



Changes to RBC Investor Services Not in Good Order follow-up process

Effective immediately, RBC Investor Services will only send one Not in Good Order notification to MGAs or Dealers when there is an RBC Insurance wealth management application, form, or client submission with errors or missing information. To ensure all Not in Good Orders are resolved, we encourage MGAs and Dealers to forward these notifications to the relevant advisors as quickly as possible.

This change standardizes RBC Investor Services' Not in Good Order process and aligns RBC Insurance with their other clients.

Tips to help reduce Not in Good Orders and speed up processing times:

1. When submitting any requests please ensure all required documents are attached and submitted at the same time. Common missing information:
 - Void cheque
 - Correct account numbers
 - Owner details (occupation, identification details, etc.)
 - Complete switch instructions with matching amounts or fund numbers
 - Clear and valid investment instructions
 - Complete transfer documentation
 - Death claim processing: proof of death and claimant form for each beneficiary
2. Please do not submit future dated requests. All requests must be submitted the date that they are required to be processed.
3. All deposits must be made using our [One-Time PAD agreement](#).
4. A personalized VOID cheque is required for all PAD and scheduled withdrawal payments (SWPs) including One-Time PADs. For SWPs, don't forget to include the frequency details (e.g., monthly, quarterly) as well as fund numbers of fund allocation.

Save time and reduce Not in Good Orders with E-forms!

For additional deposits and fund switches, use electronic service forms (E-forms). Easily complete the forms electronically and send it to your clients to e-sign, all within the WealthLink platform.

Questions?

If you have questions or need any further information, contact your Sales Consultant:

- ▶ MGA – 1-866-235-4332
- ▶ CIRO – 1 888 770-2586, option #3

Any amount that is allocated to a segregated fund is invested at the risk of the contract holder and may increase or decrease in value.

RBC Guaranteed Investment Funds are segregated funds and are referred to as individual or variable annuity contracts. RBC Life Insurance Company is the sole issuer and guarantor of the guarantee provisions contained in these contracts. The underlying mutual funds and portfolios available in these contracts are managed by RBC Global Asset Management Inc. Details of the application Contract are contained in the RBC GIF Information Folder and Contract at www.rbcinsurance.com/gif.

®/™ Trademark(s) of Royal Bank of Canada. Used under licence.