



Mar 20th, 2020

COVID-19 Update for RBC GIF and POA

Like all organizations across Canada and across the world, we at RBC Insurance® continue to monitor developments related to COVID-19. We know you have many questions and we thank you for your patience as we navigate the rapidly-changing landscape and work to provide answers as quickly as possible.

In concern for the health and safety of not only our employees but the community at large, here is what we confirmed as of March 16:

- We have activated our pandemic preparedness plan, and many of our employees are working remotely; to further reduce the density population in our larger locations and implement social distancing, other employees are working at split work sites and alternate locations.
- Our RBC Insurance sales offices across Canada remain open. While face-to-face meetings are reduced, our regional sales teams are fully staffed and ready to serve you.
- If you are visiting our offices, in line with public health guidelines, we kindly ask that if you have travelled outside the country in the last two weeks or are experiencing any flu-like symptoms, please postpone your visit.
- All RBC Insurance employees have ceased non-essential travel.
- All events and large gatherings have been postponed until further notice; some have been re-scheduled to be virtual.

Protection for your clients

We will continue to process new business, inforce and claims requests in accordance with the terms and conditions of **the RBC® Guaranteed Investment Funds (RBC GIF) and RBC Payout Annuities (RBC POA)** contracts.

Applications and e-signatures

Many advisors will be meeting with clients remotely and **completing applications for RBC GIFs and RBC POAs using screen-sharing technology like Skype, join.me, and WebEx.** To help facilitate this, we are now accepting electronic signatures for our fillable pdf applications and many of our forms, with the exception of those listed below.

The following forms will not be accepted using an e-signature:

- Change of Beneficiary form
- Power of attorney forms
- Estate documentation
- Unlocking/locking in forms
- Homebuyers Plan (HBP)
- LifeLong Learning Plan (LLP)
- Marriage Breakdown (T2220)
- RRSP Over Contribution (T3012A)
- Government pension documents

Applications available for remote use:

- PDF fillable new business applications and customer service forms are available on our [Sales Resource Centre](#).
- To comply with AML requirements instituted by FINTRAC around client ID verification, all client held RBC GIF non-registered and RBC POA non-registered new business applications must still be completed face to face with your clients. We recommend you follow public health guidelines and [social distancing](#) when meeting with clients. We will continue to monitor AML updates around ID validation and will communicate further if anything changes.

Signature options:

- Electronic signatures will be accepted via any existing or preferred technology that you are currently using today like DocuSign, Adobe Sign and eSignLive
- Register for your preferred e-signature technology and follow the associated guidelines

Important: Continue to follow your current procedures of sending RBC GIF and RBC POA applications to your MGA or National Account, where they require it first, if applicable.

Other reminders

- The [RBC GIF Information Folder and Contract](#) and [RBC POA contracts](#) can be found on the RBC Insurance Sales Resource Centre and can be emailed to your clients.
- RBC GIF trade confirmations and statements will continue to be mailed to clients. All trade confirmations and statements can be found on [WealthLink Advisor](#) and [WealthLink Investor](#) and are available 24/7.
- Final RBC POA welcome packages will be faxed to your MGA.
- Continue to use
 - [One-Time PADs](#) to facilitate new deposits
 - Request EFT for any withdrawal request
 - Trading [authorization](#) to help facilitate transactions on behalf of your clients

Important note: Any request either for a deposit or redemption placed through Power of Attorney requires additional review and approval and the transaction will only be processed upon internal approval of such document.

Questions

If you have any further questions, please contact our team!