Manulife Bank

Personal Deposit Account Application

This application is to be used for one or more of the following accounts:

- **Personal Advantage Account**
- **Personal $US Advantage Account**
- **Personal Guaranteed Investment Certificates (GICs)**
- **Retirement Savings Plan (Advantage Account & GICs)**
- **Retirement Income Fund (Advantage Account & GICs)**

For Tax-Free Savings Accounts, please complete Tax-Free Savings Account Application (AB0490E).

This application is not to be used for Business accounts. Please complete Deposit Account Application for Trusts and Estates (AB0908E) or for other types of business accounts, Business Deposit Account Application (AB0211E).

Manulife Bank of Canada
500 King Street North
Waterloo ON N2J 4C6
Fax: 1-866-840-6425

Questions?

If you have questions, please contact Manulife Bank at:

1-800-567-9170

Manulife Bank

Client Information

1 Primary Owner *(for registered products, Owner implies Annuitant.)*

◯ Mr. ◯ Mrs. ◯ Miss ◯ Ms ◯ Other

Owner's name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)	Social Insurance Number *Cannot start with a 9 (temporary SIN)*

Home address (number, street, apartment) *Address cannot be PO Box. Physical address required.*

City	Province	Postal code	Country of residence

Email address	Home phone number	Mobile phone number
	( )	( )

Regulatory Information

Are you a tax resident of Canada? ◯ No ◯ Yes

Are you a U.S. citizen or U.S. resident for U.S. tax purposes?
◯ No ◯ Yes If *yes,* provide social security number (SSN) or individual taxpayer identification number (ITIN)

SSN or ITIN

Are you a tax resident of a jurisdiction(s) other than Canada or the United States?
◯ No ◯ Yes If *yes,* please complete the International Tax Reporting for Individuals form (AB0804E).

Have you or any close relative or close associate ever held a senior position in a government, political party, military or government-owned corporation, or are currently or in the past 5 years, held the position of the head of an international organization?
◯ No ◯ Yes If *yes*, please complete the Politically Exposed Person Disclosure form (AB0707E).

Please provide one valid Canadian government issued photo ID verified in person. If photo ID is not provided or if the Primary Owner is using this form to add a Joint Owner, please complete the Identification Verification Form and Signature Card (AB0487E).

◯ Canadian Driver's Licence ◯ Canadian Passport ◯ Canadian Provincial or Territorial Identification ◯ Canadian Citizenship Card (issued prior to 2012)
◯ Other Canadian photo ID (specify) _____

Document number	Issuing Jurisdiction (Province)	Issuing Country	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)
		Canada		

Employment status – Please input the appropriate Industry and corresponding Occupation as outlined in AB0647E.

◯ Employed
◯ Unemployed
◯ Student
◯ Retired

Occupation	Industry

Employer name

2 Joint Owner *(not applicable for registered accounts)*

◯ Mr. ◯ Mrs. ◯ Miss ◯ Ms ◯ Other

Joint owner's name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)

Social Insurance Number *Cannot start with a 9 (temporary SIN)*	Relationship to owner

Home address (number, street, apartment) *Address cannot be PO Box. Physical address required.*

City	Province	Postal code	Country of residence

Email address	Home phone number	Mobile phone number
	( )	( )

Regulatory Information

Are you a tax resident of Canada? ◯ No ◯ Yes

Are you a U.S. citizen or U.S. resident for U.S. tax purposes?
◯ No ◯ Yes If *yes,* provide social security number (SSN) or individual taxpayer identification number (ITIN)

SSN or ITIN

Are you a tax resident of a jurisdiction(s) other than Canada or the United States?
◯ No ◯ Yes If *yes,* please complete the International Tax Reporting for Individuals form (AB0804E).

Have you or any close relative or close associate ever held a senior position in a government, political party, military or government-owned corporation, or are currently or in the past 5 years, held the position of the head of an international organization?
◯ No ◯ Yes If *yes*, please complete the Politically Exposed Person Disclosure form (AB0707E).

2 Joint Owner (continued)

Please provide one valid Canadian government issued photo ID verified in person. If photo ID is not provided or if the Primary Owner is using this form to add a Joint Owner, please complete the Identification Verification Form and Signature Card (AB0487E).

◯ Canadian Driver's Licence ◯ Canadian Passport ◯ Canadian Provincial or Territorial Identification ◯ Canadian Citizenship Card (issued prior to 2012)

◯ Other Canadian photo ID (specify) _____

Document number	Issuing Jurisdiction (Province)	Issuing Country	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)
		Canada		

Employment status – Please input the appropriate Industry and corresponding Occupation as outlined in AB0647E.

◯ Employed
◯ Unemployed
◯ Student
◯ Retired

Occupation

Industry

Employer name

Signing instructions

◯ Please check here if you require all applicants to sign. **Note:** Access Card is not available if all applicants must sign.

3 Representative Information and Assertions

I confirm that I have seen the authentic, valid and current identity verification documentation presented by the Owner(s). I have completed and attached the Third Party Identification form (AB0321E), if I have reasonable grounds to suspect the Owner(s) is/are opening the Account/Investment on behalf of or for the benefit of a third party. I also undertake to inform Manulife Bank if I become aware that the Account/Investment is being operated for the benefit of a third party. I confirm that I have delivered to the Owner(s) the Account Operating Agreement and the Manulife Bank Services and Fees Guide – Personal Accounts (AB0178E) and Declaration of Trust (for registered products) which sets out the charges applicable to the Account.

Saskatchewan Deposit Agents Only: I confirm that I am a Deposit Agent for Guaranteed Investment Certificates and registered products for Manulife Bank in the Province of Saskatchewan. I hereby declare that I hold in trust all funds or certificates delivered or issued under this application for the Owner(s) signing.

Did the individual(s) initiate a new relationship with you for the purpose of opening this account? ◯ No ◯ Yes

If ***yes:*** ◯ Individual(s) referred by someone I know ◯ Individual(s) came to me directly

Advisor

Agent name (last and first)	Representative code
Jeffrey Greenfeld	775071

Telephone number	Ext.	Fax number
(604) 940-8617		(604) 940-8561

Email address
Jeff@greenfeldfinancial.com

Signature	Date (mmm/dd/yyyy)

Manulife Bank Representative

Representative name (last and first)	Sales code

Signature	Date (mmm/dd/yyyy)

Next steps:

1. Complete the applicable products page(s) for the account(s) your client would like to apply for and submit with the completed *Client Information* page.
2. Provide a copy of this application to your client(s) and the Operating Agreement as well as the Declaration of Trust (registered products).
3. Follow the appropriate instructions below for the method of the initial deposit:
   a. **Funds Transfer:** Fax the completed application and a copy of the personalized VOID cheque to the fax number on the cover page.
   b. **NOTE:** The cheque must be preprinted with the client's full name. If a preprinted cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed and stamped by the other Canadian financial institution is required.
   c. **Cheque:** Mail the completed application and the client's initial deposit cheque to the address on the cover page.
   d. **Local Area Banking:** Fax the completed application, stamped copy of the NDDS and a photocopy of the cheque you deposited to the fax number on the cover page.
4. Ensure you attach any supplementary forms required as indicated throughout this application.
5. If a Power of Attorney is signing the application, please include a copy of the Power of Attorney document and complete the Identification Verification Form and Signature Card (AB0487E).

Visit manulife.ca/advisors for additional assistance and tips including rate guarantees, using local area banking and settling estate accounts.

Manulife Bank

Manulife Bank Deposits (non-registered)

Please ensure you attach the completed Client Information page.

1 Client(s) *(must be completed for existing Manulife Bank clients)*

Owner's name (last, first, middle initial)	Manulife Bank account number *(for existing clients only)*
Joint owner's name (last, first, middle initial)	

2 Deposit Accounts – Please select all the products you are applying for.

The total of all Deposit Amounts should equal the initial deposit.

◯ Advantage Account ($CDN)

Deposit Amount	Variable interest rate	Source of deposit
$	%*	◯ Funds Transfer (complete Section 3) ◯ Cheque ◯ Local Area Banking

◯ $US Advantage Account

Deposit Amount	Variable interest rate	Source of deposit
$	%*	◯ Funds Transfer (complete Section 3) ◯ Cheque

Please ensure you attach a personalized cheque that is drawn on your $US account at a Canadian financial institution.

* Advantage Account variable annual interest rate(s) applicable to this account(s) is posted at manulifebank.ca, additional terms and conditions may apply. Interest is calculated daily and paid monthly.

◯ Short-Term Guaranteed Investment Certificate (30-364 days – minimum $25,000)

Interest is compounded annually and paid at maturity. Redeemable prior to maturity. For redemptions, a 1.25% rate reduction and $25 fee applies.

Deposit Amount	Term (days)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed interest rate	Maturity instructions
$					

◯ Long-Term Guaranteed Investment Certificate (1-5 years – minimum $2,500)

Interest is compounded annually and paid at maturity, non-redeemable prior to maturity.

Deposit Amount	Term (years)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed interest rate	Interest option	Maturity instructions
$					◯ Annual ◯ Semi-annual ◯ Monthly ◯ Compound	
$					◯ Annual ◯ Semi-annual ◯ Monthly ◯ Compound	
$					◯ Annual ◯ Semi-annual ◯ Monthly ◯ Compound	

Your GIC will be issued on the Issue date and the Fixed interest rate specified above only if Manulife Bank receives your payment on or before the Issue date. Investments are non-transferable and non-assignable. Manulife Bank will adjust the Maturity date forward if it falls on a weekend or holiday. Direct deposits will be made to the Manulife Bank account associated with this application. If no Maturity instructions are provided, the investment will be reinvested for the same term at the fixed interest rate offered at that time. A ten (10) business day cancellation option applies.

3 Funds Transfer – *Complete only for Advantage Accounts ($CDN and $US)*

Attach a personalized cheque drawn on your account at a Canadian financial institution to this application made payable to yourself or marked VOID. Manulife Bank will link that account so you have the option to transfer funds to and from your new Manulife Bank account. For $US accounts, you must attach a personalized cheque that is drawn on your $US account at a Canadian financial institution.

Transfer Instructions:
Regular fund transfers can help you reach your savings goal faster. Complete the following section to authorize an initial deposit or transfers from the account detailed on the personal cheque included with your application to transfer funds into your Manulife Bank account: (Please leave blank if you do not wish to arrange a transfer at the date of this application.)

Amount	Product Type	Start date (mmm/dd/yyyy)	End date (mmm/dd/yyyy)	
$	◯ $CDN ◯ $US			◯ One-time transfer ◯ Monthly ◯ Semi-monthly (1st & 15th) ◯ Weekly ◯ Bi-weekly
$	◯ $CDN ◯ $US			◯ One-time transfer ◯ Monthly ◯ Semi-monthly (1st & 15th) ◯ Weekly ◯ Bi-weekly

Note: If a personalized cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed by your current financial institution is required to verify the account information. Fund transfers can only be set up with a bank account at another Canadian financial institution that offers this service. I/We undertake to inform Manulife Bank, in writing, of any change to the Linked Account information provided in this Application at least five (5) business days prior to the next due date of a fund transfer.

4 Additional Services – *Complete only for Advantage Account ($CDN)*

Internet, Mobile and Telephone banking are provided to all Advantage Account clients. Select any additional services:

◯ **Access Card** (Debit card for ATM and retail purchases)
Access cards are not available for account owners under the age of 16 unless accompanied by parental consent.

◯ **Deposit slips** (please allow 4-6 weeks for delivery.)

◯ **Personalized cheques** (Fee applies. Please contact us for current pricing.)
◯ **50** ◯ **50 Duplicate** ◯ **100** ◯ **100 Duplicate**

5 Electronic Statements, Notices, Alerts and Other Communications

I/We understand that my statement and email notification preferences can be changed anytime through Manulife Bank digital banking.

✓ I/We agree and consent to receive **electronic** statements through Manulife Bank digital banking and to receive notices, alerts and other communications about my account to my email address on file with Manulife Bank. I/We have read and agree to the terms and conditions for electronic statements and notices available online at www.manulifebank.ca/estatements. I/We understand:

- I/We will receive my account statements electronically
- I/We will receive an email notification when any new communication is available, **provided I/We have given Manulife Bank my email address**

◯ I/We would like to opt out of electronic statements and receive **paper** statements only.

Statement frequency – *Only complete for Advantage Accounts ($CDN and $US)*

◯ Semi-annually ◯ Monthly (fee applies if you opted out of electronic statements and chose to receive paper statements.)

6 Regulatory Information

Will this account be used by or on behalf of a third party?

	Advantage Account ($CDN)	$US Advantage Account	Guaranteed Investment Certificate
No – This account will be used under the instruction of the account owner(s).	◯ No	◯ No	◯ No
Yes – This account will be used under the instruction of someone else.	◯ Yes	◯ Yes	◯ Yes

If *yes*, you must complete the Third Party Identification form (AB0321E), and attach/submit it with your application.

What is the intended use of the account?

Advantage Account ($CDN)	◯ Daily banking ◯ Emergency fund ◯ Education	◯ Savings ◯ Retirement savings ◯ Vehicle purchase	◯ Household expenses ◯ Vacation/Leisure ◯ Home purchase	◯ Investment
$US Advantage Account	◯ Savings ◯ Vacation/Leisure	◯ Investment ◯ Education	◯ Emergency fund ◯ Vehicle purchase	◯ Retirement savings ◯ Home purchase
Guaranteed Investment Certificate	◯ Savings ◯ Education	◯ Investment ◯ Vehicle purchase	◯ Retirement savings ◯ Home purchase	◯ Vacation/Leisure

7 Quebec Residents Only

I/We acknowledge that I/we were provided with the French version of this application. I/We have expressly requested that this application be drawn up in English. I/We further acknowledge pursuant to Quebec laws, I/we will receive all documents provided as part of this application or required to fully complete this application in English and French and all further related documentation will be sent exclusively in English.

8 Signatures

- I/We hereby acknowledge that I/we have received an Account Operating Agreement and the Manulife Bank Services and Fees Guide – Personal Accounts (AB0178E) that sets out the charges applicable to my/our Account and agree to be bound by the terms and conditions governing these services as set out in the Operating Agreement and consent to the collection, use and disclosure of my/our personal information, in accordance with the terms of the Personal Information Statement.
- I/We expressly consent to Manulife Bank providing this product to me.
- I/We agree that Manulife Bank may refer to my/our credit file, for identification purposes, when they are unable to satisfy their identification requirements with the information provided in this form.
- I/We acknowledge that my/our Representative may receive compensation.
- An acknowledgement of my/our Account will be sent to me/us within 15 days of receipt by Manulife Bank. If I/we do not receive such acknowledgement, I/we should make further inquiries.
- I/We certify that the information provided is true and complete and in order to keep my/our file current, I/we will advise Manulife Bank of any changes to the information provided in the application within 30 days.
- I/We acknowledge that the product I/we are choosing is appropriate for me/us based on my/our financial needs, personal circumstances, goals and objectives for the use of the product or service.

Primary owner signature	Date (mmm/dd/yyyy)
Joint owner signature	Date (mmm/dd/yyyy)

Manulife Bank

Retirement Savings Plans

Please ensure you attach the completed Client Information page.

1 Client(s) *(must be completed for existing Manulife Bank clients)*

Owner's name (last, first, middle initial)	Manulife Bank account number *(for existing clients only)*

2 Contribution/Transfer Instructions

RSP contribution/transfer amount
$

RSP contribution date (mmm/dd/yyyy)

Contribution/transfer type (check one)

- ◯ Regular contribution
- ◯ RRSP transfer
- ◯ Pension transfer
- ◯ LIRA/Locked-in RRSP transfer
- ◯ Locked-in pension transfer
- ◯ Refund of premium transfer
- ◯ Retirement allowance
- ◯ Locked-in marriage breakdown transfer
- ◯ Marriage breakdown transfer

3 Type of Registered Plan

◯ Retirement Savings Plan ◯ Locked-in Plan

◯ Spousal RSP **(complete the following)**

Contributing spouse's/common-law partner's name (last, first, middle initial)	Social Insurance Number (mandatory)

Note: All income tax receipts for Spousal RSP contributions will be issued in the spouse's/common-law partner's name.

4 Investment Details – Please select all the products you are applying for.

The total of all Deposit Amounts should equal the initial deposit.

◯ Registered Advantage Account

Deposit Amount	Variable interest rate	Source of deposit
$	%*	◯ Funds Transfer (complete Section 5) ◯ Cheque ◯ Local Area Banking

* Advantage Account variable annual interest rate(s) applicable to this account(s) is posted at manulifebank.ca, additional terms and conditions may apply. Interest is calculated daily and paid monthly.

◯ Short-Term Guaranteed Investment Certificate (30-364 days – minimum $25,000)

Interest is compounded annually and paid at maturity. Redeemable prior to maturity. For redemptions, a 1.25% rate reduction and $25 fee applies.

Deposit Amount	Term (days)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed interest rate	Maturity instructions
$					
$					

◯ Long-Term Guaranteed Investment Certificate (1-5 years – minimum $2,500)

Interest is compounded annually and paid at maturity, non-redeemable prior to maturity.

Deposit Amount	Term (years)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed interest rate	Maturity instructions
$					
$					

Your GIC will be issued on the Issue date and the Fixed interest rate specified above only if Manulife Bank receives your payment on or before the Issue date. The terms and investment may not exceed the maturity date for a locked-in plan. Investments are non-transferable and non-assignable. Manulife Bank will adjust the maturity date forward if it falls on a weekend or holiday. Direct deposits will be made to the Manulife Bank account associated with this application. If no Maturity instructions are provided, the investment will be reinvested for the same term at the fixed interest rate offered at that time. A ten (10) business day cancellation option applies.

5 Funds Transfer – *Complete only for Registered Advantage Accounts*

Attach a personalized cheque drawn on your account at a Canadian financial institution to this application made payable to yourself or marked VOID. Manulife Bank will link that account so you have the option to transfer funds to and from your new Manulife Bank account.

Transfer Instructions:
Regular fund transfers can help you reach your savings goal faster. Complete the following section to authorize an initial deposit or transfers from the account detailed on the personal cheque included with your application to transfer funds into your Manulife Bank account: (Please leave blank if you do not wish to arrange a transfer at the date of this application.)

Amount	Start date (mmm/dd/yyyy)	End date (mmm/dd/yyyy)	
$			◯ One-time transfer ◯ Monthly ◯ Semi-monthly (1st & 15th) ◯ Weekly ◯ Bi-weekly

Note: If a personalized cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed by your current financial institution is required to verify the account information. Fund transfers can only be set up with a bank account at another Canadian financial institution that offers this service. I undertake to inform Manulife Bank, in writing, of any change to the Linked Account information provided in this Application at least five (5) business days prior to the next due date of a fund transfer.

6 Electronic Statements, Notices, Alerts and Other Communications

I understand that my statement and email notification preferences can be changed anytime through Manulife Bank digital banking.

✓ I agree and consent to receive **electronic** statements through Manulife Bank digital banking and to receive notices, alerts and other communications about my account to my email address on file with Manulife Bank. I have read and agree to the terms and conditions for electronic statements and notices available online at www.manulifebank.ca/estatements. I understand:

- I will receive my account statements electronically
- I will receive an email notification when any new communication is available, **provided I have given Manulife Bank my email address**

◯ I would like to opt out of electronic statements and receive **paper** statements only.

Internet, Mobile and Telephone banking are all provided when the RSP is set-up.

7 Beneficiary Information (where permitted by law)

Your designation of a beneficiary will not be revoked or changed automatically by any future marriage, divorce or relationship breakdown. Should you wish to change your beneficiary you will have to do so by means of a new designation.

Beneficiary name (last, first, middle initial)	Relationship to Account owner	Designated %
Beneficiary name (last, first, middle initial)	Relationship to Account owner	Designated %
Beneficiary name (last, first, middle initial)	Relationship to Account owner	Designated %
Beneficiary name (last, first, middle initial)	Relationship to Account owner	Designated %

If you have not designated exactly 100%, any surplus or shortfall will be shared *pro rata* among your surviving beneficiaries. 0.00

I, hereby REVOKE any previous designation of beneficiary(ies) which I may have made for the above Account.

I DESIGNATE the person(s) I have named above as beneficiary(ies) to receive the proceeds of the Account upon my death in accordance with the Account terms and the Declaration of Trust and of applicable law.

I DIRECT the Trustee to administer the proceeds in accordance with the Declaration of Trust. If I designate more than one person above, the proceeds will be divided among the persons named above in the percentage of shares I indicated above; if the percentages are not clear, the proceeds will be divided equally among my surviving named beneficiaries; if the percentages do not total 100%, then any surplus or shortfall will be shared *pro rata* amongst my surviving named beneficiaries. Should any named beneficiary not survive me, his/her share will be divided equally among those designated beneficiaries that do survive me. If only one beneficiary survives me or if I designate only one beneficiary, that person will receive all the proceeds. If no person survives me or I make no beneficiary designation, the proceeds will be distributed to my estate. I acknowledge that the Declaration of Trust provides that, prior to making any payments, the Trustee may require evidence satisfactory that this designation has not been subsequently revoked or amended by me and that such evidence may include letters of probate or similar documents.

8 Quebec Residents Only

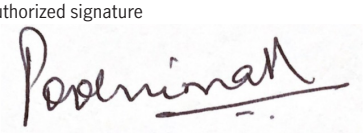
I acknowledge that I was provided with the French version of this application. I have expressly requested that this application be drawn up in English. I further acknowledge pursuant to Quebec laws, I will receive all documents provided as part of this application or required to fully complete this application in English and French and all further related documentation will be sent exclusively in English.

9 Signatures

- I hereby acknowledge that I have received an Account Operating Agreement and the Declaration of Trust and agree to be bound by the terms and conditions governing these services as set out in the Operating Agreement and consent to the collection, use and disclosure of my personal information, in accordance with the terms of the Personal Information Statement.
- By providing my signature below, I confirm that I have read and understand the full terms and conditions of the RSP. I expressly consent to Manulife Bank providing this product to me.
- I agree that Manulife Bank may refer to my credit file, for identification purposes, when they are unable to satisfy their identification requirements with the information provided in this form.
- I acknowledge that my Representative may receive compensation.
- I request The Canada Trust Company (the "Trustee") to act as Trustee of my Manulife Bank of Canada Retirement Savings Plan ("the Plan") and to apply for registration of the Plan under the *Income Tax Act* (Canada) and any applicable provincial income tax legislation. I am aware certain tax consequences may result if I fail to operate my Plan in accordance with the terms and conditions of this Agreement and the Declaration of Trust. If at any time in the future I am no longer a resident of Canada I will notify the Bank as this may affect the status of my Account.
- An acknowledgement of my Account will be sent to me within 15 days of receipt by Manulife Bank. If I do not receive such acknowledgement, I should make further inquiries.
- I certify that the information provided is true and complete and in order to keep my file current, I will advise Manulife Bank of any changes to the information provided in the application within 30 days.
- Any information provided in this application about my spouse/common-law partner is provided with his/her consent.
- By signing this application, I confirm that I have read and understand the key features and risks of the product and I acknowledge that the product is appropriate for me with regard to my circumstances, goals, objectives and financial needs.

Owner (Annuitant) signature	Date (mmm/dd/yyyy)

Authorized signature



Poornima Bhattacharyya, VP, Operations, Manulife Bank
Accepted by Manulife Bank. As Agent for The Canada Trust Company, Trustee.

Manulife Bank

Retirement Income Fund

Please ensure you attach the completed Client Information page.

1 Client(s) *(must be completed for existing Manulife Bank clients)*

Owner's name (last, first, middle initial)	Manulife Bank account number *(for existing clients only)*

2 Account Type

◯ Individual RIF
◯ Spousal RIF **(complete following)**

Spouse's/common-law partner's name (last, first, middle initial)	Date of birth (mmm/dd/yyyy)	Social Insurance Number

3 Source of Funds

◯ Internal registered transfer
Manulife Bank account number _____

◯ External registered transfer
Name of financial institution _____

4 Investment Details – *Please select all the products you would like to invest your initial deposit in.*

The total of all Deposit Amounts should equal the initial deposit.

◯ Retirement Income Advantage Account | Deposit Amount $ | Variable interest rate %*

* Advantage Account variable annual interest rate(s) applicable to this account(s) is posted at manulifebank.ca, additional terms and conditions may apply. Interest is calculated daily and paid monthly.

◯ Short-Term Guaranteed Investment Certificate (30-364 days – minimum $25,000)

Interest is compounded annually and paid at maturity. Redeemable prior to maturity. For redemptions, a 1.25% rate reduction and $25 fee apply.

◯ Long-Term Guaranteed Investment Certificate (1-5 years – minimum $2,500)

Interest is compounded annually and paid at maturity, non-redeemable prior to maturity.

Deposit Amount	Term (years or days)	Issue date (mmm/dd/yyyy)	Maturity date (mmm/dd/yyyy)	Fixed interest rate	Maturity instructions
$					
$					
$					
$					

Your GIC will be issued on the Issue date and the Fixed interest rate specified above only if Manulife Bank receives your payment on or before the Issue date. Investments are non-transferable and non-assignable. Manulife Bank will adjust the Maturity date forward if it falls on a weekend or holiday. Direct deposits will be made to the Manulife Bank account associated with this application. If no Maturity instructions are provided, the investment will be reinvested for the same term at the fixed interest rate offered at that time. A ten (10) business day cancellation option applies.

5 Payment Details

Payments calculated based on: ◯ Age of Annuitant ◯ Age of Spouse or Common-Law Partner
(Please select one of the two options) (ensure you have completed spouse's/common-law partner's information in section 2)

Payment amount: ◯ Minimum amount ◯ Specified fixed amount Gross: $ _____ OR Net: $ _____
◯ Indexed $ _____ (gross) increased by _____ % annually

Withholding Tax: *Only complete this if you would like additional taxes withheld.*
◯ Client specified amount (must be greater than legislated amount) Federal _____ % Provincial (Quebec residents only) _____ %

Payment frequency: ◯ Monthly ◯ Quarterly ◯ Semi-Annually ◯ Annually

Payment date: First payment Year _____ | Month _____ | Day _____ **OR** ◯ last day of month

Payment method:
◯ Direct deposit to Advantage Account →
☐ Existing Manulife Bank account number _____
☐ Open a new Advantage Account **(complete the following questions and include the Client Information page within this application)**

1. What is the intended use of the new Advantage Account?
   ☐ Daily banking ☐ Savings
   ☐ Household expenses ☐ Investment
   ☐ Emergency fund ☐ Vacation/Leisure
2. Will this account be used by or on behalf of a third party?
   ☐ No ☐ Yes If *yes*, please complete the Third Party Identification form (AB0321E)

◯ External Funds Transfer (attach a personalized cheque drawn on your account at a Canadian financial institution)
◯ Cheque (only available for annual payment frequency)

Note: If a VOID cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed by your current financial institution is required to verify the account information. Funds transfers can only be set up with a bank account at another Canadian financial institution that offers this service. I undertake to inform the Bank, in writing, of any change to the Linked Account information provided in this Application at least five (5) business days prior to the next due date of a funds transfer.

6 Electronic Statements, Notices, Alerts and Other Communications

I understand that my statement and email notification preferences can be changed anytime through Manulife Bank digital banking.

✓ I agree and consent to receive **electronic** statements through Manulife Bank digital banking and to receive notices, alerts and other communications about my account to my email address on file with Manulife Bank. I have read and agree to the terms and conditions for electronic statements and notices available online at www.manulifebank.ca/estatements. I understand:

- I will receive my account statements electronically
- I will receive an email notification when any new communication is available, **provided I have given Manulife Bank my email address**

◯ I would like to opt out of electronic statements and receive **paper** statements only.

Internet, Mobile and Telephone banking are all provided when the RIF is set-up.

7 Successor Annuitant or Beneficiary Information (where permitted by law)

Your designation of a successor annuitant or beneficiary will not be revoked or changed automatically by any future marriage, divorce or relationship breakdown. Should you wish to change your successor annuitant or beneficiary you will have to do so by means of a new designation.

Successor annuitant: Only your spouse or common-law partner, as defined by the *Income Tax Act* (Canada), can be a Successor Annuitant. In the event of your death, the name on the Account is changed to the name of the Successor Annuitant, who will continue to hold and operate the RIF as their own.

Successor annuitant designation

◯ Mr. ◯ Mrs. ◯ Miss ◯ Ms ◯ Other

Successor Annuitant (last, first, middle initial)

Beneficiary designation

Beneficiary name (last, first, middle initial)	Relationship to Account holder	Designated %
Beneficiary name (last, first, middle initial)	Relationship to Account holder	Designated %

If you have not designated exactly 100%, any surplus or shortfall will be shared *pro rata* among your surviving beneficiaries. **Must total 100%**

I hereby REVOKE any previous designation of successor annuitant and/or beneficiary which I may have made for the above Account.

I DESIGNATE the person(s) I have named above as successor annuitant/beneficiary(ies) to receive the proceeds of the Account upon my death in accordance with the Account terms and Declaration of Trust and of applicable law.

I DIRECT the Trustee to administer the proceeds in accordance with the Declaration of Trust. Among other things, this means that upon my death, and if I do not designate a successor annuitant who survives me, the Trustee will distribute the net proceeds of the Account in accordance with the operative beneficiary designation, if any. If I designate more than one person above, the proceeds will be divided among the persons named above in the percentage of the shares I indicated above; if the percentages are unclear, the proceeds will be divided equally among my surviving name beneficiaries; if the percentages do not total 100%, then any surplus or shortfall will be shared pro rata amongst my surviving beneficiaries. Should any named beneficiary not survive me, his/her share will be divided equally among those designated beneficiaries that do survive me. If only one beneficiary survives me or if I designate only one beneficiary, that person will receive all the proceeds. If no person survives me or I make no beneficiary designation, the proceeds will be distributed to my estate. I acknowledge that the Declaration of Trust provides that, prior to making any payments, the Trustee may require evidence satisfactory that this designation has not need revoked or amended by me and that such evidence may include letters probate or similar documents.

8 Quebec Residents Only

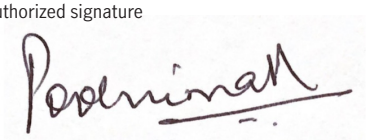
I acknowledge that I was provided with the French version of this application. I have expressly requested that this application be drawn up in English. I further acknowledge pursuant to Quebec laws, I will receive all documents provided as part of this application or required to fully complete this application in English and French and all further related documentation will be sent exclusively in English.

9 Signatures

- I hereby acknowledge that I have received an Account Operating Agreement and the Declaration of Trust and agree to be bound by the terms and conditions governing these services as set out in the Operating Agreement and consent to the collection, use and disclosure of my personal information, in accordance with the terms of the Personal Information Statement.
- By providing my signature below, I confirm that I have read and understand the full terms and conditions of the RIF. I expressly consent to Manulife Bank providing this product to me.
- If I requested a new non-registered Advantage Account with this application I acknowledge that I have received the Manulife Bank Services and Fees Guide - Personal Accounts (AB0178E) and confirm I am opening this account for myself; no one else will use or benefit from this account.
- I agree that, if the information provided in this form does not satisfy their requirements, Manulife Bank may refer to my credit file for additional information needed to confirm my identity.
- I acknowledge that, if currently served by a Representative, he/she may receive compensation.
- I request The Canada Trust Company (the "Trustee") to act as Trustee of my Manulife Bank of Canada Retirement Income Fund (the "Fund") and to apply for registration of the Fund under the *Income Tax Act* (Canada) and any applicable provincial income tax legislation. I am aware certain tax consequences may result if I fail to operate my Fund in accordance with the terms and conditions of this Agreement and the Declaration of Trust. If at any time in the future I am no longer a resident of Canada I will notify the Bank as this may affect the status of my Account.
- An acknowledgement of my account will be sent to me within 15 days of receipt by Manulife Bank. If I do not receive such acknowledgement, I should make further inquiries.
- I certify that the information provided is true and complete and in order to keep my file current, I will advise Manulife Bank of any changes to the information provided in the Application within 30 days.
- Any information provided in this Application about my spouse/common-law partner is provided with his/her consent.
- By signing this application, I confirm that I have read and understand the key features and risks of the product and I acknowledge that the product is appropriate for me with regard to my circumstances, goals, objectives and financial needs.

Owner (Annuitant) signature	Date (mmm/dd/yyyy)

Authorized signature



Poornima Bhattacharyya, VP, Operations, Manulife Bank
Accepted by Manulife Bank. As Agent for The Canada Trust Company, Trustee.

Schedule "A"

ACCEPTABLE FORMS OF IDENTIFICATION DOCUMENTATION

A **representative** (Manulife employee, or a person who has an active agreement/contract with Manulife Bank) may verify an individual's identity using any one of following options.

An **individual** submitting documents directly to Manulife Bank for verification may only use Option 2.

Option 1 (Single method) – **Canadian government-issued** photo identification (ID) (federal, provincial, territorial issued only)

- Cannot be used by an **individual** submitting documents directly to Manulife Bank
- Only applicable if completed by a **representative** during an in-person meeting with the individual

Examples of acceptable ID documents for Option 1:

Federal documents such as: Canadian Passport, Canadian Citizenship Card (issue prior to 2012), Canadian Permanent Resident Card, Canadian Armed Forces Identity Card, Nexus or Canpass issued by CBSA, Secure Certificate of Indian Status, Canadian Firearms Licence, Department of National Defense Driver's Licence (DND 404)

Provincial/Territorial Documents:

- Driver's Licence[1] (or Enhanced Driver's Licence (EDL) in BC, MB, ON)
- Photo Card (BC, AB, SK, ON, NS, PE, NB, NL, NT, NV) or Enhanced Identification (EID) Card (BC, MB)
- Health Card[1] – Cannot be accepted for identification purposes where it is prohibited by provincial/territorial legislation (e.g. ON, NS, NB, MB, PE, SK and YK)

[1]In Quebec, a provincial driver's licence or health card may only be used if the individual volunteers it when asked for identification.

Option 2 (Dual method) – Referring to information from **two different well-known and reliable sources**

- **If completed by an individual** - Each individual must **submit a copy (front and back) of two documents** with this completed form.
- **If completed by a representative:**

During an in-person meeting:

The representative must examine the **original documents** provided by the individual (a statement/bill shown on an electronic device is acceptable)

Without an in-person meeting:

The representative must examine the documents provided by the individual via facsimile, mail, or through a live video conference.

Examples of acceptable ID documents or information for Option 2 - A fax, photocopy, scan or electronic image

Category A - Name and address

Issued by a Canadian government body

- A government-issued photo ID document
- Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal)
  - o Canada Pension Plan (CPP) statement
  - o Property tax assessment issued by a municipality
  - o Provincially issued vehicle registration
- Benefits statement - Federal, provincial, territorial, and municipal
- CRA documents:
  - o Notice of Assessment
  - o Requirement to Pay notice
  - o Installment reminder/receipt
  - o GST refund letter
  - o Benefits statement

Issued by other Canadian sources:

- Utility bill
- T4 statement
- Record of Employment
- Registered account statements (i.e. RRSP, GIC)

Category B - Name and date of birth

Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal)

- Canada Pension Plan (CPP) statement
- Canadian Passport
- Original birth certificate
- Marriage certificate or government-issued proof of marriage (long-form which includes date of birth)
- Divorce documentation
- Permanent Resident Card
- Citizenship certificate

Issued by other Canadian sources:

- Insurance documents (home, auto, life)
- Employer benefit statement

Category C - Name and financial account

Confirm the individual has a deposit account, or loan account by means of:

- Bank statement
- Loan account statement
- Letter, email, or other traceable means of confirmation from the financial entity holding the deposit account, or loan account

Manulife Bank

MANULIFE BANK OF CANADA
RETIREMENT SAVINGS PLAN

DECLARATION OF TRUST

The Canada Trust Company, a trust company amalgamated under the laws of Canada (the "Trustee"), hereby declares that it agrees to act as Trustee for the annuitant (as defined in subsection 146(1) of the *Income Tax Act*) named in the application on the face hereof (the "Annuitant") for Manulife Bank of Canada (the "Agent") *Retirement Savings Plan* (the "Plan") upon the following terms and conditions:

1. **REGISTRATION:** The Trustee will apply for registration of the Plan under the provisions of the *Income Tax Act* (Canada) (the "Act") and any applicable provincial income tax legislation relating to retirement savings plans as designated from time to time in writing by the Annuitant (the Act and such provincial income tax legislation being hereinafter collectively referred to as "Applicable Tax Legislation").
2. **COMMON-LAW PARTNER AND COMMON-LAW PARTNERSHIP:** Any reference to "spouse" contained in the Declaration of Trust or in the Application means "spouse or common-law partner" and any reference to "marriage" contained in the Declaration of Trust or in the Application means "marriage or common-law partnership".
3. **CONTRIBUTIONS:** The Trustee shall accept only such payments of cash and other transfers of property acceptable to it as may be directed by the Annuitant or the Annuitant's spouse or common-law partner, and permitted by the Applicable Tax Legislation, the same together with any income therefrom constituting a trust fund (the "Fund") to be used, invested and held subject to the terms hereof.
4. **INVESTMENT:** The Plan shall be invested and reinvested by the Trustee, on the direction of the Annuitant, in such investments as the Trustee shall make available from time to time; provided that such investments are qualified investments for trusts governed by registered retirement savings plans. The Trustee may, but need not, require any such direction in writing.
5. **ACCOUNTS:** The Trustee will maintain an account in the name of the Annuitant showing all contributions made to the Plan and all investment transactions made at the direction of the Annuitant. The Trustee shall forward to the Annuitant, in respect of each year, a statement showing all contributions and investment transactions made and all income and expenses earned or incurred during such period.
6. **CONTRIBUTION RECEIPTS:** On or before March 31 of each year, the Trustee shall furnish the Annuitant or the Annuitant's spouse or common-law partner with a receipt or receipts showing contributions by the Annuitant or the Annuitant's spouse or common-law partner during the preceding calendar year and within 60 days thereafter.
7. **WITHDRAWALS AND TRANSFERS OUT:** The Annuitant may, by written application at any time before the commencement of retirement income, request that the Trustee pay to the Annuitant all or any part of the assets held under the Plan. The Plan property may be transferred to a registered pension plan for the benefit of the transferor, or to the Annuitants registered retirement savings plan or registered retirement income fund as stipulated in paragraph 146(16)(a) of the Act or to the Annuitant's First Home Savings Account pursuant to paragraph 146(16)(a.2) of the Act or as otherwise permitted by the Act. All or part of the property held in connection with the Plan may be transferred to a spouse or common-law partner or former spouse or common-law partner who is living separate and apart and is entitled to the amount under a decree, order or judgement of a competent tribunal or under a written agreement that relates to a division of property in settlement of rights arising out of, or on the breakdown of, their marriage or common-law partnership in accordance with paragraph 146(16)(b) of the Act. The Trustee may liquidate any investments held under the Plan to the extent deemed necessary to pay out or transfer the amounts requested.
8. **REFUND OF CONTRIBUTIONS:** It is the responsibility of the Annuitant or the Annuitant's spouse or common-law partner to ensure that no contribution exceeds the maximum permitted deduction under the Applicable Tax Legislation. The Trustee shall, upon written application of the Annuitant or the Annuitant's spouse or common-law partner, refund to that applicant an amount as defined in paragraph 146(2)(c.1) of the Act. The Trustee may liquidate investments held under the Plan to the extent deemed necessary for that purpose.
9. **RETIREMENT INCOME:**
   (a) The value of the accounts maintained by the Trustee for the Annuitant shall be invested, used and applied by the Trustee for the purposes of providing a retirement income to the Annuitant in accordance with subsection 146(1) of the Act.
   (b) The Annuitant will, upon 90 days written notice to the Trustee, specify the date for the commencement of a retirement income, which date shall not be later than the end of the calendar year in which the Annuitant attains age 71, or such other age as prescribed by the Act (such date being referred to herein as "maturity").
   (c) Any retirement income purchased by the Trustee shall, at the option of the Annuitant, be:
      i) an annuity payable to the Annuitant for the Annuitant's life (or, if the Annuitant so designates, to the Annuitant for the lives jointly of the Annuitant and the Annuitant's spouse or common-law partner and to the survivor of them for his or her life) commencing at maturity and with or without a guaranteed term not exceeding such period of time calculated in accordance with the formula set out in paragraph (ii) immediately below;
      ii) an annuity commencing at maturity payable to the Annuitant, or to the Annuitant for his life and to his spouse or common-law partner after his death, for a term of years equal to 90 minus either the age in whole years of the Annuitant at the maturity of the Plan, or, where the Annuitant's spouse or common-law partner is younger than the Annuitant and the Annuitant so elects, the age in whole years of the Annuitant's spouse or common-law partner at the maturity of the Plan; or
      iii) a Registered Retirement Income Fund established in accordance with the provisions of the Act and regulations thereunder and any successor legislation or regulations.
   (d) Except as otherwise provided or permitted under the Applicable Tax Legislation, any annuity so acquired shall pay equal annual or more frequent periodic payments that:
      i) may be integrated with the Old Age Security Pension;
      ii) may be increased in whole or in part in accordance with the Consumer Price Index or at such other rate not exceeding 4% per annum as may be specified under the terms of such annuity;
      iii) are (1) fixed, or (2) varied in accordance with the earnings of the invested amount;
      iv) shall provide for full or partial commutation and shall provide for equal annual or more frequent periodic payments following any partial commutation;
      v) shall not provide for the aggregate of the periodic payments in a year after the death of the Annuitant to exceed the aggregate of the payments in a year before the Annuitant's death;
      vi) shall by its terms not be capable either in whole or in part of assignment if payable to the Annuitant or his spouse or common-law partner; and
      vii) shall provide for commutation if such annuity would otherwise become payable to a person other than the spouse or common-law partner of the Annuitant on or after the death of the Annuitant.
   (e) If the Annuitant fails to notify the Trustee at least 60 days prior to the end of the calendar year in which the Plan reaches maturity, the Trustee may, at its sole discretion,
      i) liquidate the assets in the Plan and pay the proceeds of such liquidation, or distribute the assets in the Plan, to the Annuitant, subject to any required withholding therefrom; or
      ii) purchase for the Annuitant a retirement income subject to the requirements of the Plan.

10. **DEATH OF THE ANNUITANT:** In the event of the death of the Annuitant prior to the provision of a retirement income, the Trustee shall, upon receipt of satisfactory evidence thereof, realize the interest of the Annuitant in the Plan. Subject to the deduction of all proper charges, including income tax, if any, required to be withheld, the proceeds of such realization shall be held by the Trustee in trust for payment in a lump sum to the legal personal representatives of the Annuitant, upon such representatives furnishing the Trustee with such releases and other documents as may be required or as counsel may advise, unless there is a validly designated beneficiary of such Annuitant in the case of an Annuitant domiciled in a jurisdiction designated by the Trustee as one in which a participant in a retirement savings plan may validly designate a beneficiary other than by will, in which case the proceeds shall be payable in a lump sum to such designated beneficiary upon receipt of such releases and other documents as may be required or as counsel may advise.

11. **OWNERSHIP:** The Trustee must hold any investment in its own name, in the name of its nominee, in bearer form or in such other name as the Trustee may determine. The Trustee may generally exercise the power of an owner with respect to all stocks, bonds, mortgages, or securities held by it for the Plan, including the right to vote or to give proxies to vote in respect thereof, and to pay any assessment, taxes or charges in connection therewith or the income or gains derived therefrom.

12. **DELEGATION:**
    (a) The Annuitant authorizes the Trustee to, and the Trustee may delegate to the Agent, the performance of the following duties and responsibilities of the Trustee under the Plan:
        i) to receive the Annuitant's contributions under the Plan;
        ii) to invest and reinvest the Fund in accordance with the directions of the Annuitant;
        iii) to hold the assets forming the Fund in safekeeping;
        iv) to maintain the Annuitant's account;
        v) to provide statements to the Annuitant of the Annuitant's account; and
        vi) to perform such other duties and responsibilities of the Trustee under the Plan as the Trustee may determine from time to time, in accordance with the Act.
    (b) The Trustee shall, however, remain ultimately responsible for the administration of the Plan pursuant to the provisions of this Declaration of Trust. The Annuitant also authorizes the Trustee to, and the Trustee may, pay the Agent all or a portion of the fees paid by the Annuitant to the Trustee hereunder and may reimburse the Agent for its out-of-pocket expenses in performing the duties and responsibilities delegated to the Agent by the Trustee, as agreed upon between the Agent and the Trustee. The Annuitant acknowledges that the Agent may earn normal brokerage commissions on investment and reinvestment transactions processed by the Agent.

13. **TRUSTEE FEES AND EXPENSES:** The Trustee will be entitled to such reasonable fees and other charges as it may establish from time to time for the Plan and to reimbursement for disbursements and expenses reasonably incurred by it in performing its duties hereunder. All such fees and other amounts (together with any goods and services tax or other taxes applicable thereto) will, unless paid directly to the Trustee be charged against and deducted from the assets of the Plan in such manner as the Trustee determines, and the Trustee may realize assets of the Plan in its absolute discretion for the purposes of paying such fees and other amounts. Notwithstanding the above, the Trustee is not entitled to charge against and deduct from the assets of the Plan any charges, taxes or penalties imposed on the Trustee under the Applicable Tax Legislation.

14. **AMENDMENT:** The Trustee may, from time to time at its discretion, amend this Declaration of Trust with the concurrence of the authorities administering the Applicable Tax Legislation by giving 30 days' prior notice in writing to the Annuitant, provided, however, that any such amendments shall not have the effect of disqualifying the Plan as a registered retirement savings plan within the meanings of the Applicable Tax Legislation.

15. **NOTICE:** Any notice given by the Trustee to the Annuitant shall be sufficiently given if mailed, postage prepaid, to the Annuitant at the address set out in the application or at any subsequent address of which the Annuitant shall have notified the Trustee and any such notice shall be deemed to have been given on the second business day following the day of mailing.

16. **LIABILITY:** The Trustee shall exercise the care, diligence and skill of a reasonably prudent person to minimize the possibility that the Plan holds a non-qualified investment. Other than as heretofore stated, it shall be the responsibility of the annuitant to determine whether any investment in the Plan is or remains qualified investment for a registered retirement savings plan under the Applicable Tax legislation. The Trustee shall not be liable for any tax payable in respect of any non-qualified investment by the Annuitant. The Trustee shall not otherwise be liable for the making, retention or sale of any investment or reinvestment as herein provided or for any loss or diminution of the assets comprising the Plan.

17. **PROOF OF AGE:** The statement of the Annuitant's date of birth on the application for the Plan shall constitute a certification by the Annuitant and an undertaking to furnish such further evidence of proof of age as may be required for the provision of a retirement income.

18. **REPLACEMENT OF TRUSTEE:** The Trustee, upon giving the Agent at least 30 days written notice or immediately if the Agent is for any reason incapable of acting in accordance with this Declaration of Trust, may resign, and the Agent, upon giving the Trustee at least 90 days written notice or immediately if the Trustee is for any reason incapable of acting as Trustee hereunder, may remove the Trustee as the Trustee of the Plan, provided that a successor Trustee has been appointed by the Agent in writing. If the Agent fails to designate a successor Trustee within 60 days after it has received notice of the Trustee's intended resignation, the Trustee may appoint its successor Trustee. Such successor Trustee shall within 90 days of its appointment give written notice of its appointment to the Annuitant. A successor Trustee shall have the same power, rights and obligations as the Trustee. The Trustee shall execute and deliver to the successor Trustee all conveyances, transfers and further assurances as may be necessary or desirable to give effect to the appointment of the successor Trustee. Any successor Trustee shall be a corporation resident in Canada and authorized under the laws of the province of residence of the Annuitant indicated in the application to carry out its duties and responsibilities as Trustee under the Plan. Subject to the requirements of Canada Revenue Agency, any corporation resulting in the merger, consolidation or amalgamation to which the Trustee is a party or which purchases all or substantially all of the trust business of the Trustee shall be the successor Trustee hereunder without the execution of any other instrument or document except notice to the Agent and to the Annuitant.

19. **ASSIGNMENT BY AGENT:** The Agent may assign its rights and obligations hereunder to any other corporation resident in Canada, approved by the Canada Revenue Agency and any other applicable authority, and authorized to assume and discharge the obligations of the Agent under the Plan, provided that such corporation shall execute any agreement which is necessary or advisable for the purpose of assuming such rights and obligations and further provided that no such assignment may be made without prior written consent of the Trustee, which consent may not be unreasonably withheld.

20. **HEIRS, EXECUTORS AND ASSIGNS:** The terms of this Declaration of Trust shall be binding upon the heirs, executor, administrators and assigns of the Annuitant and upon the respective successors and assigns of the Trustee and Agent.

21. **PROPER LAW:** This Declaration of Trust will be governed by and construed in accordance with the laws of Ontario (and with respect to any locking-in addenda to the Plan containing provisions required by the laws of a province, in accordance with the laws of such province), the Applicable Tax Legislation and any other laws of Canada, which may be applicable.

22. **ENGLISH LANGUAGE:** The parties hereto have requested that the Plan be established in English. Les parties ont demandé que le régime soit rédigé en anglais.

Manulife Bank

MANULIFE BANK OF CANADA
RETIREMENT INCOME FUND

DECLARATION OF TRUST

The Canada Trust Company, a trust company amalgamated under the laws of Canada (the "Trustee"), hereby declares that it agrees to act as Trustee for the applicant who is the annuitant for purposes of Subsection 146.3(1) of the *Income Tax Act* (the "Annuitant") named in the application on the face hereof (the "Application") for the Manulife Bank of Canada *Retirement Income Fund* (hereinafter referred to as the "Fund") upon the following terms and conditions:

1. **REGISTRATION:** The Trustee will apply for registration of the Fund under the provisions of the *Income Tax Act* (Canada) (the "Act"), and any applicable provincial income tax legislation relating to retirement income funds as designated in the Annuitant's address on the Application (the Act and such provincial income tax legislation being hereinafter individually or collectively referred to as the "Applicable Tax Legislation").

2. **COMMON-LAW PARTNER AND COMMON-LAW PARTNERSHIP:** Any reference to "spouse" contained in the Declaration of Trust or in the Application means "spouse or common-law partner" and any reference to "marriage" contained in the Declaration of Trust or in the Application means "marriage or common-law partnership".

3. **APPOINTMENT OF AGENT:**
   (a) The Annuitant authorizes the Trustee to delegate to Manulife Bank of Canada (the "Agent") the following duties under the Fund:
      i) to receive the transfer of funds to the Annuitant's Fund;
      ii) to provide the Annuitant with payments under the Fund in accordance with the Applicable Tax Legislation:
      iii) to invest and reinvest the assets of the Fund;
      iv) to hold all or any portion of the assets of the Fund in safekeeping;
      v) to maintain Fund records and accounting properly to the Annuitant for the assets of the Fund;
      vi) to provide the Annuitant with statements of account for the Fund at reasonable intervals;
      vii) to prepare any forms required by the Applicable Tax Legislation; and
      viii) such other duties under the Fund as the Trustee in its sole discretion may determine.
   (b) Notwithstanding such delegation, the Trustee shall remain ultimately responsible for the administration of the Fund pursuant to the provision of this Declaration of Trust. The Annuitant also authorizes the Trustee to, and the Trustee may, pay the Agent all or a portion of the administration fees paid by the Annuitant to the Trustee hereunder and shall reimburse the Agent for its reasonable out-of-pocket expenses in performing the duties and responsibilities delegated to the Agent by the Trustee and charge the Annuitant's account therefor.

4. **TRANSFERS TO THE FUND:** The Trustee shall accept only such transfers of assets in a form acceptable to it, which are "qualified investments" for registered retirement income funds within the meaning of the Act, as may be directed by or on behalf of the Annuitant to be transferred to the Trustee to be held in the Annuitant's Fund, provided that such assets may only be transferred from:
   (a) either a registered retirement income fund or a registered retirement savings plan under which the Annuitant is the annuitant; or
   (b) the Annuitant to the extent only that the amount of consideration was an amount described in subparagraph 60(l)(v); or
   (c) either a registered retirement savings plan or a registered retirement income fund where the spouse or former spouse of the Annuitant was the annuitant, where the Annuitant and the spouse or former spouse are living separate and apart and the transfer is made under a decree, order or judgment of a competent tribunal, or under a written separation agreement, relating to a division of property between the Annuitant and the spouse or former spouse in settlement of rights arising out of, or on the breakdown of, their marriage; or
   (d) a registered pension plan pursuant to subsection 147.1(1) of the Act under which the Annuitant is a member; or
   (e) a registered pension plan pursuant to subsection 147.3(5) and (7) of the Act; or
   (f) a specified pension plan in circumstances to which subsection 146(21) of the Act applies; or
   (g) a First Home Savings Account under which the Annuitant is the annuitant pursuant to subsection 146.6(7) of the Act; or
   (h) as otherwise permitted by the Act.

5. **INVESTMENTS:**
   (a) The Fund shall be invested and reinvested by the Trustee, on the direction of the Annuitant, in such investments as the Trustee shall make available from time to time. The Trustee may, but need not, require any such direction in writing.
   (b) It shall be the responsibility of the Annuitant to choose the investments of the Fund; to determine whether any such investment would result in the imposition of any penalty under the Applicable Tax Legislation; and to determine whether any investments should be purchased, sold or retained by the Trustee as part of the Fund. The Trustee and the Agent shall not be responsible for any loss suffered by the Annuitant or by any beneficiary under the Fund as a result of the purchase, sale or retention of any investment. The Trustee shall exercise the care, diligence and skill of a reasonably prudent person to minimize the possibility that the Fund holds a non-qualified investment. Other than as heretofore stated, it shall be the responsibility of the Annuitant to determine whether any investment in the Fund is or remains a qualified investment for registered retirement income funds under the Applicable Tax Legislation.

6. **ANNUITANT'S ACCOUNT:** The Trustee will maintain an account in the name of the Annuitant showing all transfers to and payments from the Fund and all investment transactions made at the direction of the Annuitant. The Trustee shall forward to the Annuitant, at least annually, a statement showing all such transfers and payments and investment transactions made and all income earned and expenses incurred during such period.

7. **INCOME TAX INFORMATION:** The Trustee shall provide the Annuitant with appropriate information slips, in prescribed form, by the end of February of each year. Such information slips shall show the total of all payments made from the Fund during the preceding calendar year, to enable the Annuitant to report such payments in the Annuitant's income tax return.

8. **PAYMENTS FROM THE FUND:**

   (a) Subject to the terms of the Declaration of Trust and the Applicable Tax Legislation, the whole of the Fund shall be used and applied by the Trustee only for the provision of payments to the Annuitant or, if applicable, to the surviving spouse as follows:

      i) In each year commencing not later than the first complete calendar year after the Fund is established, the Trustee shall make one or more payments the aggregate of which shall be not less than the minimum amount as defined in subsection 146.3(1) of the Act, and not more than the value of the Fund immediately before any payment.

   (b) All payments must be included in and will be taxed as the Annuitant's income in the year of receipt. Tax shall be withheld on all payments by the Trustee in accordance with the Act. The Trustee reserves the right to liquidate the assets of the Fund, in its absolute discretion to meet payment obligations of the Fund.

   (c) For the purposes of valuing the Fund for this Section 8, the Trustee shall include the assets forming part thereof at their net asset value.

   (d) No payment required to be made in accordance with the provisions hereof may be assigned in whole or in part.

   (e) The Trustee shall be discharged from all further duties and liabilities hereunder immediately following the making of the final payments as required hereunder.

   (f) At the direction of the Annuitant, and in accordance with paragraph 146.3(2)(e) of the Act the Trustee shall transfer all or part of the property held in connection with the Fund together with all information necessary for the continuance of the Fund to any person who has agreed to be a carrier of another registered retirement income fund of the Annuitant, provided that the Trustee shall retain sufficient property of the Fund in order that the minimum amount for the calendar year shall be paid to the Annuitant in the year.

   (g) The Trustee shall transfer all or part of the property held in connection with the Fund to a spouse or common-law partner or former spouse or common-law partner who is entitled to the amount under a decree, order or judgement of a competent tribunal or under a written agreement that relates to a division of property in settlement a breakdown of marriage or common-law partnership in accordance with subsection 146.3(14) of the Act.

9. **DEATH OF THE ANNUITANT:** In the event of death of the Annuitant prior to the making of the final payment as provided in Section 8 hereof, the Trustee shall, upon receipt of satisfactory evidence of such death, realize the interest of the Annuitant in the Fund. Subject to the deduction of all proper charges including income tax, if any, required to be withheld, the proceeds of such realization shall be held by the Trustee for payment to the beneficiary, if any, designated pursuant to Section 10 hereof, or to the legal personal representatives of the Annuitant, upon such beneficiary or representatives furnishing the Trustee with such releases and other documents as may be required or as counsel may advise, unless the Annuitant's spouse has been designated specifically as the successor annuitant of the Annuitant as provided for in Section 10 hereof, or by will, in which case the Trustee shall continue the payments to the Annuitant's spouse in accordance with the provision of Section 8 hereof, upon such spouse providing the Trustee with such documents as may be required or as counsel may advise.

10. **DESIGNATION OF SUCCESSOR ANNUITANT OR BENEFICIARY:** The Annuitant, if domiciled in a jurisdiction in which, according to applicable law, a participant in a retirement income fund may validly designate a beneficiary or a successor annuitant other than by will, may by an instrument in writing in a form prescribed by the Trustee and delivered to the Trustee prior to the death of the Annuitant, designate his spouse as successor annuitant or any person as beneficiary to be entitled to receive the value of the Annuitant's property in the Trust Fund on the death of the Annuitant. In the case of such a designation, the spouse only shall be deemed to be the successor annuitant or, any person, including the spouse, shall be deemed to be the designated beneficiary of the Annuitant, as the case may be, unless there is no such successor annuitant or designated beneficiary at the date of death of the Annuitant in which instance, all proceeds of the Fund shall be paid to the Annuitant's estate. The Annuitant shall by instrument in writing in a form prescribed by the Trustee and delivered to the Trustee prior to the death of the Annuitant, be entitled to revoke such designation.

11. **DELEGATION:** The Trustee shall be entitled to employ such person or persons including, but not limited to, lawyers and auditors as the Trustee may determine and shall be entitled to pay their fees and expenses from the trust. The Trustee may rely and act upon information and advice furnished by such person or persons or refrain from acting thereon and shall not be liable to the Annuitant as a result of so acting or refraining from so acting.

12. **TRUSTEE'S COMPENSATION:** The Trustee will be entitled to such reasonable fees and other charges as it may establish from time to time for the Fund and to reimbursement for disbursements and expenses reasonably incurred by it in performing its duties hereunder. All such fees and other amounts (together with any goods and services tax or other taxes applicable thereto) will, unless paid directly to the Trustee be charged against and deducted from the assets of the Fund in such manner as the Trustee determines, and the Trustee may realize assets of the Fund in its absolute discretion for the purposes of paying such fees and other amounts. Notwithstanding the above, the Trustee is not entitled to charge against and deduct from the assets of the Fund any charges, taxes or penalties imposed on the Trustee under the Applicable Tax Legislation.

13. **AMENDMENT:** The Trustee may, from time to time at its discretion, amend the Declaration of Trust with the concurrence of the authorities administering the Applicable Tax Legislation by giving 30 days' prior notice in writing to the Annuitant; provided, however, that any such amendments shall not have the effect of disqualifying the Fund as a registered retirement income fund within the meaning of the applicable Tax Legislation.

14. **NOTICE:** Any notice given to the Trustee hereunder shall be sufficiently given if mailed, postage prepaid, addressed to its Agent, at the principal office of the Agent in the City of Waterloo, in the Province of Ontario, and shall be deemed to have been given on the day that such notice is received by the Agent. Any notice, statement or receipt given by the Trustee to the Annuitant shall be sufficiently given if mailed, postage prepaid, to the Annuitant at the address set out in the application or at any subsequent address of which the Annuitant shall have notified the Trustee and any such notice shall be deemed to have been given on the third business day following the day of mailing.

15. **LIMITATION OF LIABILITY:**

(a) Notwithstanding any other provisions hereof, the Trustee (including, for greater certainty, the Agent) will not be liable in its personal capacity for or in respect of:

i) any charge levied or imposed by any governmental authority upon or in respect of the Fund (other than any charge, tax or penalty imposed on the Trustee under the Applicable Tax Legislation), as a result of the purchase, sale or retention of any investment or as a result of payments made from the Fund and the Trustee may reimburse itself for, or may pay, any such taxes, interest penalties or other charges out of the capital or the income, or partly out of the capital and partly out of the income of the Fund as it in its absolute discretion deems expedient (and, for greater certainty, the Trustee may realize upon such assets of the Fund as it may determine in its sole discretion for purposes of paying any such amount); or

ii) any loss suffered or incurred by the Fund, the Annuitant or any beneficiary under the Fund caused by or resulting from the Trustee acting or declining to act upon instruction given to it, whether by the Annuitant, a person designated by the Annuitant or any person purporting to be the Annuitant, unless caused by the Trustee's dishonesty, bad faith, willful misconduct, gross negligence or reckless disregard.

(b) The Annuitant, his legal personal representative and each beneficiary under the Fund will at all times, indemnify and save harmless the Trustee and the Agent in respect of any taxes, interest, penalties, or other governmental charges which may be levied or imposed on the Trustee in respect of the Fund or any losses incurred by the Fund (other than losses for which the Trustee is liable in accordance herewith) as a result of the acquisition, retention or transfer of any investment or as a result of payments out of the Fund made in accordance with these terms and conditions or as a result of the Trustee acting or declining to act upon any instructions given to it by the Annuitant.

16. **PROOF OF AGE:** The statement of the Annuitant's date of birth on the Application for the Fund shall constitute a certification by the Annuitant and an undertaking to furnish such further evidence of proof of age as may be required for the provision of a retirement income.

17. **LIFE INCOME FUND:** If, due to Fund assets having been transferred into the Fund from a pension plan or other locked-in registered retirement savings plan, the Annuitant has duly completed, signed and delivered and instrument in the form of a locking-in addendum for a life income fund or locked-in retirement income fund, approved by the Trustee, then such locking-in addendum shall be deemed to be part of the Declaration of Trust. In the event of a conflict, the provisions of such locking-in addendum and the provisions of applicable pension laws referred to therein shall take precedence over any conflicting provisions hereof, or of any beneficiary designation made with respect to the Fund. Provided that no provision of the Declaration of Trust shall be interpreted to be in conflict with the requirements of the Applicable Tax legislation. The Annuitant agrees to be bound by the terms and conditions set out in the locking-in addendum forming part of this Declaration of Trust.

18. **REPLACEMENT OF TRUSTEE:** The Trustee, upon giving the Agent at least 30 days written notice or immediately if the Agent is for any reason incapable of acting in accordance with Section 3 hereof, may resign, and the Agent, upon giving the Trustee at least 90 days written notice or immediately if the Trustee is for any reason incapable of acting as Trustee hereunder, may remove the Trustee as the Trustee of the Fund, provided that a successor trustee has been appointed by the Agent in writing. If the Agent fails to designate a successor trustee within 60 days after it has received notice of the Trustee's intended resignation, the Trustee may appoint its successor trustee. Such successor trustee shall within 90 days of its appointment give written notice of its appointment to the Annuitant. A successor trustee shall have the same power, rights and obligations as the Trustee. Subject to the requirements of paragraph 146.3(2)(e) of the Act, The Trustee shall execute and deliver to the successor trustee all conveyances, transfers and further assurances as may be necessary or desirable to give effect to the appointment of the successor trustee. Any successor trustee shall be a corporation resident in Canada and authorized under the laws of the province of residence of the Annuitant indicated in the Fund application to carry out its duties and responsibilities as Trustee under the Fund. Subject to the requirements of the Canada Revenue Agency, any corporation resulting in the merger, consolidation or amalgamation to which the Trustee is a party or which purchases all or substantially all of the trust business of the Trustee shall be the successor trustee hereunder without the execution of any other instrument or document except notice to the Agent and to the Annuitant.

19. **ASSIGNMENT BY AGENT:** The Agent may assign its rights and obligations hereunder to any other corporation resident in Canada approved by the Canada Revenue Agency and any other applicable tax or other authorities, and authorized to assume and discharge the obligations of the Agent under the Fund, provided that such corporation shall execute any agreement which is necessary or advisable for the purpose of assuming such rights and obligations and further provide that no such assignment may be made without prior written consent of the Trustee, which consent may not be unreasonably withheld.

20. **HEIRS, EXECUTORS AND ASSIGNS:** The terms of this Declaration of Trust shall be binding upon the heirs, executor, administrators and assigns of the Annuitant and upon the respective successors and assigns of the Trustee and Agent.

21. **PROPER LAW:** This Declaration of Trust will be governed by and construed in accordance with the laws of Ontario (and with respect to any locking-in Addenda to the Fund containing provision required by the laws of a province, in accordance with the laws of such province), the Applicable Tax Legislation and any other laws of Canada, which may be applicable.

22. **ENGLISH LANGUAGE:** The parties hereto have requested that the Fund be established in English. **Les parties ont demandé que le régime soit rédigé en anglais.**

Manulife Bank

Account Operating Agreement

Introduction and Definitions

I/We for good and valuable consideration, the receipt of which is acknowledged, agree with Manulife Bank that the operation of any and all Accounts which I/we now or hereafter have with Manulife Bank at any of its branches or agencies shall be subject to the following terms and conditions.

When used in this Agreement, the words "I", "me", "mine", "my", "our", "us", "we" mean the Account owner(s). The words "you" "your" "their", "Manulife Bank" and the "Bank" mean Manulife Bank of Canada.

The words "Access Card" mean the Manulife Bank banking access card you have issued to me. The letters "PIN" refer to the Personal Identification Number that you will provide me with and the letters "ABM" refer to the Automated Banking Machine used in connection with the Access Card. The words "Access Number" mean the number provided to me by Manulife Bank for internet and telephone banking purposes. The words "*Interac* Flash®" refer to the contactless feature on your Access Card that allows you to make Point of Sale purchases from your linked Primary Account. $US Accounts, Guaranteed Investment Certificates and Term Deposits are not provided Access Cards.

The word "Agreement" means the Account Operating Agreement including the Access Cardholder Agreement, Funds Transfer Agreement and the Overdraft Agreement. The word "Application" refers to any application signed by the Account owners requesting deposit, line of credit, $US, Guaranteed Investment Certificate or Term Deposit services offered by Manulife Bank. The word "Account" in this Agreement refers to any and all deposit, line of credit, $US, Guaranteed Investment Certificate or Term Deposit accounts, including Access Cards or Access Numbers, I/we have with Manulife Bank.

A. General Account Terms (applicable to all accounts)

1. Service Charges

Manulife Bank may levy a service charge (the "Service Charges") against my Account for the operation of the Account and may debit the Account from time to time with the amount of such charge. If any of these charges are changed or a new charge is introduced, Manulife Bank will provide me with at least thirty (30) days prior written notice of the change or addition.

2. Bank's Right to Set Off Debts

Notwithstanding section 31(a) (Verification of Account), if I owe you any debt or liability, I agree that you may charge such amount against any positive balance in my Account, in any manner you deem appropriate and without any further notice to me.

3. Account Restriction

I agree that you may restrict access to my Account if you have reason to believe that unauthorized or fraudulent activity is occurring on the account.

4. Joint Accounts

General Provisions

If there are two or more Account owners, we hereby jointly and severally agree with Manulife Bank and with each other to the following terms regarding the operation and management of the Account.

All owners are jointly and severally liable for any transactions conducted on the Account, regardless of the signing authority. Each owner agrees to indemnify and hold harmless Manulife Bank from any claims or disputes arising from actions taken under the applicable "OR" or "AND" signing authority. Funds deposited by any owner into a joint Account may be subject to the rights of creditors or other claims that could exist against the other Account owner(s). Manulife Bank is hereby authorized to credit the Account with all monies paid to Manulife Bank for the credit of any one or more the owners. Each Account owner will have access to the full Account history, transaction details and all other Account information. A newly added Account owner(s) will also have access to the complete previous Account history, transaction details and all related Account information. Any Account owner may make administrative decisions, outside of those explicitly listed below, related to the Account, which include but are not limited to changing the mailing address or opting for electronic statements, without affecting the financial transactions of the Account. The Account owner who makes such an administrative decision is responsible for informing the other owner(s) of the change.

Signatures

We may choose to set up the signing authority for the joint Account as either:

- "OR," where any one Account owner can provide instruction(s); or
- "AND," where all Account owners must provide instruction(s).

If no designation is made, the Account will be set up as "OR." Any changes to the signing authority must be agreed upon by all owners and submitted in writing. Such changes will not be effective until acknowledged and processed by Manulife Bank.

Authority on Withdrawals

(a) "OR" Accounts: Each owner hereby irrevocably authorizes Manulife Bank to permit any one owner, or their attorney(s) or agent(s), to independently withdraw all monies from time to time deposited to the Account, including interest, and each owner hereby irrevocably authorizes Manulife Bank to accept as sufficient direction for and evidence of any amounts withdrawn from the Account, any receipt, cheque or other instrument signed by any one or more of the owners, or their attorney(s) or agent(s), without any further signature or consent of the other owner(s) thereto unless specified otherwise.

(b) "AND" Accounts: All withdrawals require the signatures or authorization of all owners, or their respective attorney(s) or agent(s). Manulife Bank shall not process any withdrawal request unless the required signatures or authorizations are provided.

Adding or Removing Account Owners

The addition or removal of an Account owner requires the consent of all existing Account owners, regardless of the signing authority.

Closing the Joint Account

(a) "OR" Accounts: Any one owner may independently initiate the process to close the Account without the consent of the other owner(s). Manulife Bank will proceed with the closure upon receiving a valid request from any Account owner. The Account owner who has closed the Account is responsible for informing the other owner(s).

(b) "AND" Accounts: The closure of the Account requires the consent and signatures of all Account owners. Manulife Bank will not proceed with closing the Account unless all owners have agreed and provided the necessary authorization.

5. Survivorship

If there is more than one owner, and we hold this Account as joint tenants with right of survivorship, if one of the owners dies, the remaining owners will become entitled to the deceased's share in equal portions. This provision does not apply in the Province of Quebec.

Quebec Joint Spouse/Former Spouse Owners

We understand that we can declare to the Bank in writing at any time a specified division of the Account balance in the event of a death and also that it is our responsibility to inform the Bank of any change to our respective share of the banking account. If no declaration is made and one of the owners dies, we understand that the respective share of each owner will correspond to half of the Account balance. This provision is only applicable to Quebec joint owners who are spouses or former spouses. This provision does not apply outside of Quebec and also does not apply to other types of joint ownership in Quebec.

6. Signatures

I acknowledge that the signatures appearing on the Application will be referred to by Manulife Bank for the operation of the Account.

7. Personal Information Statement

In this Statement, "you" and "your" refer to the applicant(s) or co-applicant(s) who is (are) the account holder(s). "We", "us", "our" and "the Bank" refer to The Manulife Bank of Canada and its related affiliates.

Why do we collect, use, and disclose your personal information?

To establish and manage our relationship with you, providing you with products and services, administering our business, and complying with legal and regulatory requirements.

By signing the application, you give your consent for us to collect, use, and disclose your personal information, as set out in this Personal Information Statement. Any alterations to the consent must be agreed to in writing by the Bank.

What personal information do we collect?

Depending on the product or service, we collect specific personal information about you such as:

- Identifying information such as your name, address, telephone number(s), email address, your date of birth, driver's license, occupation, passport number or your Social Insurance Number (SIN)
- Financial information, investigative reports, credit bureau report, and/or a consumer report
- Information about how you use our products and services, and information about your preferences, demographics, and interests
- Other personal information we may require to administer your products or services and manage our relationship with you

We use fair and lawful means to collect your personal information.

Where do we collect your personal information from?

- Your completed applications and forms
- Other interactions between you and the Bank
- Other sources, such as:
  - Your advisor or authorized representative(s)
  - Third parties with whom we deal in issuing and administering your products or services now, and in the future
  - Public sources, such as government agencies, credit bureaus, and Internet sites
  - Other Financial institutions, your employer

What do we use your personal information for?

We will use your personal information to:

- Help us properly administer the products and services that we provide and to manage our relationship with you
- Confirm your identity and the accuracy of the information you provide
- Evaluate your application, and determine the suitability of our products for you
- Comply with legal and regulatory requirements
- Support and maintain the accuracy and integrity of the credit reporting system
- Understand more about you and how you like to do business with us
- Analyze data to help us make decisions and understand our customers better so we can improve the products and services we provide
- Determine your eligibility for, and provide you with details of, other products or services that may be of interest to you offered by us or our affiliates or select third parties. These could include securities, insurance products, loan and investment products, credit products and reward programs.
- Perform audits, and investigations and protect you from fraud
- Automate processing to help us make decisions about your interactions with us, such as, applications, approvals or declines

Who do we disclose your personal information to?

- Persons, financial institutions and other parties with whom we deal in issuing and administering your account now, and in the future
- Authorized employees, agents and representatives
- Your advisor and any agency which has entered into an agreement with us and has supervisory authority, directly or indirectly, over your advisor, and their employees
- Any person or organization to whom you gave consent
- Other institutions that may have granted you credit, credit bureaus and personal information agents with respect to your credit or financial history
- People who are legally authorized to view your personal information
- Service providers who require this information to perform their services for us (for example, data processing, programming, data storage, market research, printing and distribution services and investigative agencies)

The abovementioned people, organizations and service providers are both within Canada and jurisdictions outside Canada. Therefore, your personal information may be subject to interprovincial or cross-border transfers in order to provide services to you and subject to the laws of those jurisdictions.

Where personal information is provided to our service providers, we require them to protect the information in a manner that is consistent with our privacy policies and practices.

Withdrawing your consent

You may withdraw your consent for us to use your personal information for certain uses, subject to legal and contractual restrictions.

You may not withdraw your consent for us to collect, use, retain, or disclose personal information we need to issue or administer the account unless federal or provincial laws give you this right. If you do so, an account may not be issued and we may treat your withdrawal of consent as a request to terminate the account.

If you wish to withdraw your consent, phone the Bank's customer care centre at 1-877-765-2265, or write to the Privacy Officer at the address below.

Accuracy and Access

You will notify us of any change to your contact information. If your information has changed, or if you need to correct any inaccuracies to your personal information in our files.

You have the right to access and verify your personal information maintained in our files, and to request any factually inaccurate personal information be corrected, if appropriate. Requests can be sent to: **Privacy Officer Manulife, P.O Box 1602, Del Stn 500-4-A, Waterloo, Ontario N2J 4C6** or **Canada_Privacy@manulife.ca**.

For more information, you can review our Manulife Bank Privacy Policy. Please note the security of email communication cannot be guaranteed. Do not send us information of a private or confidential nature by email.

8. Amendment

Manulife Bank may, from time to time, at its discretion, amend this Agreement by giving me 30 days prior notice in writing. The current version of this Agreement may be obtained at any time at manulifebank.ca or by calling us during regular business hours at 1-877-765-2265.

9. Giving Notice

Any notice, including without limitation, a notice of amendment or any demand or other communication referred to in this Agreement may be forwarded to me by personal delivery, courier, by prepaid ordinary, registered, or certified mail or included in a monthly statement or by email or any other electronic communication mode that the Bank and I agree to use, at my last known address as shown in Manulife Bank's records. I agree that it shall be deemed that I have received the same on the date of delivery, if personally delivered or if delivered by courier or on the fifth (5) business day after mailing by prepaid ordinary, registered, or certified mail, even if I do not actually receive it.

10. Electronic Communication

An electronic communication includes any communication by telephone, facsimile, wire, or e-mail. The Bank will deem any electronic communication received from me or in my name to be duly authorized by me and I authorize the Bank to rely and act upon any such electronic communication. If a facsimile is received, the Bank will act on a signature purporting to be my signature. If I request, the Bank will forward copies of any statements, instruments or other documents by facsimile or other electronic transmission to the number or address provided by me from time to time, even though such electronic communication may not be considered "secure". I will be deemed to have received the electronic communication on the day and time recorded by a fax machine of the Bank or for email, on the day recorded by the server of the Bank for email.

I agree that any records regarding any electronic communication will be admissible in any legal, administrative or other proceeding as if such records were the original written documents. The Bank's records will be conclusive as to the information contained in such electronic communications.

11. Request for Information or Documentation

Manulife Bank may from time to time receive requests to provide information or documentation regarding my account. I agree that I will be responsible for any costs incurred by you in order to comply with any warrants, subpoenas, court orders, Canada Revenue Agency requests for information or other demands that you are required by law to comply with and I authorize you to charge such costs to my Account.

12. Bank's Right to Close the Account

I understand that the Bank may close my Account and cancel this Agreement at any time, with reasonable notice to me. If at the time of closure the Account has a positive balance, the Bank shall deliver a cheque for the balance to me at my last known address, as shown in Manulife Bank's records, (unless you and I agree to a different method of payment). For $US Accounts, the Bank shall initiate a funds transfer to the Other Financial Institution as shown in Manulife Bank's records for the balance. Thereafter the Bank shall be completely relieved of its obligations and liabilities under this Agreement. I understand that I am not relieved of my obligations and liabilities under this Agreement until I have paid all amounts owed to you, including interest, service charges or costs associated with the Account.

13. Quebec Residents Only:

I acknowledge that I was provided with the French version of this Account Operating Agreement, and have expressly requested that this Account Operating Agreement be drawn up in English. I have expressly requested that all further documents related to my Account and the Account Operating Agreement be drawn up in English exclusively.

14. Complaint Handling Procedures

To ensure that your questions or concerns are addressed as quickly as possible, please follow these steps:

Step 1: First, go to the source
Most problems can be resolved quickly and easily by speaking with your advisor or with our Customer Service Centre.

Call us at: 1-877-765-2265 (Toll Free Across Canada)
Email us at: manulife_bank@manulife.com

Step 2: Talk to management
If you are not completely satisfied with our staff member's response, ask to speak to the manager in the department.

Step 3: Ask for a further review
If your complaint is not resolved within 14 days at the first step, it will be transferred to the Complaints Office or if you are not satisfied with the manager's response, you can escalate your complaint to the Complaints Office for an additional review.

Call us toll free at: 1-855-891-8671
E-mail us at: Manulife_Complaint_Office@manulife.ca

Our response to you: Once the investigation has been completed, you will receive a written response explaining the reasons for the decision.

Step 4: Still not satisfied?
If the Customer Care Team is unable to resolve the problem to your satisfaction, please write to the Client Dispute Resolution Office (CDRO):

Client Dispute Resolution Office
Manulife Bank of Canada and Manulife Trust Company
500 King Street North
PO BOX 1602, Station Waterloo
Waterloo, Ontario N2J 4C6

You may also choose to e-mail us instead at ClientDisputeResolutionOffice@manulife.ca.

The CDRO aims to resolve each complaint as quickly as possible, however, should this exceed 56 days from the date you filed your complaint at Step 1, you have the option for external recourse in Step 5. Once your complaint has been investigated by the CDRO, you will be sent a written response.

Step 5: External recourse
If after following the above steps, you continue to remain dissatisfied and wish to pursue your complaint, or your complaint has not been resolved within 56 days since you raised your complaint in Step 1, external recourse is available to you, through The Ombudsman for Banking Services and Investments (OBSI).

The Ombudsman for Banking Services and Investments

The Ombudsman for Banking Services and Investments (OBSI) is part of the Financial Services OmbudsNetwork (FSON), which is a national industry-based dispute resolution system for consumers of financial services. The OBSI deals with concerns about banking and securities investment products and services that have not been resolved through the company's dispute resolution system. Toll free telephone number: 1-888-451-4519 or from Toronto (416) 287-2877.

The Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws.

If my complaint is about a consumer provision, I may contact the FCAC, in writing at:

The Financial Consumer Agency of Canada
427 LAURIER AVENUE WEST, 6th Floor
OTTAWA ON K1R 1B9

By telephone: 1-866-461-3222
FCAC website:
https://www.canada.ca/en/financial-consumer-agency.html

Access Card/Access Number Agreement

15. Access Card or Access Number

Manulife Bank will issue either an Access Card or Access Number to primary and secondary Account holders, where applicable, for use as outlined in the Application. Guaranteed Investment Certificate and Term Deposit account holders are only offered Access Numbers; Deposit and Line of Credit account holders are offered Access Cards or Access Numbers. Account access will only be granted to individuals who have signed and returned an Application to Manulife Bank.

16. Security of Access Card, Access Number, PIN and Password

As a client of Manulife Bank, I am responsible for the use of the Access Card or Access Number. I authorize the Bank to accept and act upon instructions initiated using my Access Card, Access Number, PIN, password, and/or *Interac* Flash®, in accordance with this Agreement and applicable laws. Only I, as the owner of the Account to whom the Access Card or Access Number is issued, may use it. Protecting the security of my Access Card and PIN is crucial. I agree to:

- Protect my Access Card from loss or theft and keep it in a safe and secure place and keep possession of my Access Card and not lend or share it with anyone.
- Memorize my PIN and password and avoid writing them down.
- Avoid using easily guessable PIN or password, such as those based on my or a family member's name, birthday, phone number, address, or social insurance number.
- Never disclose my PIN or password to anyone, including financial institution employees, law enforcement agencies or even close family members or friends.

Manulife Bank will never ask me for my PIN or password over a phone call or through unsolicited email or text message. If I suspect fraudulent activity or someone impersonating a Manulife Bank employee, I will contact the bank immediately by calling 1-877-765-2265.

17. *Interac* Flash®

Interac Flash® functionality will be activated by conducting a successful PIN transaction at a debit card purchase terminal or ABM.

For information regarding my *Interac* Flash® limits, I should refer to the information received with my Access Card or call Manulife Bank. If I exceed the maximum total contactless spending limit at any given merchant, I will be asked to insert my Access Card and enter my PIN. Upon successful completion of the transaction, your *Interac* Flash® spend limit will be reset.

I can have *Interac* Flash® disabled on my Access Card by contacting the Manulife Bank Customer Service Center at 1-877-765-2265.

18. Credit Advances

I may use the Access Card or Access Number to access an existing Line of Credit product with Manulife Bank. I am obligated for credit advances obtained by the use of the Access Card or Access Number in accordance with the Line of Credit Agreement.

19. Transaction Verification

Any transaction generated by use of the Access Card or Access Number is not completed until Manulife Bank has verified and processed the transaction in its records according to its usual banking practice, regardless of any receipt produced at the time of transaction. I should verify each transaction upon receipt of my Account statement or when my Account statement becomes available and notify Manulife Bank in writing of any errors, irregularities, or omissions as set out in the section entitled 'Verification of Account' below.

20. Liability

I am responsible for all authorized uses of my Access Card or Access Number.

I am liable for all losses that result from these situations:

- I authorize someone else to use my Access Card or Access Number.
- I make an entry error, such as pressing the wrong key at an ATM or POS terminal.
- I keep a poorly disguised or easily guessable PIN or voluntarily disclose my PIN
- I make fraudulent or worthless deposits or transfers.
- I fail to notify Manulife Bank within a reasonable time when my Access Card is lost, stolen, or misused, or if I suspect that someone else is using my Access Card or knows my PIN.

However, I am not liable for losses resulting from circumstances beyond my control, including:

- Technical problems, errors by Manulife Bank, or other system malfunctions.
- Unauthorized use of my Access Card after I have notified Manulife Bank that it has been lost, stolen, misused or otherwise compromised, or after it has expired or been cancelled.
- Unauthorized transactions if:
  - I did not contribute to the loss, or only unintentionally contributed;
  - I reported the incident promptly after becoming aware of it; and
  - I cooperated fully in any investigation by Manulife Bank or law enforcement.

In all other cases, when I contribute to unauthorized use, I will be liable for the resulting loss.

I understand that I may be liable for losses up to my withdrawal limits. However, in some circumstances, the loss may exceed the actual funds in my account if, for example, the account has a line of credit, overdraft protection, is linked to another account, or if the transaction was made based on a fraudulent deposit at an ABM. I am not liable for any indirect, consequential or punitive damages arising from such use.

I understand that it is my responsibility to protect my Access Card, PIN, and credentials and to take reasonable precautions to prevent unauthorized use.

21. Lost or Stolen Access Cards or Access Numbers

I will notify Manulife Bank immediately by telephone or in writing of the loss, theft or any unauthorized use of the Access Card or Access Number PIN and/or password. I will contact Manulife Bank by telephone at 1-877-765-2265 or in writing at 500 King Street North, 500 M-A, PO BOX 1602 STN WATERLOO, WATERLOO ON N2J 4C6. My liability will cease only when notice of loss, theft or unauthorized use is received by Manulife Bank.

22. Limits and Fees

Manulife Bank has the right to limit the frequency or amounts of withdrawals, impose fees for Access Cards or Access Numbers or transactions, or change its policies regarding these matters, subject to providing notice as required under this Agreement. I authorize Manulife Bank to charge my Account as indicated when the Access Card or Access Number is used. I also agree to pay and authorize debit, without notice, from my Account for transaction charges imposed by another financial institution within or outside of Canada for each transaction for which the Access Card has been used at such other financial institution's ABMs. I understand that I must refer to the other financial institution for prevailing charges. I understand that details of applicable fees and limits are available by contacting Manulife Bank.

23. Device and Biometric Security

I am responsible for ensuring the security of any device I use to access my account. This includes:

- Protecting my device from unauthorized use and ensuring it is not accessible to others.
- Keeping my device's software, including virus scanning and firewall systems, up to date.
- Not storing any card information or PIN on my device.
- Ensuring that any biometrics (such as fingerprints or facial recognition) used to access my device are unique to me and not shared with others.
- Never adding biometrics to a device I do not own or share with others.

24. Adherence to the Canadian Code of Practice for Consumer Debit Card Services

Manulife Bank voluntarily adheres to the Canadian Code of Practice for Consumer Debit Card Services and is committed to providing the level of consumer protection it affords. For more information about this Code of Practice, please visit https://www.canada.ca/en/financial-consumer-agency/services/industry/laws-regulations/debit-card-code-conduct.html.

25. Termination

The Access Card or Access Number is the property of Manulife Bank, which may revoke, limit, or suspend its use, or issue a new card at any time. The Access Card or Access Number may be retracted automatically at a terminal at any time. I may also cancel this Agreement at any time by notifying Manulife Bank in writing and returning the Access Card cut in half. In that event, any transactions processed prior to the receipt of notice of cancellation shall be covered by this Agreement.

26. Dispute Resolution

In the event of a problem with the Access Card or Access Number transaction I will first attempt to resolve the problem with Manulife Bank. All disputes with merchandise or retail service that is paid for through the Access Card transaction, I will resolve with the retailer concerned.

Any other dispute I have regarding the services provided by this Agreement will normally be resolved within 30 business days after Manulife Bank is notified in writing of the dispute. If a dispute cannot be resolved within this time, then I will follow the complaint handling process as outlined in the section in this Agreement entitled "Complaint Handling Procedures".

B. Terms that Apply to Deposit, $US and Line of Credit Accounts Only (in addition to the General Account Terms above)

27. $US Accounts

Notwithstanding anything else in this Agreement, I acknowledge that $US Accounts do not include certain features and services, including ABM Access Cards or ABM access, cheque writing privileges, overdraft protection, direct deposit, pre-authorized payments or bill payment services and that any and all references to such features and services in this Agreement apply to Canadian dollar deposit accounts only. Without limiting the generality of the preceding sentence, the sections in this Agreement entitled "Overdraft Agreement" and "Stop Payments" do not apply to $US Accounts.

28. Debits to Account

I agree that Manulife Bank is authorized to debit my Account with every instrument of mine presented for payment at any branch of Manulife Bank and with any instruments which have been cashed, negotiated, or credited to such Account but which have not been honoured together with all charges and expenses properly incurred by Manulife Bank in connection therewith.

I, my heirs, successors, and assigns shall be jointly and severally liable for and will pay to Manulife Bank upon demand, any overdraft, indebtedness, or liability incurred in connection with or arising out of the operation of the Account and Manulife Bank charges for its services of whatever nature and kind on my behalf. Manulife Bank may require thirty (30) days prior notice of withdrawal from the Account.

29. Credits to Account

I understand that I can deposit funds to my Account by mail, direct deposit, electronic transfer, or any other method acceptable to the Bank. The Bank may credit to my Account deposits made by another person on my behalf. All instruments deposited must be payable to the Account owner. I authorize Manulife Bank to endorse in my name any instrument deposited without endorsement. This endorsement will be deemed to be made by me.

30. Interest Rates and Maximum Deposit Amounts

Manulife Bank may change its interest rates from time to time and interest rate changes will be posted on its website and telephone banking system. Current interest rates may be obtained at any time at manulifebank.ca or during regular business hours at 1-877-765-2265. Manulife Bank's posted deposit interest rates are effective for deposits up to a certain maximum amount. Information on maximum deposit amounts is available at manulifebank.ca. Manulife Bank may change its maximum deposit amounts from time to time and any changes to maximum deposit amounts will be posted on its website.

31. Hold Funds Policy

All deposits made to my Account may be subject to a hold. These deposits can be, but are not limited to, a cheque deposited to my Account, an Electronic Funds Transfer or an ABM deposit. If my deposit is subject to a hold, the full amount of the deposit will be credited to my account immediately; however, I will not be able to access the funds being held for any purpose, including to honour any cheques or pre-authorized payments, until the conclusion of the "hold period".

The duration of the hold period will be for the following number of business days:

	Minimum	Maximum
Cheques or Electronic Funds Transfers drawn on another Canadian Financial Institution		
• less than or equal to $1500.00	2	5
• greater than $1500.00	2	8

I understand that the maximum hold period may not apply in exceptional circumstances, including but not limited to where (i) Manulife Bank has reasonable grounds to believe there may be illegal, fraudulent or improper activity in relation to an account; (ii) an account has been open for less than 90 days; (iii) the deposited cheque has been endorsed more than once; or (iv) the deposited cheque is considered stale-dated (after six months).

You may also accept deposits from me on a "collection-only" basis, in which case I understand that the funds will not be credited to my Account until you receive payment from the other financial institution.

32. Returned Instruments

If an instrument is returned to you unpaid, I authorize you to reverse the credit (and any interest paid on that credit) to my Account. If the instrument is in a different currency than the currency of the Account, I authorize you to debit my account for any cost or loss associated with the currency exchange on the unpaid instrument.

33. Verification of Account

a) Statements: I shall notify Manulife Bank in writing of any errors, irregularities or omissions within thirty (30) days of the mailing of a statement and at the expiration of the said thirty (30) days (except as to any errors, irregularities or omissions of which Manulife Bank has been so notified) it shall be conclusively deemed as between Manulife Bank and me that such statement and the amount of the balance shown is correct.

b) Other Verification: Where a periodic Account statement is not provided to me, I have thirty (30) days following the date on which any debit or credit is posted to the Account by Manulife Bank within which to notify Manulife Bank of any error, irregularity or omission in respect of such posting or the amount thereof; and at the expiration of the said thirty (30) days (except as to any errors, irregularities or omissions of which Manulife Bank has been so notified) it shall be conclusively deemed as between Manulife Bank and me that such posting and the amount is correct.

c) I understand that I am responsible for all use of my Account, including forgery or material alteration of my cheques, and that Manulife Bank has no responsibility for such use, unless I can show that I took reasonable care to protect my cheques, where applicable, and that I examined my statement and notified Manulife Bank of the unauthorized use of my cheques or Account within the verification timeline outlined above.

34. Stop Payments

I can ask Manulife Bank to stop payment of a cheque or pre-authorized payment drawn on my Account, provided it has not already been paid from my Account. I understand that in order for the Bank to process a stop payment I must provide the exact amount and date of the item, the payee, the full account number on which it is drawn and the cheque number (if applicable). I acknowledge that if the information provided is incorrect, if the payment is final and irrevocable or if I do not give you sufficient time to process my stop payment request, you will not be able to stop the payment. The ability to request stop payments is not a contractual or legal right. I agree that you will not be responsible for any loss that might occur as a result of your failure to process a stop payment.

35. Foreign Currency Transactions

Foreign currency transactions will be converted to Canadian dollars at an exchange rate determined by Manulife Bank or the Bank's third party service provider on a date determined by the Bank and may not be the same date as the service was requested. If a foreign currency transaction is reversed from my Account for any reason, I accept responsibility for any loss or costs associated with the currency exchange and I authorize you to debit such charge from my Account.

36. Dormant Accounts

I understand that my Account will be marked as inactive if no activity (withdrawal, deposit or online transaction, initiated by me) occurs in the Account for a period of one year. Notification will be sent to my last known address, as shown in Manulife Bank's records, in the second, fifth and ninth year of inactivity. The Bank may charge dormant account fees to my Account and if there are insufficient funds to cover such fees, I authorize Manulife Bank to close my Account without notice. If I have not contacted the Bank within ten years from the date that the Account was marked as inactive, the Account will be designated as abandoned. I understand that, in accordance with federal law, if my Account has been designated as abandoned, Manulife Bank will transfer my Account balance to the Bank of Canada and it will be my responsibility to file a claim with the Bank of Canada to obtain the balance.

37. Funds Transfer Agreement

I authorize the Bank to process funds transfers for personal purposes as provided in the Application, subject to the following terms:

a) Manulife Bank may debit or credit the Account(s) named in the Application with the Bank and the other accounts (the "Other Account(s)") held by me/us with the named other financial institutions in the Application (the "Other Financial Institution(s)") when transferring funds between them, subject to such limits and conditions as are required by the Bank and by the Other Financial Institution(s).
b) Authorization is provided for the benefit of the Bank and the Other Financial Institution(s) named on the Application and is provided in consideration of the Bank and the other financial institution agreeing to process funds transfers against my bank account(s), in accordance with the rules of Payments Canada.
c) In order to authorize the Bank to arrange electronic funds transfers or to vary or cancel an existing authorization, I will contact the Bank by telephone, personal computer or other electronic device as permitted by the Bank. I require a password or code to initiate and authorize such transfers or changes, which I shall provide to the Bank. By using this password or code, and initiating a funds transfer or change, I acknowledge that I am authorizing the Bank to transfer funds between my account(s) and the Other Account(s) at the Other Financial Institution(s), as specified by me or to cancel or vary an authorization as may be applicable.
d) The funds transfer may be cancelled provided notice is received five (5) business days before the next scheduled funds transfer. A sample cancellation form, or further information on my right to cancel the funds transfer is available from Manulife Bank or by visiting www.payments.ca. The Bank may also cancel this funds transfer agreement on no less than ten (10) business days notice. Revocation of this authorization does not terminate any contract for goods or services exchanged.
e) I acknowledge that provision and delivery of this Funds Transfer Agreement to the Bank constitutes delivery by me to the Other Financial Institutions. Any delivery of this Funds Transfer Agreement to the Bank constitutes delivery by me. I acknowledge that the Other Financial Institutions are not required to verify that a funds transfer has been issued in accordance with the particulars of this Funds Transfer Agreement including, but not limited to, the amount. I acknowledge that the Other Financial Institution is not required to verify that any purpose of payment for which a funds transfer was issued, which is a debit on an Other Account, has been fulfilled by the Bank as a condition to honouring a funds transfer debit issued or caused to be issued by the Bank on the Other Account.
f) I acknowledge that for a one-time funds transfer, this agreement will no longer be valid once the request has been fulfilled. Any subsequent one time funds transfer request(s) requires a new funds transfer agreement.
g) I must inform the Bank in writing of any change to the bank account at least five (5) business days prior to the next due date of a funds transfer.
h) Contact Information:

Manulife Bank of Canada
500 KING STREET NORTH
WATERLOO ON N2J 4C6
Tel: 1-877-765-2265

38. Balance Notification

Manulife Bank will send me an alert by electronic means (such as email or by other electronic means that the Bank may make available) when my account balance falls below $100 or any other specified threshold amount I request. I understand I can opt out of these alerts at any time.

39. Home Buyers' Plan/Lifelong Learning Plan

I acknowledge that Manulife Bank permits withdrawals from Registered Retirement Savings Plans under the Home Buyers' Plan and Lifelong Learning Plan, and that fees may apply. I will contact the Bank to inquire on this process if I would like to proceed.

Overdraft Agreement

40. Authorized Overdraft

I may overdraw my Account up to the amount stipulated in my Application or the amount that Manulife Bank may stipulate by written notice to me from time to time ("Approved Amount"). I may overdraw the Account by cheque or pre-authorized payment or in any other way Manulife Bank allows ("debit(s)"). A joint Account may be overdrawn by any person who has signed the Application as owner or co-owner. Manulife Bank reserves the right to overdraw or exceed my overdraft limit in order to process transactions initiated through my Account or to apply Services Charges on my Account. Should my Account become overdrawn, I agree to pay the overdraft interest at a rate set out in the Service Charge Bulletin or in accordance with this Overdraft Agreement whichever is applicable. I also agree to pay all Service Charges in connection with any overdraft in my Account as set out in the Service Charge Bulletin.

41. Payments

Within 30 days of the end of the month in which the overdraft occurred, I will bring my Account into a positive balance. This will be deemed to have occurred if the Account has a positive balance for 24 hours or more.

42. Offset

Manulife Bank may deduct from any other of my accounts I may have with you the amount of any payment that I am obliged to make to you under this Overdraft Agreement and credit the amount to the Account.

43. Total Balance Due

Manulife Bank may require that I pay the overdraft amount at once, without prior notice or request, if any of the following events take place:

a) I failed to pay the overdraft amount when due;
b) I gave untrue or incomplete information to Manulife Bank in the Application;
c) I failed to perform any obligation under this Overdraft Agreement; or
d) I died or became insolvent or bankrupt or took advantage of any law relating to bankruptcy or insolvency or for the relief of debtors.

44. Termination

Manulife Bank may terminate the Overdraft Agreement at any time by giving me written notice. Manulife Bank may terminate the Overdraft Agreement without notice on the occurrence of the events listed under either paragraphs (a) or (b) of "Total Balance Due", in which case I will be considered in default by the mere lapse of time that I had to perform my obligation, or under either paragraphs (c) or (d) of "Total Balance Due" in which case the occurrence of either of the events listed therein will constitute and put me in default. I may terminate this Overdraft Agreement by giving Manulife Bank at least 10 days' prior notice, but termination does not relieve me of any obligations under this Overdraft Agreement until the overdraft amount has been paid to Manulife Bank in full.

45. Who is responsible

Any person who has signed the Application as owner or co-owner is jointly and severally responsible to Manulife Bank for performing all of the obligations under this Overdraft Agreement. Written notice to any one of us is considered to be notice to all of us of the contents of the notice.

C. Terms that Apply to Guaranteed Investment Certificates and Term Deposits Only (in addition to the General Account Terms above)

46. Notice

I understand that all confirmations, certificates and maturity notices will be sent to the investment owner's address. The Bank may forward any notice, amendment, and statement of account or other communication to any one investment owner for the benefit of all investment owners. I agree that a notice to one investment owner is notice to both or all investment owners.

47. Early Redemption

I understand that Guaranteed Investment Certificates cannot be redeemed or any amount withdrawn prior to the maturity date of the investment, except upon death. Short term deposits are redeemable prior to maturity but will incur a $25.00 fee and no interest will be paid prior to 30 days. After 30 days, a fee of $25.00 and an interest discount of 1.25% will apply.

48. Transfer of Investment

I agree that Guaranteed Investment Certificates and Term Deposits are non-transferable and non-assignable.

49. Maturity Instructions

I understand that Manulife Bank will forward a maturity notice to me prior to the maturity date of my account for terms of 30 days or more. The maturity notice will confirm the maturity instructions provided on my original account application. If I wish to change the original maturity instructions, I understand that I must contact the bank prior to the maturity date to provide new maturity instructions. If maturity instructions were not provided on the original application and I do not contact the Bank at least one business day prior to maturity, I understand that the principal and interest amounts will be automatically reinvested for the same term at the current interest rate offered at that time. I understand that I may cancel the automatic reinvestment only by contacting the Bank within 10 business days of the date of the automatic reinvestment.

50. Interest

I acknowledge that the interest rate on my Guaranteed Investment Certificate and Term Deposit varies depending on the term and interest option selected. I understand that the Interest Rate indicated in the Application will apply to my Guaranteed Investment Certificate and Term Deposit only if the Bank receives my payment on or before the Issue Date. If my payment is received by the Bank after the Issue Date, I understand and agree that I will be required to amend the Application with revised Issue and Maturity dates and the current interest rate offered at that time. Interest is calculated on the principal amount of the investment for the number of days in the term on the basis of 365/366 days. Interest will be paid to me based on the interest option selected in the original account application. If I have chosen to have interest paid to me, the Bank will forward the interest payments to me based on the instructions provided on the original account application. If I have chosen to have the interest paid at maturity, the final interest payment will be included with the principal and sent to me on the maturity date of the investment.

Manulife Bank

Industry and Occupation

Personal Application

It is a mandatory requirement to provide both the industry and occupation for each client when they are applying for a bank product. Please use this schedule of acceptable industries with corresponding occupations below when completing these fields on Manulife Bank applications. As you must use one of the options from this list, select the one that most accurately reflects the client's current employment.

Industry	Occupation			
Agriculture/ Forestry/Mining	• Administrator • Farmer (crop) • Farmer (livestock) • Fisheries Employee	• Forestry Employee • Horticulturalist • Landscaper • Logger	• Metals Processing Worker • Mining – Labourer • Oil/Gas – Driller/Labourer	• Pulp and Paper Processing Worker • Trapper/Hunter
Arts/Entertainment/ Media	• Actor • Agent • Amusement Park Employee • Arcade Employee • Artist • Athlete • Author • Broadcaster	• Coach • Designer • Editor • Event Planner • Executive • Fitness Trainer • Gambling/Casino/ Lottery Employee	• IT Professional • Journalist • Manager • Marketing/Sales • Musician/Conductor • Official/Referee • Photographer • Producer/Director	• Publisher • Sports and Recreation Facility Staff (teams, clubs, stadiums) • Translator • Writer
Education	• Administrator • Child Care/ Daycare Provider	• Counselor • Educational Assistant • IT Professional	• Librarian • Marketing/Sales • Principal/Dean	• Professor • Student • Teacher/Instructor
Finance	• Accountant • Actuary • Administrator • Advisor • Analyst/Researcher • ATM Owner/Operator	• Auditor • Banker • Broker • Executive • Financial Advisor • Financial Investor	• Insurance Agent • IT Professional • Manager • Marketing/Sales • Payroll and Benefits Administrator	• Securities Trader • Service Representative • Treasurer • Underwriter
Trades/Construction	• Administrator • Brick Layer • Carpenter • Architect • Delivery Person • Dispatcher	• Electrician • Executive • Factory Worker • General Contractor • Heavy Equipment Operator • Janitor	• Labourer • Machinist • Manager • Mechanic • Painter • Plumber	• Road Crew Supervisor • Tradesperson • Warehouse Staff • Waste Collector
Government	• Administrator • Clerical Support • Corrections Officer • Councillor	• Diplomat • Executive • Federal Employee • IT Professional	• Manager • Member of Parliament • Municipal Employee • Postal Worker	• Provincial Employee • Public Service Representative • Social Worker

Industry	Occupation			
Healthcare/Medical	• Administrator • Chiropractor • Chiropodist • Dental Hygienist • Dentist • Dietician/Nutritionist • Doctor/Surgeon	• Executive • IT Professional • Lab Technician • Manager • Marketing/Sales • Massage – Registered • Massage – Unregistered	• Midwife • Nurse • Occupational Therapist • Optometrist • Osteopath • Pharmacist • Physiotherapist	• Psychiatrist • Psychologist • Social Worker • Technician • Veterinarian
Hospitality/Tourism	• Administrator • Events Planner • Executive	• Food Service/Hotel Service • IT Professional	• Manager • Service Representative	• Travel Agent • Waiter/Bartender
Legal/Emergency Services	• Administrator • Correctional Service • Court Officer • Executive	• Firefighter • IT Professional • Judge • Law Clerk/Paralegal	• Law Enforcement Officer • Lawyer • Legal Assistant • Manager	• Notary Public • Paramedic • Private Investigator • Security Guard
Military/ Armed Forces/Navy	• Administrator • Arms/Ammunition Dealer	• Executive • High Ranking Officer	• IT Professional • Manager	• Pilot • Soldier
Office/Management	• Accountant	• Administrator	• Executive	• Manager
Other	• Animal Care • Cleaning Service/Janitorial • Charity – Registered • Charity – Unregistered	• Cosmetologist • Funeral Service • Hairdresser • Homemaker	• Not-for-Profit Service • Real Estate Agent/Broker • Religious Worker • Retired	• Student/Youth • Unemployed
Retail	• Art and Antique Dealer • Auctioneer • Clothing Store Employee • Convenience Store Employee • Cashier/Service Representative • Convenience Store Owner	• Currency Exchange Employee • Currency Exchange Owner • Electronic Store Employee • Food/Grocery Employee • Executive • Importer/Exporter • Liquor Store Employee	• Liquor Store Owner • Money Service Business Employee • Manager • Marketing/Sales • Money Service Business Owner • Parking Attendant	• Pawn Broker • Precious Metals, Stones and Jewels Dealer • Sales Representative • Vending Machine Operator
Sciences	• Administrator • Agriculturist • Archeologist • Astronomer	• Biologist • Chemist • Geologist • Earth Scientist	• Engineer • IT Professional • Mathematician • Physicist	• Researcher • Scientist
Technology	• Administrator • Computer Programmer/ Developer	• Engineer • Executive	• IT Professional • Manager	• Marketing/Sales • Web Designer
Transportation	• Administrator • Aviator • Driver	• Executive • Locomotive Engineer	• Manager • Nautical Engineer	• Pilot • Flight Attendant

Manulife Bank

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Manulife Bank

Manulife Bank Services and Fees Guide —Personal Accounts

Welcome to Manulife Bank! We've made everyday banking easy with the combined savings and chequing account that gives you high interest on all your money!

Manulife Bank service charges

Effective March 12, 2026

These charges are applicable to Canadian and U.S. dollar business deposit accounts. Not all services are available for U.S. dollar accounts. Refer to your account operating agreement for services available on your account.

Daily banking transactions

Deposits

Fund transfer ..... no charge
Direct deposit ..... no charge
Mobile deposit ..... no charge
Automated Bank Machine (ABM) deposit ..... no charge
Mail in cheque ..... no charge
***Interac* e-Transfer®** ..... no charge

Withdrawals

Unlimited free withdrawals when your personal Advantage Account balance is at least $1,000.

Fund transfer ..... no charge
Cheque ..... no charge
Pre-authorized payment ..... no charge

ABM withdrawal

In Canada $1.50
Internationally, including the US* $3.00
Direct payment (debit) $1.00
Bill payment $1.00
***Interac* e-Transfer®** $1.00

* When travelling, your Manulife Bank access card can be used for ABM transactions anywhere you see the Mastercard, Maestro, or Cirrus symbols.

Other services

Personalized cheques

You can order cheques in quantities of 50 or 100. Ordering and pricing is available through online and mobile banking. You can also print personalized void cheques through online banking.

Wire transfers – Canadian, US or International

(charges from the other financial institution may also apply)

$10,000 or less $30.00
$10,001–$50,000 ..... $50.00
$50,001+ $65.00
Incoming wire transfer $15.00

RBC Royal Bank deposit slips ..... no charge

Statements

e-Statements (monthly or semi-annual) ..... no charge
Paper semi-annual statements ..... no charge
Paper monthly statements $2.00/month
Duplicate statement (mailed)
if statement is less than one year old $5.00
if statement is one year old or more $10.00

Overdraft

Overdraft interest (calculated on daily closing balance, charged monthly) 21%/yr
Overdraft charge $5.00

Non-Sufficient Funds (NSF) item processing

Returned payment $10.00

Invalid cheque deposited
(e.g. stale dated cheque) $7.00
Stop payment $10.00
Official cheques (in lieu of certified cheque) $10.00
Outgoing cheque collection $50.00

Non-MICR (magnetic ink character recognition) encoded cheque (e.g. photocopy) $10.00

Foreign funds

Only Canadian and U.S. currency cheques will be accepted for deposit. Cheques must be drawn from an account held at another Canadian financial institution. All other foreign currency deposits will be returned.

To process a cheque deposit to your account that requires currency conversion (excluding travellers' cheques) $10.00
Returned foreign deposit $10.00

Searches and notices

Bill payment tracing service $15.00
Bill payment investigation or refund $15.00
Search and photocopy an item processed
within the last 90 days $5.00
more than 90 days ago ..... min of $15, or $35/hr
Detailed recap of
account transactions ..... min of $15, or $35/hr
Confirmation of account letter ..... min of $15, or $35/hr
Audit confirmation letter ..... min of $15, or $35/hr

Courier charges

Standard courier charge ..... $10.00 per mail item
(e.g. rush access card, official cheque, account statement, etc.)

Note: When rush access cards are requested, a new personal identification number (PIN) will also be mailed separately. This fee applies to each mailing.

Dormant accounts with balances below $100

If your account is acknowledged within 60 days of two-, five-, and nine-year notice ..... no charge

If your account is not acknowledged within 60 days of two-, five-, and nine-year notice $20.00

Notes

- Fees are subject to change with at least 30 days of prior written notice.
- All fees are presented on a per item basis, unless otherwise stated.
- Fees are in the currency of your account and are automatically charged to your account.
- Other convenience fees may apply to withdrawals made at ABMs that are not part of THE EXCHANGE® Network.

Interest payments

Interest is calculated on your daily closing balance and paid to your account monthly. Interest is payable in the currency of your account. Visit **manulifebank.ca** for current rates.

Security and privacy

The security and privacy of your personal information is important to us. Your password to our online, mobile, and telephone banking services is the key to your personal information and should be kept private. For more information about online security and our commitment to privacy, visit **manulifebank.ca** or contact us to request a copy of the Manulife Bank Privacy Policy.

Processing transactions

Depending on your transaction, processing times may vary. We may put the amount of your transaction on hold for a certain period in accordance with our hold funds policy. This allows us to verify that the funds are available from the account at the other financial institution. Make sure you allow sufficient time for your transactions to be processed.

You can log into online or mobile banking at any time to view any amounts that may be on hold.

Transaction	Hold period (business days)
Cheque or electronic fund transfer of $1,500 or less, drawn on another Canadian financial institution	2–5 days
Cheque or electronic fund transfer greater than $1,500, drawn on another Canadian financial institution	2–8 days

For complete details about our hold funds policy, how we process certain transactions, and the types of services available on your account, refer to your account operating agreement.

Transaction services

You have several convenient ways to access your account:

Your access card

Use your access card at ABMs that are part of THE EXCHANGE® Network, one of the largest ABM networks in Canada. Use our ABM locator tool at **manulifebank.ca** to find an ABM near you.

Online banking

Self serve online by signing into your account at **manulifebank.ca**.

Mobile banking

Use our mobile banking app to bank—anytime, anywhere. Manulife Bank Mobile is available for most Apple® and Android™ smartphones and tablets.

Telephone banking

Easily access your account by phone.
You can reach our telephone banking service by calling 1-877-765-2265.

Your combined savings and chequing account

Contacting Manulife Bank

To learn more about our products or the services available on your account, contact us at:

Telephone:

1-877-765-2265

Fax:

1-877-565-2265

Email:

manulife_bank@manulife.com

Website:

manulifebank.ca

Mail:

Manulife Bank of Canada
500 King Street North
Waterloo, ON N2J 4C6

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For more information, please visit manulifebank.ca.

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