

# Covid-19 Update: BMO GIF Segregated Funds - Signature and Form Delivery Changes

Thank you for your patience as we retool our processes to better safeguard the health of you and your clients. We recognize that in the current environment it may not be advisable to visit clients to complete paperwork and obtain wet signatures.

In response, BMO Insurance is implementing some temporary measures for BMO GIF segregated funds to help facilitate:

1. **Remote signatures**
2. **Electronic transmission of documents**
3. **Remote identity verification**

These measures will take effect immediately and will continue until further notice.

## 1. Obtaining remote signatures for eligible documents

We have expanded the e-signature platforms that clients can use to sign remotely. In addition to these platforms, we will also accept documents signed using one of three alternative methods. We are excepting these alternatives to wet signatures to help you work remotely and securely with your clients. Please remember all documents may be submitted by email or fax as described below.

### ***Important – Documents not eligible for remote signatures***

A change of beneficiary or ownership, a power of attorney or limited trading authorization require a wet signature and cannot be signed using the e-signature platforms or the other alternative methods.

### **E-Signature platforms**

We will now accept e-signatures from the following platforms:

- OneSpan (formerly eSignLive)
- DocuSign
- iGenyPro
- Adobe

Where the document must also be signed by the irrevocable beneficiary and assignee, each of the client, irrevocable beneficiary and assignee must access the 3<sup>rd</sup> party platform to sign.

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## Other alternatives to wet signatures

We will now accept the following 3 alternatives to wet signatures:

Alternatives	Client has a printer and a scanner	Client has a printer but no scanner	Client has no printer and no scanner
<b>CASL requirements</b>	Advisor obtains client's consent to transact electronically	Advisor obtains client's consent to transact electronically	Advisor obtains client's consent to transact electronically
<b>Authentication of email</b>	Advisor confirms client's email by phone or text	Advisor confirms client's email by phone or text	Advisor confirms client's email by phone or text
<b>Email to client</b>	Advisor sends document in PDF to client email	Advisor sends document in PDF to client email	Advisor sends document in PDF to client email
<b>Signing of document</b>	<p>Client prints document</p> <p>Client signs document</p> <p>Client scans signed document (document should show policy number or other relevant identifier at the top of every page)</p>	<p>Client prints document</p> <p>Client signs document</p> <p>Client takes a photo of document</p> <p>Photo is of the entire page and not just of the signature</p> <p>For lengthy documents, the client takes a photo of the signature page</p> <p>identifies the name of the document on the signature page</p>	<p>Client signs a blank piece of paper</p> <p>Signed blank page to contain an attestation that BMO Insurance is to accept the signature on the blank page as if the client signed directly on the XXX [<i>insert name of form</i>] policy number or form number, if applicable</p> <p>date signed</p> <p>client's email address.</p> <p>Client takes a photo of the signature page</p>
<b>Client emails to advisor</b>	Client emails signed document to advisor	<p>Client emails signed document to advisor</p> <p>For lengthy documents, client emails the photo of the signature page and the entire PDF document to the advisor</p>	Client emails photo of the signature page and the entire PDF document the advisor
<b>Advisor emails BMO Insurance via MGA/Dealer</b>	Advisor sends document to BMO Insurance via TLS approved MGA/Dealer (i.e. secured email)	Advisor sends document to BMO Insurance via TLS approved MGA/Dealer (i.e. secured email)	Advisor sends document to BMO Insurance via TLS approved MGA/Dealer (i.e. secured email)
<b>Retention by advisor</b>	Advisor retains e-mail exchanges for 7 years	Advisor retains e-mail exchanges for 7 years	Advisor retains e-mail exchanges for 7 years
<b>Signature of a 3<sup>rd</sup> party</b>	If document requires the signature of an irrevocable beneficiary or assignee, process must be repeated for each of them	If document requires the signature of an irrevocable beneficiary or assignee, process must be repeated for each of them	If document requires the signature of an irrevocable beneficiary or assignee, process must be repeated for each of them

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## 2. Electronic transmission and delivery of documents

We have expanded the forms that can be sent to us electronically and a process for the electronic delivery of disclosure documents.

### **Important – Documents not eligible for electronic transmission**

As noted above, we require the original of a beneficiary or ownership change document with a wet signature.

### **Transmitting applications by email**

We continue to accept applications and supporting documents from Transport Layer Security (TLS) approved MGAs/Dealers by e-mail (and by fax).

PDF fillable versions of all BMO GIF applications: Client Name (592E), Nominee (589E), TFSA (642E) and other forms can be found under the Administration and Regulatory Documents section of the BMO GIF Advisor website:

[www.bmoinsurance.com/advisor/GIF](http://www.bmoinsurance.com/advisor/GIF)

### **Applications in good order**

Please help us help you. Applications received not in good order (NIGO) require follow-up paperwork that causes pronounced delays given the current challenging environment for sending and receiving paperwork.

The five most common reasons for GIF applications not received in good order:

1. Missing guarantee option and/or guarantee option and fund codes not matching
2. Missing void cheques
3. Incomplete Source of Funds and/or Purpose of Policy
4. Missing pages of application
5. Receiving cheque in isolation of corresponding paperwork (i.e. don't know what the cheque belongs to)

Please check to ensure GIF applications are submitted in good order to help us process on a timely basis.

### **Delivery of Information Folder by email**

You may email a PDF of the Information Folder/Policy Provisions and Fund Facts or a link to these documents to the client. The documents must be sent to client before the application is signed.

#### **Links**

BMO GIF Information Folder & Policy Provisions 602E: [English](#) / [French](#)

BMO GIF Fund Facts 773E: [English](#) / [French](#)

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## Transmitting administration forms by email

We will accept from TLS approved partners other administration documents (not associated with applications) by email or fax:

Email: [ClientServices.BMOLifeGIF@bmo.com](mailto:ClientServices.BMOLifeGIF@bmo.com) or by fax: **1-855-747-5613**.

Examples of documents that we will now accept by email are the Subsequent Transactions Form (611E) and the Non-Financial Change Form (612E).

## 3. Remote verification of identify for AML purposes - Dual Process Verification

Where you cannot meet the client face to face and verification of identity is required, you can verify identity by the dual process method (form is available [here](#)). For BMO GIF, the dual process verification replaces section 14 (1) of the GIF client-name application (a face to face verification).

**Please do not send to us any client documents received as part of the dual process method of identification.**

## Have a question?

For inquiries, please contact our Customer Services Team by email: [ClientServices.BMOLifeGIF@bmo.com](mailto:ClientServices.BMOLifeGIF@bmo.com) or by Phone: 1-855-639-3867.

We hope you find these alternative policies and procedures helpful. On behalf of everyone at BMO Insurance, please continue to take care of yourself and thank you for your patience as we respond to these challenging times.

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## Let's connect

To find out more about BMO Insurance products, please call your MGA, contact the BMO Insurance regional sales office in your area or call 1-855-639-3867 or email [ClientServices.BMOLifeGIF@bmo.com](mailto:ClientServices.BMOLifeGIF@bmo.com)

**BMO Life Assurance Company, 60 Yonge Street, Toronto, ON M5E 1H5**

**Ontario Region**  
**1-800-608-7303**

**Quebec – Atlantic Region**  
**1-866-217-0514**

**Western Region**  
**1-877-877-1272**

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