

INVESTOR ACCESS

**YOUR SECURE
ONLINE PORTAL**
QUICK REFERENCE GUIDE



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WHAT IS INVESTOR ACCESS?

Investor Access, offered through B2B Bank Financial Services Inc. (B2BBFSI) provides convenient and secure online access to your important account information. With Investor Access, you have up-to-date information on all of your accounts and investments so you can work with your financial advisor to maximize your savings. Investor Access is:

- › Secure
- › Reliable
- › Available 24/7
- › User friendly

WHY USE INVESTOR ACCESS?

Once you're signed onto Investor Access, you may:

- › View the value of investments and trading activity
- › Review B2BBFSI registered and investment account statements
- › Verify personal records for accuracy and review tax reporting
- › Access details of systematic purchases and withdrawals
- › View contribution tax receipt information, investment value and distributions, account fees, transfers & disbursements summaries
- › Sign-up for eDelivery of your statements, trade confirmations and tax slips, and these documents will be archived for you to access and view, free, for 10 years

HOW DO I GET STARTED?

Signing in for the first time

Investor Access can be found at <https://b2bbank.com/investoraccess>

On the *Sign In* screen, enter your *Investor Access User ID* and *Password*, click *Submit*.

- 1 If you don't have your *Investor Access User ID*, please select *Register* and follow the 2-step registration.
- 2 You can find your *Investor Access User ID* on your account statement.
- 3 Checking the *Remember my Investor Access User ID on this computer* box will save your User ID on the computer in a small file called a "cookie". This will simplify the log-in process, as your *Investor Access User ID* will be automatically entered whenever you visit the log-in page from this computer. Your browser must be set to accept cookies for this feature to work.

Remember: To log-in successfully, you will still need to enter your password.

Navigating from the Home page

The Investor Access *Home* page (*Client Account Summary* page), appears once you log-in successfully. Please note the following:

- 1 The *Home* link on the top of the screen always takes you back to *Client Account Summary* page.
- 2 The links on the top menu bar will take you to the section of the site related to that function.
- 3 The left navigation options under *Account Inquiry* can also be used to go straight to the respective *Home* page.

Investor Access

Sign In

First time visitor? Please register here. 1

Investor Access User ID: 2

Remember my Investor Access User ID on this computer. 3

Password:

Forgot your Investor Access User ID or Password? 1

Submit

MY ACCOUNTS MY DOCUMENTS MY PREFERENCES MY PROFILE HOME FAQ LOG OUT

Account Inquiry 3

CLIENT ACCOUNT SUMMARY - CANADIAN ACCOUNT INVESTMENTS 09-Oct-2015

Account# 9873779 SDRIF - Spousal

Account 9873779 SDRIF - Spousal With 828 Bank Financial Services Inc. Status Active

Client Name Dr. CYHUJ D VJRUCK Dealer/Advisor 7752 / 1000 Age 79

Res. Not Provided Bus. Not Provided Cel. Not Provided You have 1 message!

By Account

Select	Account #	Dealer # / Advisor #	Account Type	Account Open Date	Account Status	Available Cash (\$)	Book Cost(\$)	Market Value (\$)	% Portfolio
	12897397	7768 / 3003	SDRSP - Spousal	17-Jul-2015	Frozen	0.00	0.00	0.00	0.00
	12898000	7768 / 3003	SDRSP - Spousal	23-Jul-2015	Frozen	0.00	0.00	0.00	0.00
Total for 828 Bank Securities Services Inc.						0.00	0.00	0.00	0.00

Viewing statements and other documents

The *Client Account Summary* page is the default page that appears when you log onto Investor Access.

It can also be accessed by clicking on *My Accounts* or *Home* on the top menu bar.

Note – If you have any messages regarding an account, you will see an alert on the top right hand side of the *Client Account Summary* page. Once you click on it, a pop up screen will open and display the related messages.

The screenshot shows the 'Account Inquiry' page for 'CLIENT ACCOUNT SUMMARY - CANADIAN ACCOUNT INVESTMENTS' dated 09-Oct-2015. The page includes a top navigation bar with 'MY ACCOUNTS', 'MY DOCUMENTS', 'MY PREFERENCES', 'MY PROFILE', 'HOME', 'FAQ', and 'LOG OUT'. A 'Printer Friendly' link is visible in the top right. The main content area is divided into several sections: CLIENT ACCOUNT SUMMARY, CLIENT ACCOUNT PROFILE, INVESTMENTS, ACTIVITY, PENDING ACTIVITY, SYSTEMATIC INSTRUCTIONS, INCOME FUND WITHDRAWALS, GROUP PAYROLL CONTRIBUTIONS, BANKING INFORMATION, TAX INFORMATION SUMMARY, TRANSFERS SUMMARY, DISBURSEMENTS SUMMARY, TFSA SUMMARY, and ACCOUNT FEES. A table lists accounts for 'B2B BANK SECURITIES SERVICES INC.' with columns for Select, Account #, Dealer # / Advisor #, Account Type, Account Open Date, Account Status, Available Cash (\$), Book Costs (\$), Market Value (\$), and % Portfolio. A message alert in the top right corner states 'You have 1 message!'.

The screenshot shows the 'MESSAGES' section for 09-Oct-2015. It displays a table with columns for Account, Client Name, Res., With, Dealer/Advisor, Bus., Status, Age, and Cel. A message is listed: '1. You have a balance owing. Please contact your Financial Advisor to discuss your options.' There are 'Print' and 'Close Window' buttons at the bottom. A disclaimer at the bottom states: 'B2B Bank Dealer Services includes B2B Bank Financial Services Inc. (an MFDA member), B2B Bank Securities Services Inc. (an IIROC member, Member - Canadian Investor Protection Fund) and B2B Bank Intermediary Services (an AMF-regulated dealer operating in Quebec). B2B Bank Discount Brokerage is a division of B2B Bank Securities Services Inc.'

The *Client Account Summary* screen is composed of two main sections:

- > Portfolio overview by Account
- > Portfolio overview by Asset class

This screenshot is similar to the first one but shows the 'By Account' dropdown menu open under the 'BANKING INFORMATION' section. The dropdown menu lists 'By Accounts' and 'By Asset Class'. The 'By Accounts' option is selected, and the table below it shows the same account data as the first screenshot.

a) All your accounts

Note - The balances on this page are on a Settlement Date basis

b) List of your assets (grouped by Asset Class: Dividend & Income, Equity, Cash, Global Equity, Balanced, etc.)

By Account

Select section Hide Charts

Select	Account #	Dealer # / Advisor #	Account Type	Account Open Date	Account Status	Available Cash (\$)	Book Cost(\$)	Market Value (\$)	% Portfolio
B2B BANK SECURITIES SERVICES INC.									
<input type="checkbox"/>	12697397	7768 / 3003	SDRSP - Spousal	17-Jul-2015	Frozen	0.00	0.00	0.00	0.00
<input type="checkbox"/>	12698080	7768 / 3003	SDRSP - Spousal	23-Jul-2015	Frozen	0.00	0.00	0.00	0.00
Total for B2B Bank Securities Services Inc.						0.00	0.00	0.00	0.00

By Asset Class

Select section

Asset Class	Book Cost(\$)	Market Value(\$)	% Portfolio
B2B BANK FINANCIAL SERVICES INC.			
REGISTERED ACCOUNTS			
Global balanced & asset allocation	639,676.29	833,911.35	101.30
Cash	-10,888.21	-10,888.21	-1.30
	628,988.08	823,223.14	100.00
Total for B2B Bank Financial Services Inc.			
	628,988.08	823,223.14	100.00
Canadian Investment Account Totals			
	0.00	0.00	0.00
Canadian Registered Account Totals			
	628,988.08	823,223.14	100.00
TOTAL CANADIAN FOR CLIENT			
	628,988.08	823,223.14	100.00

At the bottom of the page, you can choose to :

- › Download the info as a Spreadsheet (CSV or XLS), Adobe reader file (PDF) or Word document (RTF).
- › Print the info by clicking on *Print*.

Price unavailable. Investment not included in totals.

The above balances are on a Settlement Date basis.

* "Book cost" is the total amount paid to purchase an investment, including the transactional charges related to the purchase, adjusted for reinvested distributions, returns of capital and corporate reorganizations. If applicable, book cost for investments that are transferred in from another institution are maintained provided that the relinquishing institution has provided the applicable book cost values. Otherwise the market value of the investment at the time of transfer in will be reported as book cost. Book cost is not carried forward for certain transfers, such as when a taxable event occurs. In this case, market value at the time of transfer will be reported as book cost. The book cost of investments will include the effect of pending transactions, if applicable.

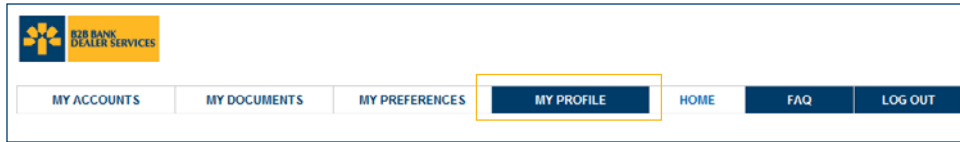
This portfolio summary is not an official account statement and is supplemental to the official account statements mailed to you on a regular basis by your dealer and or their carrying dealer.

Download as... Print

- Download as...
- Spreadsheet (CSV)
- Spreadsheet (XLS)
- Adobe Reader (PDF)
- Word (RTF)

Managing my profile

➤ To change certain information on your profile, begin by clicking on *My Profile*.



➤ The next step is to choose which of the preferences you want to change:

- > Website user first and last name
- > Password
- > Email address (used for password recovery)
- > Security question or answer

Note – Entering a valid email address is mandatory. This email address should be only accessible by you. It will be used for password recovery and other private and personal communications from B2B Bank Dealer Services.

➤ Click on *Submit* once changes are complete.

Note – You can find the Conditions of Use in the [Appendix](#) section.

Once you click on *Submit*, a confirmation page will appear.

➤ Click on *Return* to go back to the *Home* page.

Profile Settings

Create your profile.

Please enter the following information.

First Name:

Last Name:

New Password:

Confirm Password:

Passwords should be 8-10 characters, with a combination of at least one of the following:

- Lower case letters
- Upper case letters
- Numbers

NOTE: Special characters (e.g., !, ?) are not permitted.

Email Address:

The email address entered should be only accessible by you. It will be used for password recovery and other private and personal communications from B2B Bank Dealer Services. This address cannot be used with other B2B Bank User IDs.

Security Questions

In the event that you forget your password, a new one can be created once your selected security questions are correctly answered.

Question 1:

Your Answer:

Question 2:

Your Answer:

By selecting submit, you are agreeing to the [Conditions of Use](#).

Thank You for Updating Your Profile

You have successfully updated your Investor Profile. Please find your Investor Access ID number below.

Your Investor Access ID number is: IA0035709

Click the Return button to return to Investor Access.

Signing up for eDelivery

The *My Preferences* section allows you to give or revoke consent to have notifications delivered to you electronically (via email). You can also use this section to choose which documents and notifications you would like to receive electronically.

► By selecting *My Preferences*:

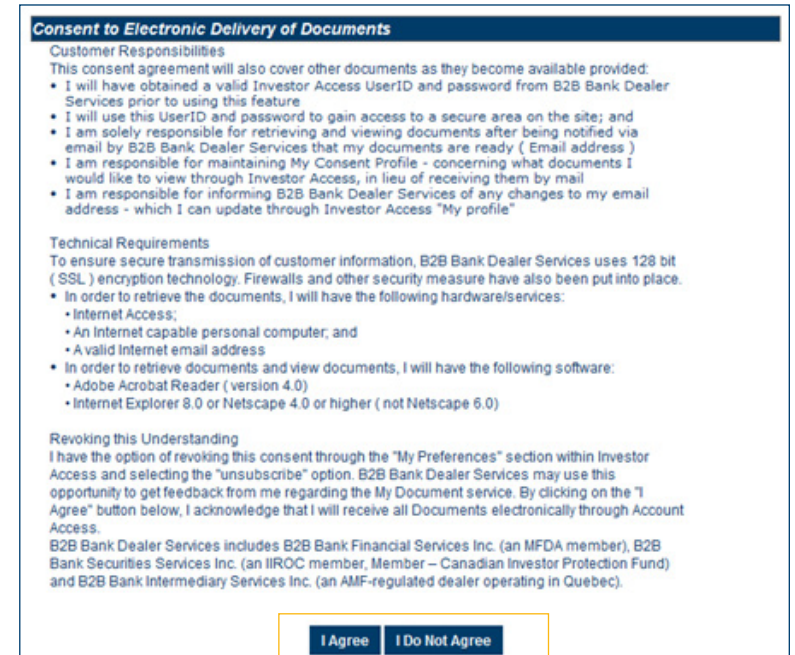
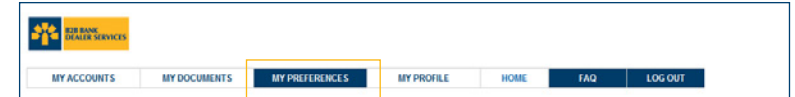
- › *Consent to Electronic Delivery of Documents* appears, on the first time you enter the *My Preference* page
- › The *My Document and Email Preferences* screen will appear on any following time you click on *My Preferences*

► On the *Consent to Electronic Delivery of Documents* screen, you agree or do not agree to receive the following electronically:

Notifications regarding:

- › Statements
- › Trade Confirmations
- › Tax Slips
- › RRSP Contribution Receipts

Note – If you choose *I Do Not Agree* on the *Consent to Electronic Delivery of Documents* screen, the same screen will appear the next time you enter the *My Preferences* page. This page will not reappear once consent is given by choosing *I Agree*.



On the *My Document and Email Preferences* screen, you can change the following:

- > First/Last Name for all correspondents (mail and email).
- > Email address for electronic correspondence.

➤ If you choose *Select all document types for ALL accounts*, you agree to receive an email notification of the following:

Notifications regarding:

- > Statements
- > Trade Confirmations
- > Tax Slips
- > RRSP Contribution Receipts

➤ If you choose *Select specific document types for specific accounts*, the list of document types will appear at the bottom.

You can select which documents to receive electronically or by mail. Also which notification you want to receive electronically.

➤ Once you click on *Submit* on the *My Document and Email Preferences* screen, the following confirmation screen will appear.

Here, you can choose to:

- > Go to the *My Documents* page.
- > Go back to the *My Document and Email Preferences* screen.

	I wish to receive my documents:	Send Email Notification?
Statements (includes Communications)	<input checked="" type="radio"/> electronically <input type="radio"/> mail	<input checked="" type="radio"/> Yes <input type="radio"/> No
Trade Confirmations	<input checked="" type="radio"/> electronically <input type="radio"/> mail	<input checked="" type="radio"/> Yes <input type="radio"/> No
Tax Slips (T3, T4, etc.)	<input checked="" type="radio"/> mail <input type="radio"/> mail	<input type="radio"/> Yes <input checked="" type="radio"/> No
Tax Contribution Receipts	<input checked="" type="radio"/> mail	<input checked="" type="radio"/> Yes <input type="radio"/> No

Congratulations!		
You will now receive your documents as follows:		
12696654 - B2BBFSI Spousal RRSP	I wish to receive my documents:	Send Email Notification?
Statements (includes Communications)	Electronically	Yes
Trade Confirmations	Electronically	Yes
Tax Slips (T3, T4, etc.)	Mail	Yes
Tax Contribution Receipts	Mail	Yes
12698130 - B2BBFSI Spousal RRSP	I wish to receive my documents:	Send Email Notification?
Statements (includes Communications)	Electronically	Yes
Trade Confirmations	Electronically	Yes
Tax Slips (T3, T4, etc.)	Mail	Yes
Tax Contribution Receipts	Mail	Yes
9873779 - B2BBFSI Spousal RRIF	I wish to receive my documents:	Send Email Notification?
Statements (includes Communications)	Electronically	Yes
Trade Confirmations	Electronically	Yes
Tax Slips (T3, T4, etc.)	Mail	Yes
Tax Contribution Receipts	Mail	Yes

APPENDIX

At B2B Bank Dealer Services, we are committed to providing you with a secure and protected environment for accessing information.

For more information on security and conditions of use, please refer to these sections on Investor Access website:

- > [Security and Privacy](#)
- > [Conditions of Use](#)
- > [Legal Notice](#)

WHO SHOULD I CONTACT FOR MORE INFORMATION?

If you need more information or help using Investor Access, please contact your LBCFS representative or the Telebanking Center at 1-800-252-1846.

