





# ADDITIONAL ACCOUNT OPENING QUESTIONS

1. **What is the Purpose of the Account you are opening?** Select one or add your own:

- Short-term Investing     Long-term Investing     Retirement     Education
- Other:: \_\_\_\_\_

2. **Third Party Account Details:**

Will any accounts under this Membership be used by and for the benefit of someone other than the named Applicant(s)?

No     Yes    If answer is Yes, complete the following Third Party information:

Third Party Name: (First, Middle, Surname)
Address:
If Third Party is an individual, record date of birth (DD/MM/YY)
Occupation or Principal Business
If a corporation, incorporation # and jurisdiction:
Nature of Relationship between Applicant(s) and the Third Party:
Intended Use of Each Account:

3. **Are you a Politically Exposed Foreign Person or a family member of a Politically Exposed Foreign Person?**

Applicant:  No     Yes    Joint Applicant:  No     Yes    **If Yes**, complete the PEFP information below

**Politically Exposed Foreign Person Information (FEFP)**

Full Name (if different from member(s))			
Relationship to Investor (if applicable)			
Office or Position:	Country:	Start Date (DD/MM/YY)	End Date:
<b>From where did you obtain the funds you are investing?</b>			
<b>Member Authorization</b> (add signature)		Date (DD/MM/YY)	

A **Politically Exposed Foreign Person** is an individual who holds or has held one of the following offices or positions or on behalf of a **foreign** country irrespective of current citizenship or residency:

- a head of state or government
- a member of the executive council of government or member of a legislature;
- a deputy minister (or equivalent);
- an ambassador or an ambassador's attaché or counselor;
- a military general (or higher rank);
- a president of a state-owned company or bank;
- a head of a government agency;
- a judge; or
- a leader or president of a political party in a legislature.

A **Politically Exposed Foreign Person** also includes the following immediate family members of the individual described above irrespective of current citizenship or residency:

- mother or father;
- child;
- spouse or common-law partner;
- spouse's or common-law partner's mother or father and
- brother, sister, half-brother or half-sister (that is, any child of the individual's mother or father).

**Member Agreement**

I/we apply to open a MAXA Financial account, have read and understand the *Terms & Conditions* of my MAXA Financial Membership. I/we have read and understand the MAXA Financial Privacy code posted on the website.

Member Signature _____	Print Name _____	Date _____
		DD / MM / YY
Joint Member Signature _____	Print Name _____	Date _____
		DD / MM / YY

**For Internal Use Only:**  Approve  Reject  
Compliance Officer (Name, Position, Signature, Date)



## TERMS AND CONDITIONS

### **1. MAXA Financial – A Division of Westoba Credit Union Ltd.**

MAXA Financial is a Division of Westoba Credit Union Ltd. All references to MAXA Financial are as a Division of Westoba Credit Union Ltd.

By purchasing a \$5.00 share to open your MAXA account, you are becoming a member of Westoba Credit Union Ltd. and are confirming acceptance of the following terms and conditions which set out the business relationship between the account holder(s) and MAXA Financial. Please take the time to carefully read all of these terms and conditions.

### **2. MAXA Membership Agreement**

By signing the Membership Application, the applicant requests and authorizes MAXA Financial to open an account to which MAXA will assign an account number and under which the applicant shall be entitled to operate an account utilizing the services offered by MAXA Financial. This account number does not allow the account holder(s) to access any of the services provided through Westoba Credit Union Ltd. and its branches.

If the Account Application is signed by more than one applicant, the account holders agree that each account (that is not an RRSP/RRIF/TFSA account) shall be joint with the right of survivorship. (Any joint account holder is entitled to transact business on any of the accounts designated as joint accounts with MAXA Financial without the approval of any other joint holder). Account holder(s) must be in the name of an individual(s) and as such cannot be in the name of a corporation, business or organization. As required by law all applicants must provide their Social Insurance Number and all other information as required under the Money Laundering and Income Tax Acts to MAXA Financial on opening the account. The account holder(s) will indemnify MAXA Financial for all claims and/or liability incurred by MAXA Financial with respect to any instruments deposited for credit of the account holder(s) which contain forgeries or unauthorized signatures. MAXA Financial may pay out to or on behalf of the account holder(s) and debit to the appropriate account the amount of any cheques, or orders to pay made, signed or endorsed by the account holder(s) in such form or forms as MAXA Financial may from time to time approve.

No account statements will be provided. Access to account status is available 24/7 online or through MAXA by Phone. Cheque images are available online and are considered a legal document. The account holder(s) will review their accounts on a timely basis and shall notify MAXA Financial of any errors or omissions. Nothing herein contained shall limit or merge the rights of MAXA Financial a Division of Westoba Credit Union Ltd. under its by-laws or the Credit Unions and Caisse Populaires Act (Manitoba) or given by any other agreement, statute, regulations, document or security and all rights of the Credit Union Ltd. shall be cumulative. This shall be a continuing agreement binding upon the account holder(s) and upon their respective heirs, administrators, successors and assigns. The applicant(s) consent to the conduct of a personal investigation by MAXA Financial and/or personal reporting agency including the use of applicant's Social Insurance Number. The account holder(s) acknowledges having been advised of, and will pay, the applicable fees now in effect for services available under this agreement. New or amended fees will only become effective 30 days after publication by MAXA Financial. MAXA Financial may change these terms and conditions at any time. You agree that such changes will be effective 30 days following notice being mailed to you by MAXA Financial.

### **3. Consent to Credit Investigation**

I/we hereby consent to the conduct of a personal investigation by or for the Credit Union including the use of my/our Social Insurance Number(s). The personal investigation may involve enquiries from any credit bureau, as well as any current or former financial institution, lender, landlord or employer. This is to allow the Credit Union to assess my/our creditworthiness now and in the future. The information to be collected relates to my/our borrowing and repayment history and performance. The Credit Union is authorized to disclose financial information to other financial institutions, lenders or credit bureaus, on direct enquiry by any of them to allow ongoing assessment of my/our creditworthiness now and in the future and I/we agree to indemnify the Credit Union from any claims arising from any such disclosure by the Credit Union. This consent, authorization and indemnity shall continue in effect as long as my/our membership in the Credit Union continues, even if I/we have later given a specific consent to a personal investigation for a particular loan or loans.



## TERMS AND CONDITIONS

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### **4. MAXA Member Card Agreement**

The account holder(s) will use the Debit Card only for the purpose of obtaining such services as are agreed upon between the account holder(s) and MAXA Financial. The account holder(s) will maintain the confidentiality of the Personal Identification Number (PIN), and will under no circumstances disclose it to any other person. The account holder(s) will not keep a physical record of the PIN, unless the record is in a form indecipherable to others. The account holder(s) will be responsible for all charges if the PIN has not been kept confidential. Once the account holder(s) has requested and first used the Debit Card, the account holder(s) will be liable for all authorized and unauthorized uses of the Debit Card by any person up to the account holder(s) established limit, prior to the expiry or cancellation of the Debit Card. If the account holder(s) suspects or becomes aware that the Debit Card is lost or stolen, or that the PIN has been made accessible to another person, the account holder(s) will notify MAXA Financial or its agent immediately, whereupon MAXA Financial will cancel and replace the card. MAXA Financial remains the owner of the Debit Card. It may restrict the use of the Debit Card or may terminate this agreement and the account holder(s) right to use the Debit Card, at any time, without notice. The account holder(s) will return the Debit Card to MAXA Financial upon request.

### **5. MAXA Online Internet Banking (CU@Home) Agreement**

The account holder(s) shall use CU@Home only for the purpose of obtaining such services as are agreed upon between the account holder(s) and MAXA Financial. The account holder(s) understands that only CU@Home is a secure site. On other parts of the MAXA Financial web site, (including electronic mail), the confidentiality, and security of information transmitted over the Internet cannot be ensured and MAXA Financial will not be responsible for any damages the account holder(s) may incur if he or she communicates confidential information to MAXA Financial over the Internet or if MAXA Financial communicates such information to the account holder(s) at his/her request. Links to other web sites or references to products, services or publications other than those of MAXA Financial do not imply the endorsement or approval of such web sites, products, services or publications. The account holder(s) will maintain the confidentiality of the CU@Home access code and will under no circumstances disclose it to any other person. The account holder(s) will not keep physical record of the access code unless the record is in a form indecipherable to others.

### **6. MAXA byPhone Agreement**

The account holder(s) shall use MAXA BY PHONE (telephone banking) only for the purpose of obtaining such services as are agreed upon between the account holder(s) and MAXA Financial. The account holder(s) will maintain the confidentiality of the MAXA BY PHONE access code and will under no circumstances disclose it to any other person. The account holder(s) will not keep physical record of the access code unless the record is in a form indecipherable to others.

### **7. MAXA Savings Account Agreement**

Deposits to your savings account can be made by mail or through Canadian Credit Union ATMs, displaying the Acculink logo. MAXA Financial will only accept deposits made in Canadian funds drawn on a Canadian financial institution. MAXA Financial will place a 10 business day hold on all deposits to your account (effective from the date of the deposit). During this period, such funds will earn interest but be unavailable for withdrawal. This hold is required to ensure that MAXA Financial has received payment for all items included in the deposit prior to allowing the withdrawal of those funds. MAXA Financial has the right to refuse any deposit. Under no circumstances will an overdraft on an account be permitted. In the event that there are insufficient funds in the account, the item creating the overdraft will be returned as NSF by MAXA Financial. A charge will be assessed for each item creating an overdraft as per the Fee for Service schedule. Withdrawals from your savings account can be made by cheque or through any ATM using your MAXA Member Card. You may also use your MAXA Member Card to make direct payment transactions. Bill payments can be made through MAXA BY PHONE and CU@HOME. All withdrawals and bill payments are subject to charges as per the MAXA Financial Fee for service schedule. Interest is calculated on the closing daily balance and will be paid to the account monthly. MAXA Financial may change the interest rate in effect on your account from time to time, without notice. Current information on interest rates is available through MAXA BY PHONE, CU@HOME or by calling MAXA Financial.

### **8. MAXA Guaranteed Investment Certificate (GIC) Agreement**

Unless otherwise directed by you, the maturing GIC will automatically be redeemed to your MAXA Savings Account. Interest is calculated on the basis of 365 days and is paid annually, on the anniversary date, compounded or deposited into your MAXA Savings Account. MAXA Financial GIC's are redeemable at anytime prior to maturity with a 12 month interest penalty, calculated using the rate you are locked in at. Any investments redeemed prior to the first anniversary date will incur a loss of principal. On a RRSP/TFSA GIC, the principal at maturity will automatically be redeemed to your MAXA RRSP Savings/TFSA Savings. The annual interest will either be paid to your MAXA RRSP Savings/TFSA Savings or compounded in the term.



**Open your account by completing the Membership Application Form, following the instructions below:**

### **Applicant Information**

- To ensure that your account is opened promptly, please check that all sections of this box are correct and complete, including your name, address, home and business telephone numbers.
- Your Social Insurance Number and date of birth must be provided as they help verify your identity and is a requirement for interest reporting.
- Please provide:
  - Your email address
  - Your driver's license or if not available some other sort of Identification. These also help us to verify your identity.
- If they are available, also provide fax and cell phone numbers, so that we can better communicate with you.

### **Member Security Code**

As we may be interacting with you by telephone, a security code or question of a personal nature is requested. Only the account holder who is able to provide the correct answer to the question will receive information on the account.

### **Joint Applicant Information**

To make it a joint account, complete this section with the joint account holder's personal information. Completing this section means that the account will be jointly owned, with right of survivorship. This means that in the event of the death of one of the joint account holders, the account will automatically go to the ownership of the surviving member.

### **Joint Member Security Code**

As we may be interacting with the joint account holder by telephone, a security code or question of a personal nature is requested. Only the account holder who is able to provide the correct answer to the question will receive information on the account. This code should be different than the Member Security Code above.

### **Member Agreement**

The signature and printed name of each applicant and joint applicant is required.

### **Additional Account Opening Questions**

Completion of this page is required.

### **Next Steps:**

1. Complete the **Deposit Form** to indicate which accounts you would like to initially open. Aside from the \$5.00 membership share which is mandatory, we recommend you also open, as a minimum, the MAXA Savings and MAXA RRSP Savings accounts. The Savings account will be needed to use the ATM, pay bills, and for electronic fund transfers (incoming or outgoing). The RRSP Savings account, once open, would allow you to make a deposit anytime, for example by ATM deposit or transfer from your MAXA Savings account.
2. Complete the following forms if RRSP Savings or RRSP GIC accounts are being opened:
  - **Credit Union Retirement Savings Plan Application** form;
  - **RSP Designation of Beneficiary** form;Optional: Complete Part I of the **Direct Transfer-In** form if you wish to transfer an existing RRSP at another financial institution to MAXA Financial
3. Complete the **Electronic Funds Deposit** form if you wish to establish automatic electronic deposits to your MAXA Savings or RRSP Savings accounts from accounts you may own at another financial institution.
4. Complete the **Balance of Account Form** if you wish to transfer the balance of a savings, or GIC account you may have at another financial institution.
5. Complete the **Bill Payment Registration** form if you would like to be able to pay bills from your MAXA Savings account. After we register you for one bill payment, you will be able to add, delete or amend bill payments on your own.
6. Write a cheque payable to MAXA Financial, for the amount of \$5.00 for each member for your membership share(s), plus whatever other amounts you wish to deposit. This should be a personalized cheque, MICR encoded, preprinted with your full name and current address, and drawn on a Canadian financial institution. This is a requirement for all applicants wanting to open an account, due to the implementation of Bill C-22 the Proceeds of Crime (Money Laundering) Act.
7. Mail all signed and completed documents, and your personal cheque for the \$5 membership share(s) plus additional funds you wish to deposit, to:

**MAXA Financial**  
220-10<sup>th</sup> Street, Unit C,  
Brandon, MB, R7A 4E8