

New Account Reference Guide

For Field Sales advisor use only

Client annuity illustrations

Build customized illustrations for your clients using the RBC® Payout Annuities illustration software. These illustrations can provide quotes based on a variety of features and benefits, which allows you to choose the solution that best suits your clients' needs. Our easy-to-use software can be downloaded from www.rbcinsurance.com/annuity.

Customize client illustrations by adding a cover page or by including a detailed tax payment schedule.

How to guarantee an interest rate basis

RBC Life Insurance Company offers a 45-day interest rate basis guarantee on the transfer of registered funds and a 7-day interest rate basis guarantee on non-registered funds.

This rate guarantee is not a guarantee of income, but rather a guarantee of the rate-effective date used to determine income. This date is only one of the factors used to calculate the income. Other factors include the amount of premium actually received, the deposit date and the income commencement date.

To lock in an interest rate basis, fax the following documentation to RBC Insurance® c/o RBC Investor Services Trust, Shareholder Services at 1-866-480-3225:

- RBC Payout Annuities Application (ensure rate guarantee section is complete)
- Copy of the RBC Payout Annuities illustration
- Any other supporting documentation/forms

RBC Insurance will honour the interest rate basis guarantee provided all required documentation is received by fax by midnight ET following the day the illustration was generated. Original documentation must be sent to RBC Investor Services Trust the next business day.

An illustration must be submitted along with the RBC Payout Annuities Application to establish a payout annuity policy.

Cheques for the full single premium amount should be made payable to RBC Life Insurance Company and must be received in our correspondence office in Toronto **within the allowable timeframes — 45 days for registered funds and 7 days for non-registered funds.**

If funds are received outside the allowable timeframes, RBC Insurance has the right to give the lower guaranteed interest rate basis or the rate in effect on the day the funds are received.

Special quote support

To obtain a special quotation for an annuity that exceeds our maximum premium amount or requires customization in other ways, please visit www.rbcinsurance.com/annuity for details.

Documentation checklist

Using the appropriate forms will save you time and minimize processing delays. This quick reference guide lists the documents/forms you will need when purchasing a payout annuity policy.

	Registered (non-locked-in)	Registered (locked-in)	Non-registered
Source of funds	RRSP, RRIF	LIRA, LRSP, LIF, LRIF, RPP, PRIF	Cash/Non-registered
Annuity types available	Single life Joint life Term certain	Single life Joint life	Single life Joint life Term certain
Forms required			
Application for RBC Payout Annuities ¹	x	x	x
Rate guarantee (optional) ²	x	x	x
Spousal waiver form ³		x	
Locked-in addendum ⁴		x	
Original void cheque (if EFT elected)	x	x	x
Source of Funds and Third-Party Declaration Form ⁵	x	x	x
Transfer authorization for non-registered accounts (if applicable)			x

Canada Revenue Agency forms for transfer of registered plans⁶

CRA transfer forms may be required when transferring one registered plan to another. The table below lists the appropriate government forms and in which situations they should be used. The forms can be found at the Advisor Resource Centre at www.rbcinsurance.com/annuity.

T2033 or equivalent	Transfer from an existing RRSP or RRIF
T2030	Transfer excess RRIF payments (may also be used for commutation of RRSP)
T2151	Transfer pension funds (i.e. RPP)

Waiver of joint and survivorship benefits (for locked-in funds only)

An annuity policy purchased with LIRA, LRSP, LIF, LRIE, RPP or PRIF funds must be issued on a joint life basis if the annuitant has a spouse, **unless joint and survivorship benefits are waived**.

In order to waive joint and survivorship benefits, a spousal waiver form must be completed and signed. Spousal waiver forms can be obtained directly from the applicable pension board and are subject to change without notice.

Please visit www.rbcinsurance.com/annuity to access these forms.

Point-of-sale documentation

The table below illustrates the documents that you should provide to the below parties at point of sale.

	To the client	To RBC Investor Services	For advisor's records
Completed RBC POA application	N/A	x	x
"Collection and Use of Personal Information" and "What You Understand And Agree To When You Sign This Application" (which forms part of the application)	x	N/A	N/A
Copy of RBC POA illustration	x	x	x
Locked-in addendum (if applicable)	x	N/A	x
Spousal waiver form⁷	x	x	x
Any other required documentation as listed in the documentation checklist	x	x	x
Cheque payable to RBC Life Insurance Company (non-registered annuities)	N/A	x	N/A

Final RBC Payout Annuities client package

Once all documentation and funds are received at RBC Investor Services Trust, your client will receive the following documents (which all form part of the RBC Payout Annuities Contract):

- Welcome letter
- Annuity details confirmation
- Taxable schedule
- RBC Payout Annuities Contract
- Copy of the completed application

Have questions?

Product inquiries

For more information regarding RBC Payout Annuities, please:

- Contact your **RBC Insurance Sales Consultant** at **1-855-516-6284**
- Or visit www.rbcinsurance.com/annuity

Marketing materials and tools

RBC Insurance has developed a comprehensive package of materials and tools to help you meet the needs of your clients and to help your business grow.

Please visit us at www.rbcinsurance.com/annuity

Administrative inquiries

RBC Investor Services Trust
Phone: 1-866-372-2443
Fax: 1-866-480-3225

RBC Investor Services Trust mailing address

RBC Life Insurance Company
c/o RBC Investor Services Trust, Shareholder Services
155 Wellington Street West, 3rd Floor
Toronto, ON M5V 3L3



RBC Insurance

¹ Separate application forms must be completed if (A) there is more than one source of funds used to purchase the annuity (with the exception of RRSP/RRIF, LIRA/LRSP and LIF/LRIF) and (B) locked-in plans are governed by different pension legislation.
² Refer to "How to guarantee an interest rate basis" section of the guide.
³ Please complete the applicable form for the jurisdiction (provincial/federal) the pension funds are governed by if the annuitant has a spouse and is purchasing a single life annuity.

⁴ Appropriate locked-in addendum must be provided to the client for the jurisdiction (provincial/federal) the pension funds are governed by.
⁵ This form must be completed whenever premium deposits are made to the policy by an individual or entity other than the proposed annuitant.
⁶ Original transfer forms must be sent directly to the relinquishing institution and a copy must be sent to RBC Investor Services Trust.
⁷ Original spousal waiver form must be sent to RBC Investor Services Trust.