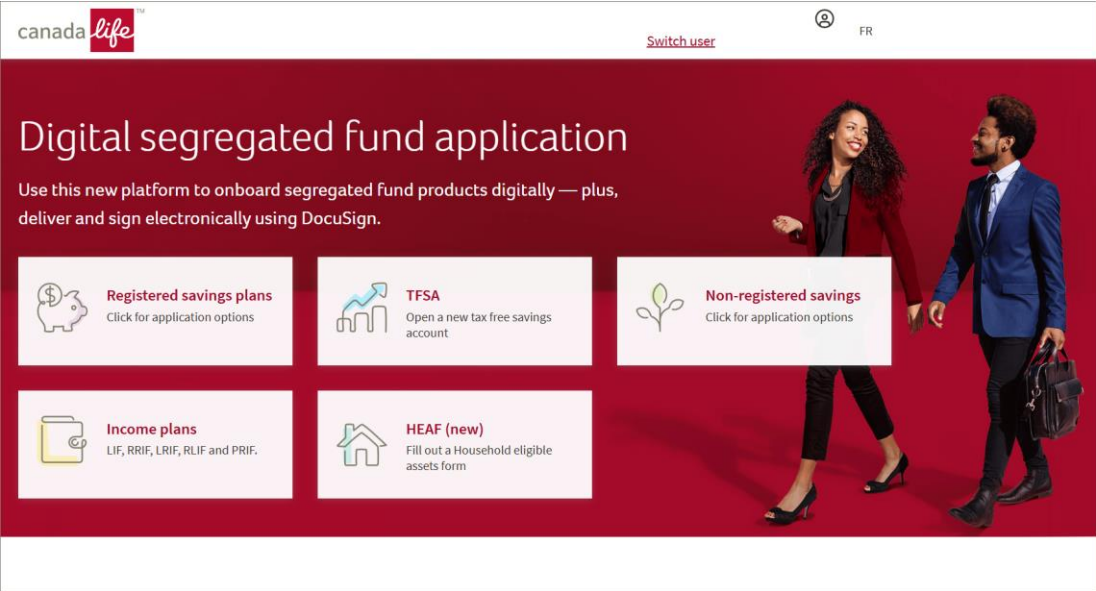
1. Includes an intelligent engine that allows you to complete only the information that is relevant to your client's selections.
2. Provides built-in validations and visual cues for missing and completed information.
3. Eliminates the need for duplicate data entry with information carried throughout the application.
4. Delivers a streamlined, intuitive and easy to follow process that flows more like a conversation.
5. Offers an improved digital signature process with the option of using DocuSign®.

We're making it easier to do business  
with **Canada Life**

# When to use Digital Segregated Fund Application



## Plan availability and Digital Segregated Fund Application



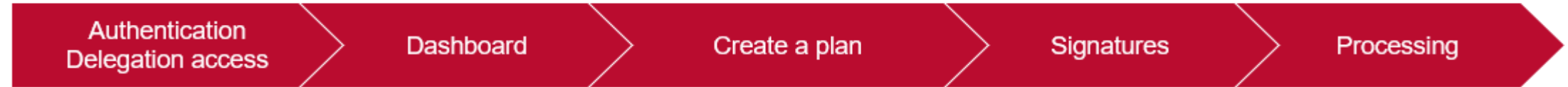
**Important for MGAs:** The digital segregated fund application is only available for **client-held** accounts. For nominee accounts, continue to process applications as you do today.

Registered retirement savings plans/Spousal RSP Non-registered savings plans (single & joint) Tax-free savings accounts All locked-in savings plans Income plans	Available
Corporate Estate Protection	Not available

# Process flow



Follow these five steps to complete the process from beginning to end.



## Authentication Delegation access

- Access Digital Segregated Fund Application from Workspace (single sign on).
- Set up delegates with third party access allowing them to assist with the application process on your behalf.

## Dashboard

- View the current status of your client applications: **In progress** or **Submitted**.
- Resume where you left off for applications not yet submitted.

## Create a plan

- Complete the five steps to create a plan: 1) **Owner and funds**, 2) **Contribution & fund details**, 3) **Additional options**, 4) **Additional people** and 5) **Review**.
- Follow the guided experience: your progress is displayed throughout each step letting you know where you are in the process, what has been completed and how many sections are left.
- Complete only the information that is relevant to your client's selections.

## Signatures

- Initiate the DocuSign process in Digital Segregated Fund Application (instead of using your own DocuSign account).
- Experience streamlined documentation packaging and delivery.

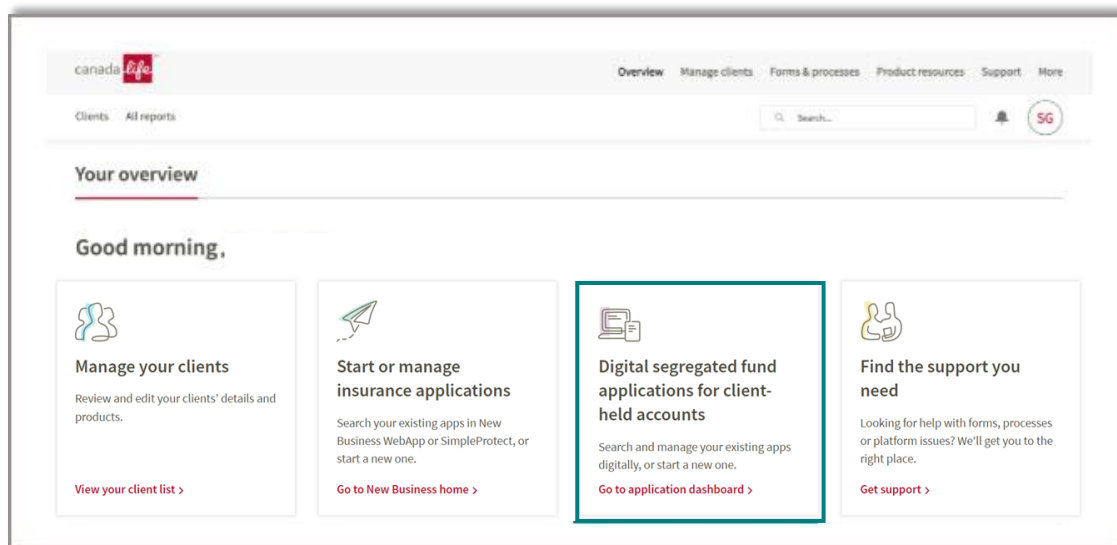
## Processing

- Complete the application and DocuSign process and the digital documentation is automatically sent to Canada Life for processing.

# Accessing Digital Segregated Fund Application



Access Digital Segregated Fund Application in **Workspace**.



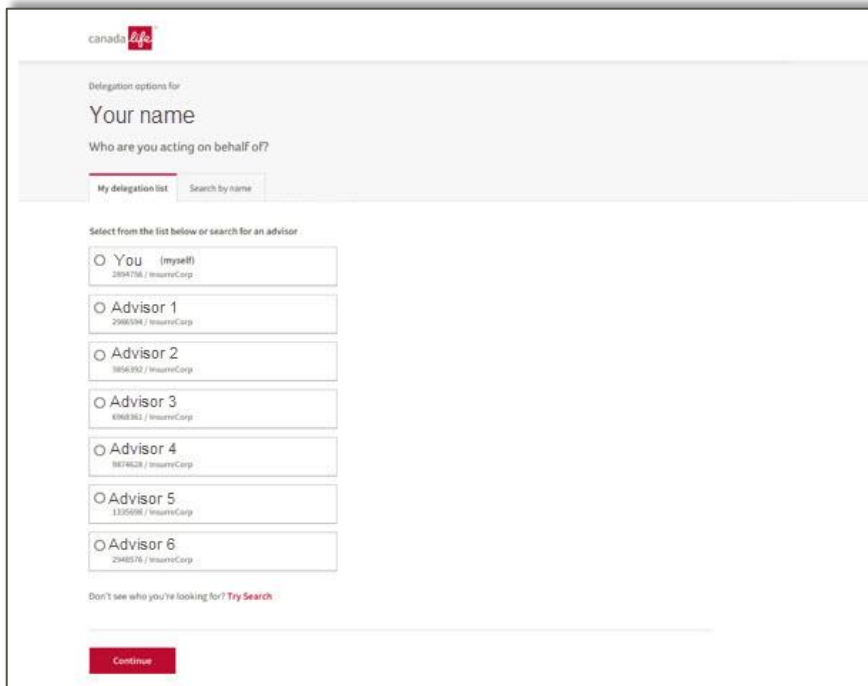
- [Log in](#) with your username and password.
- From the home page, select **Digital Segregated Fund Application for client-held accounts**.

**Not signed up?** You can [sign up for Workspace here](#).

# Setting up delegates



Grant delegates access to advisor codes to create applications on behalf of another advisor.



The screenshot shows the 'Delegation options' form for Canada Life. At the top, it says 'Delegation options for' followed by 'Your name' and 'Who are you acting on behalf of?'. Below this are two tabs: 'My delegation list' (which is selected) and 'Search by name'. The main section is titled 'Select from the list below or search for an advisor'. It contains a list of radio buttons with labels: 'You (myself)', 'Advisor 1', 'Advisor 2', 'Advisor 3', 'Advisor 4', 'Advisor 5', and 'Advisor 6'. Each label is followed by a small text indicating the advisor's code and company, e.g., '2894738 / InsuranceCorp'. At the bottom, there is a red 'Continue' button and a link that says 'Don't see who you're looking for? Try Search'.

- Delegates must be set up prior to accessing the Digital Segregated Fund Application.
- To set up delegates, complete and sign the [Third Party Access \(TPA\)](#) form and send to the [Distribution Methodology](#) mailbox.
- If a delegate's name does not appear on the list, you can search by name.

**Note:** Only the first ten advisor codes will display in the **My delegation list** tab.

# Populating policy information



## Populate policy information for multiple applications.




[< Back to application](#)

### Populate policy information

You can now copy information from other applications in your dashboard OR import client details from Canada Life client systems.


Choose a source to pre-populate select details



#### Other digital seg fund applications

Copy client info, fund selection(s) and beneficiaries from other applications in your dashboard.

[Search for an application >](#)



#### Client information from Canada Life client systems

Import client information stored with Canada Life like names, contact details, SIN and more.

[Search for a client file >](#)

[Cancel](#)

At the top of each page of the application, there is a **Populate information** option. Details can be copied from **other digital segregated fund applications** or imported from **Canada Life's client systems** (based on data availability).

### When to use **Populate information**?

You can use this feature for the same client or a different client in the same household.

### What details can be populated?

You can populate:

- Client information (name, DOB, gender, SIN)
- Addresses (mailing and residential)

Additionally, if populating details from **another application** in your Digital Segregated Fund Application dashboard, you can also populate:

- Fund selection (for initial contribution, guarantee level and series)
- Beneficiaries (primary, secondary and trustee)

### Notes:

- Search results will only return clients with you listed as their servicing advisor on active agreements
- Double-check all pages before continuing to **Review and sign**

# Source of funds – Registered savings plan to an income plan



Determine when a conversion can be completed using the Digital Segregated Fund Application.

RRIF

1. Owner and funds

2. Contribution and fund details

3. Additional options

4. Additional people

5. Review & sign

Saved

Tracking ID: 119274

All fields are required unless labelled optional.

Initial contribution

Contribution details

1

When to use conversions:

- Use the section below for a conversion of a Canada Life segregated fund LIRA/RSP/LRSP to a Canada Life LIF/RRIF/LRIF/RLIF/PRIF. **Note:** You must select the same Guarantee level and series from the existing policy being converted.
- If you're converting an eligible Great West Life or London Life savings policy to a Great West Life or London Life income policy, use a paper form.
- If you wish to transfer a Great West Life or London Life savings policy to a new Canada Life income policy, use the *Transfer from Canada Life Individual Retirement and Investment Services* section below. This will start a sell/buy process.

Is this a conversion?

Yes

No

Policy conversion details

1

Because this is a conversion, you do not have the ability to add new funds.

Policy number

When to fully convert this policy

Immediately

On a set date

Does this policy have an existing LIB (Lifetime income benefit)?

Yes

No

Transferring from	Transferring to	Process
Canada Life savings (Conversion = Yes)	Canada Life income	Complete a conversion using the Digital Segregated Fund Application  <b>Note:</b> <ul style="list-style-type: none"><li>- Must select the same guarantee level and series from the existing policy</li><li>- No fund selection changes</li></ul>
GWL savings LL savings (Conversion = No)	Canada Life income	Do not process a conversion. Complete the <b>Transfer from Canada Life Individual Retirement and Investment Services</b> process
GWL savings LL savings	GWL income LL income	Complete the paper application and submit manually



# Source of funds – external transfers



Complete the External Transfer section to automatically populate the Canada Life **Transfer authorization for registered investments (TARI)** form.

The screenshot shows a web application interface for a Canada Life form. On the left is a vertical navigation menu with five steps: 1. Owner and funds, 2. Contribution and fund details (highlighted with a red bar), 3. Additional options, 4. Additional people, and 5. Review & sign. Below the menu, there is a 'Saved' status with a green checkmark, a 'Tracking ID: 145317', and a note: 'All fields are required unless labelled optional.' The main content area is titled 'Source(s) of your initial contribution' and contains a checked checkbox for 'Transfer from another institution (including Quadrus Investment Services Ltd)'. Below this is a blue-bordered box with an 'IMPORTANT NOTICE' icon and text: 'You must send transfer forms to the relinquishing institution for processing. The form can be downloaded from your signed signature package.' Further down, there is explanatory text: 'The information entered in this section will fill out a transfer form, which will be included in the signature package at the end of this application process.' At the bottom, there are two input fields: 'Relinquishing institution' with the value 'RBC' and 'Address' with the value '123 Test St'.

- Enter external transfer information in Step 2 of the application process to populate the TARI form. The Canada Life Head Office address and ASM code (CLG – Canada Life) are populated for you to help speed the transfer directly to Canada Life.
- The TARI form is included in the DocuSign process to obtain signatures.
- **Important notice:** You (or the MGA if applicable) must still send the signed TARI / TANRI form to the relinquishing institution. An **Actions Required** section displays on the **Review & Sign** page as a reminder to submit the form. Once the relinquishing institution has received the form, our digital process will take care of the rest. To send a copy of the form, you can download it from your signed signature package.

## DocuSign tips:

- Download the application package as separate PDFs to make it easier for you to send the transfer form to the relinquishing institution.
- Send the **Certificate of completion** PDF (included at the end of the application package) with the transfer form to help validate the electronic signatures. When downloaded, the name of the PDF file will be **Summary**.

# Intelligent fund selector



## Select funds and allocations.

Sales charge option

FEL

CB2

CB4

FEL %

0

%

FEL: Front end load. This fee can be set from 0 to 5%.

Start typing a fund name or numeric code

Income Focus 009

Can't find what you're looking for? Enter the fund information manually.

Fund code

CLGA

009

I

Allocation

%

Done

When choosing the funds your client wishes to invest in, select the Sales charge option and enter the fund name/fund code and the allocation.

The intelligent fund selector feature makes the fund selection process more efficient. Simply type the fund name or fund code and the applicable fund details display.

# Rebalancing service



## Select your rebalancing target allocation.

### Rebalancing service

Only funds eligible for the rebalancing service may be chosen. The Constellation series is not eligible for the rebalancing service. All sales charge options associated with the funds listed will participate in rebalancing.

Do you want to add the rebalancing service to this policy?

Rebalance to

List the fund(s) to rebalance

Specify the fund name, 3-digit fund code and target allocation for each new fund.

For example, "Global Balance 034 50%"

Date of first rebalance

Month

Select...

Day

Year

Frequency

Select...

Rebalancing range (%)

⊖

|

⊕

Select a value between 2% and 10%.

To set up a rebalancing service, you can either rebalance to the same funds and allocation as the initial contribution, set up pre-authorized chequing or specify new funds.

### To set up a rebalancing service:

- Indicate your client's **target allocation**.
  - If rebalancing to new funds, provide the fund code, fund name and target percentage allocation
- Indicate the first **rebalance date**.
- Select a **frequency** (quarterly, semi-annual or annual).
- Select the **rebalancing range** from 2 – 10%
  - The range increases in 0.5% increments (i.e., 3.5, 4.0, 4.5, etc)

# Automatic switches



Set up automatic switches within the same policy.

ASP  
Client Name

1. Owner and funds ☒

2. Contribution and fund details ☒

3. Additional options ☒

4. Additional people ☐

5. Review & sign ☐

☒ Saved

Tracking ID: 115577

All fields are required unless labelled optional.

### Automatic switch/dollar-cost averaging

Do you want to add automatic switch OR dollar-cost averaging (DCA) options to this policy?

☒ Yes ☐ No

Constellation series funds are not eligible for this program. Transaction fees and withholding taxes may be associated with some redemptions. A minimum investment of \$50 per fund is required.

Select an option

☒ Switch ☐ Dollar-cost averaging

Switch within the same policy.

Allocation type

☐ \$ ☒ %

Percentage recommended for switch.

75/75 Standard series

From  
Sales charge option

☒ FEL ☐ CB2 ☐ CB4

Funds will be moved to FEL.

Start typing a fund name or numeric code

Fund code Percentage

CLGA A %

Must select from previously selected funds.

To  
Start typing a fund name or numeric code

Fund code Percentage

CLGA A %

Can't find what you're looking for? Enter the fund information manually.

+ Add destination fund

Total: 0%

You can enter up to 1 fund(s).

[Fund reference guide](#)

Frequency

Select...

Start date

Month Day Year

Select...

End date, if applicable (optional)

Month Day Year

Select...

To set up automatic switches:

- Select dollar or percentage as the **Allocation type**.
  - Percentage is recommended
- Indicate the starting fund in the From field and allocate to the target fund(s) in the **To** field.
  - Only option(s) chosen for the initial contribution or PAC can be selected (up to a maximum of 12 destination funds)
- Select a **frequency**.
- Indicate the **start date**.
- Indicate an **end date** (if applicable).

# Dollar-cost averaging



Set up dollar-cost averaging allowing your client to invest on a regular basis.

Automatic switch/dollar-cost averaging

Do you want to add automatic switch OR dollar-cost averaging (DCA) options to this policy?

Yes No

Constellation series funds are not eligible for this program. Transaction fees and withholding taxes may be associated with some redemptions. A minimum investment of \$50 per fund is required.

Select an option

Switch Dollar-cost averaging

Switches must stay within the existing sales charge option.

Allocation type

\$ %

Dollar amount recommended for dollar-cost averaging.

75/75 Standard series

From Sales charge option

FEL CB2 CB4

Funds will be moved to FEL.

Fund name Fund code Amount

Money Market 001 CLGA 001 A \$

Must select from previously selected funds.

To Start typing a fund name or numeric code Fund code Amount

CLGA A \$

Can't find what you're looking for? Enter the fund information manually.

+ Add destination fund Total: \$0.00

You can enter up to 1 fund(s).

Fund reference guide

Frequency

Select...

Start date

Month Day Year

Select...

End date, if applicable (optional)

Month Day Year

Select...

## To set up dollar-cost averaging:

- Ensure your client has selected to invest in Money Market or a high interest savings fund.
- Select dollar or percentage as the **Allocation type**.
  - Dollar amount is recommended
- Indicate the starting fund in the From field and allocate to the target fund(s) in the **To** field.
  - Only Money Market, a high interest savings fund, or both can be selected (up to a maximum of two destination funds)
- Select a **frequency** (quarterly, semi-annual or annual).
- Indicate the **start date**.
- Indicate an **end date** (if applicable).

# Investment Centre integration (Canada Life – direct advisors only)



Deliver electronically for straight-through processing into Investment Centre.

Investment Centre details

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Plan set up and trade placement

Have you set up this plan in Investment Centre?

☒ Yes ☐ No

**Let us do the work next time!**

We can automatically create a new client if no client exists, set up the plan automatically and place the initial trade in Investment Centre if applicable.

Enter the Investment Centre information below and we will submit for processing.

Client ID	Plan account number	Order number
<input type="text"/>	<input type="text"/>	<input type="text"/>
<small>Numeric code up to 9 digits</small>	<small>Numeric code up to 9 digits</small>	<small>Numeric code up to 9 digits</small>

Investment Centre details

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Plan set up and trade placement

Have you set up this plan in Investment Centre?

☐ Yes ☒ No

**We will automatically create a new client if no client exists, set up the plan automatically and place the initial trade in Investment Centre if applicable.**

## Have you set up this plan in Investment Centre?

If you select **Yes**:

- You are prompted for the Client ID and Plan number from Investment Centre.
- A message displays advising we can do this for you next time.

If you select **No**:

- You no longer have to set up accounts and place first trades in Investment Centre (if source of funds is EFT and you have selected DocuSign). This process is automated for you.
- You can check Investment Centre to confirm set-up is correct.

# DocuSign and documentation delivery



Always provide clients with the delivery option to either **Deliver electronically** or **Print and sign**.

If **Deliver electronically (DocuSign option)** is selected, you can:

- Obtain e-signatures with automatic digital package delivery to Canada Life Head Office.
- Confirm / edit email addresses and phone numbers.
- Choose to send the application back into edit mode.
- Cancel the DocuSign process flow without losing the application (i.e., you can choose to re-send the application through DocuSign again).

**Signatures when delivering electronically:**

- Your client will receive an email to authenticate and sign. The email will be instantaneous, and you will receive an alert banner message to show it has been sent successfully.
- Once your client has signed, you will receive an email to authenticate and sign.
- Once all signatures have been collected, the status of the application will move to the **Submitted** tab on the Main dashboard and the digital package will be delivered to Head Office.

# Clients residing in Quebec – Bill 96



## Clients residing in Quebec who select to complete the digital application process in English.

- At the beginning of the digital process, a link will be provided to the French application (blank), contract, information folder and fund facts booklet.

**Note:** You have the option to switch to French at any point in the digital application process (even if your client has chosen to complete the digital application in English).

- This will not impact what has been filled out by the client.
- All information will convert to French (ie. screens, PDF applications/forms).
- You will receive the complete digital package in French.

**Physical address**  
You'll need to provide an additional physical address below in order to lorem ipsum dolor sit amet.

Street number	Street name	Unit (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>
City or town	Province	Postal code
<input type="text"/>	Quebec	<input type="text"/>

**Information:** Your application is being prepared in English, and your province of residence is set to Quebec. Under the Quebec Charter of the French Language, a French copy of the application must be provided to you before an English language application can be completed.

[Information folder, contract and fund facts \(French version\) ↗](#)

In summary, whichever language the user selects, Digital Segregated Fund Application will deliver the digital package in that language and the client will be bound by the language they've selected.



# Clients residing in Quebec – Bill 96 continued



## What your client's digital package will include;

- The completed English application for their signature.
- A blank copy of the French application form.
- A link to a website to obtain (at any time) a copy of the French and English contract, information folder, and fund fact booklet.
- Form 70-0814 to be signed by both client and advisor to confirm that a French application/contract has been provided and that the client agrees to be bound by the English version.

## At the end, your client will need to acknowledge:

- a) They have been provided the French application (blank), contract, information folder and fund facts booklet.
- b) They are bound by the completed English application.

The screenshot displays a web interface for reviewing application package contents and language preferences. The top section, titled 'Application package contents', lists eight included forms with their respective IDs and status (all marked as 'Included'). The bottom section, titled 'Application language', shows the user's language preference set to English and provides a notification about the requirement for a French copy of the application under the Quebec Charter of the French Language. A checkbox is checked, indicating the user confirms they were provided the French application and agree to be bound by the English version. At the bottom, there are two buttons: 'Send package' and 'Back to dashboard'.

Application package contents	
Included forms	
The following forms are now complete and will be included as part of this application package.	
RRSP aggregated fund 46-9608	Included
Transaction authorization FTO-0021	Included
Real estate fund 99-0683	Included
Summary information folder and fund facts Link to Canada Life	Included
HPScanner_0001123.jpg Uploaded file	Included
PKC_202305010_80323.jpg Uploaded file	Included
ClientAttestation_May1.PDF Uploaded file	Included
Agreement to use English version 70-0814 - 6/23	Included

Application language	
Your language preference	
<p>1 Your application is being prepared in English, and your province of residence is set to Quebec. Under the Quebec Charter of the French Language, a French copy of the application must be provided to you before an English language application can be completed.</p> <p><a href="#">Information folder, contract and fund facts (French version)</a></p>	
<p>RRSP application - French (46-9608)</p>	
<p><input checked="" type="checkbox"/> I, the client, confirm I was provided the application in French and agree to be bound by the English version.</p>	
<p><a href="#">Send package</a> <a href="#">Back to dashboard</a></p>	

# Household eligible assets form (HEAF)



**New!** The HEAF is now available as part of the Digital Segregated Fund Application experience.

Household eligible assets

Eligible owners

The Household eligible asset form (HEAF) is required to confirm that a group of people (clients) want to aggregate their assets and be considered a household. Aggregation allows clients to link their policies together which may make them eligible for reduced management fees on their segregated funds.

All Eligible owner(s) must sign this form to confirm their consent to the use of their policies for this purpose and the policies must be held through the same advisor.

Enter all owners authorized to sign the HEAF

Add person

Add corporation

Search person

When to use a HEAF

+

Eligible policy / account listing

+

Use the HEAF when you want to combine household assets to be considered for preferred pricing.

## Complete a HEAF in the following scenarios:

- Setting up new policies for a household of clients (e.g., grandparents, parents, children).
- There is an existing household agreement on file, and you are adding additional owners to that household.
- There is no household agreement on file, but it would be in the best interest of your client to create one (retroactive benefit).

**Note:** The HEAF allows for a maximum of **six** owners and must be signed by all eligible owners participating in the agreement.

Application package contents

Included forms

The following forms are now complete and will be included as part of this application package.

Household eligible assets  
46-8455

Included

# Household eligible assets form (HEAF) continued



## Complete the Household eligible assets form (HEAF).

There are three ways to populate a HEAF:

- **Add person:** Use this option when an application is no longer on the Dashboard (i.e., more than 60 days has passed) or entering information for an existing owner on an existing household.
- **Add corporation:** Use this option when there is an existing owner with a corporate policy. **Important:** If a client owns both a personal and corporate policy (and is the authorized signer for the corporation), their signature is required twice for participation in the agreement.
- **Search person** (primary search): Use this option for new applications that are in progress or have been submitted within the past 60 days.

**Note:** A tracking ID is provided for a HEAF but is created as a supporting form record versus an application record. You have the option to edit HEAF details if needed.

Enter all owners authorized to sign the HEAF

Add person

Add corporation

Search person

Enter all owners authorized to sign the HEAF

Sample Policyowner (Parent) Policy No/Tracking I...	Delete	Edit
Sample Policyowner (Spouse) Policy No/Tracking ...	Delete	Edit
Sample Policyowner (Child) Policy No/Tracking ID...	Delete	Edit

In progress

Sample Policyowner

HEAF Tracking ID: 3928

Edit

▼

Modified April 16, 20xx 10:47 a.m.

# Inquiries and technical support

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We're here to help.



## Technical support

### Canada Life direct advisors

- 1-888-999-4516
- [WorkspaceSupport@canadalife.com](mailto:WorkspaceSupport@canadalife.com)

### MGA business

- 1-800-475-7001
- [CLWorkspaceSupport@canadalife.com](mailto:CLWorkspaceSupport@canadalife.com)

## Product support

- Contact your wholesaler

## Application status or processing support

- 1-888-252-1847

# Troubleshooting, page 1



- [Accessing Workspace](#)
- [Completing/editing/deleting applications](#)
- [Delegation](#)
- [DocuSign/signatures](#)
- [Forms and documents](#)
- [General navigation](#)
- [Transfers \(internal & external\)](#)

## Accessing Workspace

What do I do if I can't log into Workspace?

- Clear your browser's cache and re-start your browser. If you are still experiencing issues, contact Service Desk (1-888-999-4516).

## Completing / editing / deleting applications

Is there a test / practice site? Can I complete an application without submitting?

- There is no practice site for Digital Segregated Fund Application however you can complete steps 1 through 4 without submitting. Try it out to get comfortable with the digital experience and its functionality before meeting with a client.

Can I delete an application from the In-progress tab?

- Applications cannot be deleted from the In-progress tab. Applications that have not been touched in the In-progress or Submitted tabs will automatically be archived after 60 days, with a first notification to the user at 30 days.

Why can't I edit my client's application?

- The application may have been completed manually by a user or automatically through DocuSign. Check the Completed tab.

Why do I see changes in the application I don't remember making?

- Changes may have been made by a delegate and saved automatically. If two users are in the application at the same time, it is possible to overwrite each other's updates. We recommend one user in the application at one time.

What do I do if the advisor code is incorrect?

- Contact Contracts & Licensing to make this correction.

Where do I find my rep code to complete Step 5 – Review & Sign?

- Your Investment Centre LL rep code is required to complete Step 5. If you are not sure what it is, you can find it on Investment Centre by looking up an existing client (Canda Life direct advisors).

# Troubleshooting, page 2



Delegation	
Who can be a delegate?	<ul style="list-style-type: none"><li>• Another advisor or your support staff.</li></ul>
How come I don't see the delegation screen?	<ul style="list-style-type: none"><li>• If you have access to only one advisor code, you will go directly to the Digital Segregated Fund Application landing page / dashboard.</li></ul>
DocuSign / signatures	
In Step 5, does the upload function obtain e-signatures when it goes through the DocuSign delivery process?	<ul style="list-style-type: none"><li>• The upload function is designed to a) upload documents for additional information or b) provide a temporary solution for forms not yet built into the digital experience.</li><li>• The forms need to be completed and signed separately before uploading to have everything delivered in one package. This function is not part of Canada Life DocuSign e-signature.</li></ul>
In Step 5, do I need to do anything in Investment Centre if I select the Print and sign function instead of DocuSign delivery?	<ul style="list-style-type: none"><li>• The Print and sign function opts the user out of the end-to-end digital experience and does not connect to any systems in the background to complete the process.</li><li>• Follow your existing process for processing business with our Canada Life head office.</li><li>• Go to the application on the dashboard and select Submitted offline to move the application from In-progress to Submitted.</li></ul>
What options are available for multi-factor authentication? What if my client does not have a cell phone?	<ul style="list-style-type: none"><li>• DocuSign multi-factor authentication offers two options: text and phone. Make sure the phone number entered on the DocuSign landing page in the Digital Segregated Fund Application tool is the correct phone number for authentication.</li></ul>
What if I need to change my client's email or phone/cell number?	<ul style="list-style-type: none"><li>• Cancel the DocuSign package and make changes on the DocuSign landing page in the Digital Segregated Fund Application tool.</li></ul>
Why does the status still indicate 'Ready to sign' on the dashboard after selecting DocuSign delivery?	<ul style="list-style-type: none"><li>• Ready to sign status means the application is ready to initiate the DocuSign flow. This might not have been completed yet.</li><li>• Go back into the application and enter all information for DocuSign. Click on Send package at the bottom of the screen. This generates a DocuSign ID and the dashboard status changes to Signatures pending. The client will receive a Canada Life DocuSign email to start the e-signing process followed by an automatic email to the advisor once the client has completed their e-signature.</li></ul>
How do I know if my client has signed? I haven't received anything to e-sign?	<ul style="list-style-type: none"><li>• Check the dashboard to see if the status is still in Signatures pending. You will only receive a Canada Life DocuSign email to start your e-signature process if the client has signed.</li></ul>
How long do signers have to complete the DocuSign process?	<ul style="list-style-type: none"><li>• There is a 30-day expiry through DocuSign for all signers to complete signatures.</li></ul>



## DocuSign / signatures continued

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|---|---|
| What happens after the DocuSign process is completed? | <ul style="list-style-type: none"><li>• If DocuSign delivery is selected, this will capture e-signatures with multi-factor authentication for security and automatically deliver the completed digital package to Canada Life. You do not need to upload the digital package through Workspace.</li></ul> |
| What if I don't want to use DocuSign?                 | <ul style="list-style-type: none"><li>• If you wish to meet in person with your client to get written signatures, you have the option to print and sign.</li></ul>  |

## Forms and documents

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| How come I don't see some forms I need to fill out?   | <ul style="list-style-type: none"><li>• The web-experience only includes the following forms: RRSP, non-registered and TFSA applications, Transaction Authorization, EFT, External Transfers (TARI), PEP form, Preferred Series 2 fee agreement, Partner free agreement and the Real Estate Acknowledgement. In the Upload documents section, there are PDF links to other suggested forms that you can download, fill out, ensure it is signed and upload the completed and signed form(s) to be included in the digital package for delivery.</li></ul> |
| Why can't I upload other documents?   | <ul style="list-style-type: none"><li>• Make sure the uploaded files meet the criteria / format: PDF, JPG or Doc. The maximum file size is 10 MB per file.</li></ul>  |
| How do I preview populated PDF forms in the digital package?  | <ul style="list-style-type: none"><li>• This is available within the Print and sign option, but it can be accessed during any step. The icon is located at the top right-hand side – Preview forms.</li></ul>   |
| Why is there a blank French application even though my client has already completed an English application? | <ul style="list-style-type: none"><li>• To abide by Bill 96 regulatory requirements, for clients who reside in Quebec but have chosen to complete the English application, they must also be provided a blank French app as part of the completed documentation package. The completed English application and forms are also part of the package.</li></ul>  |

## General navigation

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|---|---|
| Why can't I search within Digital Segregated Fund Application for a client's information that has other business with me? | <ul style="list-style-type: none"><li>• Currently, we are unable to retrieve existing client information to populate the digital application. This is on our roadmap and we are working towards that for year-end.</li></ul>  |
| Can I complete Step 3 before Step 2?  | <ul style="list-style-type: none"><li>• You can navigate through different steps even if you haven't completed the steps in order (or not all information has been completed in each step). There will be a checkmark beside each step as it is completed. Selecting Next at the bottom of each screen will provide validations with missing information/fields highlighted in red. Step 5 is unlocked only when all information has been completed for Steps 1 to 4.</li></ul> |



General navigation continued	
Do blue boxes mean I can't proceed?	<ul style="list-style-type: none"><li>Blue boxes are not errors, they are information boxes to provide more guidance. Please follow instructions in the blue box. Errors display as red boxes or fields highlighted in red.</li></ul>
Why am I not seeing a green checkmark for one of the steps?	<ul style="list-style-type: none"><li>If a green checkmark doesn't appear, there is missing information in that step. If you don't have the information from your client yet and you wish to continue onto the next step, you can use the left-hand navigation to continue.</li></ul>
Why can't I navigate to the Review step?	<ul style="list-style-type: none"><li>The Review step will not be unlocked until steps 1 through 4 are fully completed.</li></ul>
Did the digital document package send to my client?	<ul style="list-style-type: none"><li>You can check the status of a package on the main dashboard to see if it has been sent and a DocuSign ID generated.</li><li>For the completed and signed digital package, the client will receive a Canada Life DocuSign email labeled 'Complete' to download. The advisor will receive the same (along with their admin staff) if they have indicated this information on the DocuSign landing page within the Digital Segregated Fund Application.</li></ul>