

Advisor Tip Sheet

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WHAT YOU'LL NEED

Before you begin, make sure you have everything you'll need to create your APEXA profile

- Your residential and business address history for the last 5 years
- A digital copy of your E&O Coverage certificate
- A digital copy of your provincial licence(s)
- Information about the insurance carriers you have worked for in the past
- Your selling codes you may need them to complete an identity verification step
- A digital copy of your banking information (e.g. void cheque) optional

A note about digital copies

- Acceptable file formats include: PDF, MS Word, JPG, PNG, TIFF and BMP
- For licences, you can also use a screen capture from a provincial licencing body website

If you're responsible for a corporation, you'll also need...

- Your company's date of incorporation
- A digital copy of your Articles of Incorporation
- A digital copy of your corporate E&O Coverage (if different from your personal E&O)
- A digital copy of your corporate provincial licence(s)
- A list of your shareholder(s), including email address(es) and ownership percentage

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REGISTERING YOUR ACCOUNT

When you're creating your APEXA account, you'll have to complete a two-step registration process

1. Registration: when you follow the link from your email invitation, you'll be asked to complete the registration form to create your account.

| API | EXA Registration | |
|--------|--|-------------|
| Α | First Name | 1.00 |
| Please | provide your first name | |
| Α | Last Name | |
| | Email Address | |
| | Confirm your Email Address | |
| 47 | 6QNV39NQJRDQ4E8J | ~ |
| 6 | Token: this field will be pre-popula with your APEXA token. Please do make any changes to this field өкедые | ated not |

2. When you click '**Register'** the Privacy Consent terms and conditions will open. Read the conditions and <u>scroll to</u> <u>the bottom</u> of the terms to click Accept.

🖈 Privacy Consent

How will my data be protected?

APEXA has implemented reasonable safeguards to protect advisor, principal, partner and shareholder information from unauthorized access, use or disclosure. This information is maintained in a file on APEXA's servers and will be accessible by authorized APEXA employees, representatives and agents who require access to perform their job functions.

What if I have questions or would like to access or correct my information?

Any questions or concerns about how information is handled by APEXA in connection with the APEXA Service should be directed to the Privacy Officer at privacy@apexa.cs. Advisors, principals, partners and shareholders may also request access to or correction of their information by contacting the Privacy Officer, as described above. APEXA shall make reasonable efforts to respond to such requests within thirty [30] days. However, if such information is cominged with the information of others, responses may be delated and access may be denied if such information cannot be segmented from the information of others.

At any time, if you prefer that your personal information not be used for any of the identified purposes above, in whole or in part, you may notify the Privacy Officer in writing at any time. However, revocation of such consent may significantly restrict your access to and use of the APEXA Service.



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CONFIRMING YOUR ACCOUNT

3. You will receive a second email, click Confirm Account in the email, and then Proceed to Login on the website.

| Your email address has already been confirmed. | Please click the button below to proceed to the login |
|--|---|
| screen and begin the account set-up process. | |

Proceed to Login

 To create your profile, enter your registered email and password, then click Login.

Welcome to the APEXA Portal

 The first time you login, the Website Terms of Use will open. Read the conditions and <u>scroll to the bottom</u> of the terms to click Accept.

| | WEBSITE TERMS OF USE |
|------|---|
| 1. | General |
| API | EXA Corp (APEXA', 'we', 'us' or 'our') operates the website at sww.apexa.ca (the 'stile') to provide online access to the contents (a |
| her | singht ordined) on the Stat, which includes information about APEXA and is provide online access to the products, services and |
| opp | ordunities that APEXA offers (the 'Services') APEXA reserves the right to amend, modify and supplement the terms and condition |
| con | tained herein from time to time, as it sees fit, with additional terms and conditions that govern certain information, content, products an |
| sen | idea made available to you via the Site (Additional Terms) by accessing and using the Site in any manner, you addinovalue that |
| hav | re ead any agree to the each of the following terms of acconditions, as set forth below, and each of the Additional Terms (if any) regarding |
| you | use of and access to the Site (the Terms of User). |
| The | contents of the Site include, without limitation, all information, data, products, materials, services, software applications and tools, design |
| eler | ments, text, images, photographs, illustrations, audio and video contents, artwork, graphics contained therein or otherwise made available |
| to y | ou in connection threarwith (collectively, the "Contents") and, unless the context clearly requires otherwise, or we explicitly say so in writing |
| the | term "Site" includes all of the Contents. |
| Uni | ess otherwise agreed to in writing by APEXA, the Terms of Use do not after in any way the terms and conditions of any other agreement |
| you | may have entered into with APEXA. To the extent of any conflict between the terms and conditions of such other agreement and the term |
| and | conditions contained herein or any Additional Terms, the terms and conditions of such other agreement will take precedence and cort or |
| If y | to therach any of the Terms of Use, your authorization to use the 5the automatically terminates and you muits immediately destroy and |

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WHAT TO DO IF YOUR NAME IS WRONG?

- Your Profile name **should** match the name on your resident licence
- Your Profile name, at the top of the screen and the name fields below, will be the name provided by your MGA
- If you need to change your name, click on Change Name button. Changes will be verified by APEXA and you will be notified by email once the review is complete

| 9 Personal Information | | | | |
|--------------------------------------|---------------------------|---|-----------------|-------------|
| ! There are issues with your profile | details. You must provide | all profile details in order to complete prof | le setup. | |
| Title | | | | |
| Please select | * | | | |
| Legal First Name | | Legal Middle Name | Legal Last Name | |
| John | ~ | | Smith | ~ |
| | | | | Change Name |

- Simple corrections, for reasons such as typos or changing short form to full name, will be accepted without supporting documentation
- Documentation will be required for all other types of name changes



HAS YOUR E&O BEEN REJECTED?

Click on the **Rejected** button to view rejection reason(s)

| Rejecte | d : Details do no | ot match docun | nent | | | |
|---|--------------------|----------------------|------------|------------|--------|--------------------|
| Certificate | number does not ma | tch the number on th | e document | | | |
| 580 | | | | | ок | +Add |
| There are no tificate Number | E&O Provider | Coverage | Effective | Expires | Status | Hea Click Here ity |
| 234567 🔀 | Ace Ina Insurance | \$ 5.000.000 / | 2000-01-01 | 2020-01-01 | Active | Rojected 🗾 🛛 |

Common rejection reasons are:

- Document file type is not an acceptable format (see What You'll Need section above)
- The wrong Provider has been selected
- The wrong document has been uploaded
- 4 | APEXA © 2018

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HAS YOUR LICENSE BEEN REJECTED?

Click on the **Rejected** button to view rejection reason(s)

| Rejec | ted : Details de | o not match do | cument | | | | | | |
|---|---|---|---|-------------------------------------|----------------------------|----------|--------|--------------------|-------------|
| Dashi The dat Insurar | e issued and expiry ice Council of BC we | / dates entered do not ebsite. | : match the ir | formation liste | d on the | | | | + A |
| A | | ni berang enem | | | UK | | | | |
| A Licence Number | Issuing Province | Туре | Issued | Expires | Status | Resident | Health | Verify | |
| Licence Number | Issuing Province Quebec | Type Financial Planning, Group Annuity Plans Advisor, Insurance of Persons | Issued 2017-01-01 | Expires 2018-12-31 | Status Active | Resident | Health | Verify Verified | II / |
| Licence Number 123ABCD 2 ABC123 2 | Issuing Province Quebec Ontario | Type Financial Planning, Group Annuity Plans Advisor, Insurance of Persons Life Insurance and A&S Insurance Asent | Issued 2017-01-01 2017-01-01 | Expires 2018-12-31 2018-12-31 | Status Active Active | Resident | Health | Verify Verified | = / |

Common rejection reasons are:

- Document file type is not an acceptable format (see What You'll Need section above)
- Licence has expired; only an active licence will be accepted
- Licence name must match Full Legal Name entered, as well as the name on your profile
- The wrong document has been uploaded
- Individual licence uploaded as Corporate licence (or vice versa)

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HAS YOUR BANKING INFORMATION BEEN REJECTED?

Click on the **Rejected** button to view rejection reason(s)

| | aug gocument | | | | | | |
|------------------------|---------------------------------------|--------------------------------|----------------------|---------------------|---------------|--------|-----|
| The document ty | e cannot be accepted. Handi | written documents a | re not permitted | | | | + 4 |
| Use this screen to add | a new bank account to your Transit | profile or to update t Bank | the banking informat | Ion on your existin | ng contracts. | Status | |

Common rejection reasons are:

- Document file type is not an acceptable format (see What You'll Need section above)
- Invalid Document attached. We require a copy of a void cheque for the account indicated or an EFT form. These forms must be legible, and have all information pre-printed by the bank (no handwritten fields)

