



Engagement Agreement & Understanding for Comprehensive Advisory Services

Client: _____

Address: _____

City: _____ Province: _____ Postal code: _____

1) Parties to this Agreement: DLD Financial Group Ltd. offers its services to the above- named client(s), to act as their advisor to provide financial advice after reviewing the client's financial affairs.

2) Overview of Engagement: Under the terms of this engagement, a financial strategy with respect to the goals and objectives of the client will be developed. The strategy will focus on the following.

- Review of the client's goals and objectives
Summary of the client's current situation
Financial projections and analysis
Financial strategy
Investment management strategy
Advice, recommendations and action plan checklist
Ensure their compatibility with their personal financial circumstances
Develop a complete understanding of existing cash flow and risk management tools
Determine if the client is able to achieve their goals and objectives given their current behaviour
Identify changes needed in the client's current behaviour that will allow them to achieve their personal goals and objectives
A personal investment policy statement that identifies the client's target asset allocation and investment objectives
To set out the recommended action steps to implement the plan

The specific services to be provided are outlined in the supplemental listing of this agreement.

I, client's name understand that the calculations, projections, advice and recommendations provided will be based on the information submitted by me and on assumptions, which are in accordance with the Canadian Financial Planning Practice Standards. I understand that scenarios presented by DLD Financial Group Ltd. will be projections only and that actual results can and will vary depending on a number of factors and future events.

3) Terms of Continuous Service: Financial planning is an ongoing process and that, after completion of the plan, it will require implementation, ongoing monitoring and regular review. The client understands that in order to achieve their personal goals and objectives, it is important that the advice and recommendations be implemented. Not doing so will most likely result in the client not being able to achieve the stated goals and objectives.

Client initial(s) _____

4) **Responsibilities:** The success of our relationship will be dependent upon each of us fulfilling our responsibilities and being accountable to one another. The following defines these aspects of our relationship.

Your responsibilities as client are:

- To provide your advisor with the initial information required to complete a comprehensive financial plan, including goals and objectives, completed confidential financial questionnaire, investment statements, tax returns, and if available: copies of wills, powers of attorney, insurance policies, employment benefits, retirement benefits, etc.
- To make your advisor aware of any changes in your goals or objectives.
- To provide your advisor, in a timely manner, with any relevant information concerning your personal financial affairs, employment benefits or change in your personal circumstances.
- To make decisions and act on advice rendered, or to seek alternative advice from your advisor, which will still allow you to achieve your objectives.

My responsibilities as your advisor are to:

- Tell you what information is required to complete the initial comprehensive financial plan and what information is required to maintain the ongoing planning activities.
- Monitor your financial affairs in light of changes in tax legislation, economic conditions, inflation and related issues.
- Review and analyse your financial affairs and provide professional advice and action plan recommendations on a periodic basis, as mutually agreed.
- At all times exercise reasonable professional judgment and act in your best interest.
- Provide proactive co-ordination of services for implementing the action plan.
- Complete the applicable services as outlined on the attached supplemental.

5) **Implementation Process and Disclosure:** During the term of this agreement, the advisor will provide services to co-ordinate the implementation of the action plan. In implementing any action plan steps, at the client's discretion, the client may acquire insurance products and investments through the advisor where legally allowed to do so. In such transactions, the nature of any commissions, brokerage fees or placement compensation received, if any, and as allowed by securities regulators will be fully disclosed. Should the client apply for insurance products through us, we will provide further intermediary disclosure as required by Insurance Council of BC.

6) **Termination and Variation:** Either the client or advisor may terminate this agreement at any time by giving at least one month's written notice by ordinary mail to the other at their last known mailing address. Termination will not relieve the client of any outstanding obligations or fees payable. The advisor may vary the services, terms and fees from time to time by giving the client at least one month's prior written notice. Such variation shall be effective as of the date mentioned in such notice.

7) **Engagements for Special Services:** Special services are separate from, and not covered by, the fees payable pursuant to this agreement. The client may engage for optional services under a separate agreement, which will set forth the objectives, terms, fees, and payment for those services. Any special services contracted for will be payable at the then current hourly rate when these services are rendered.

8) **Third-party Professionals:** During the process of providing financial advice it may, from time to time, be prudent to consult with other third-party professionals such as a lawyer or accountant. In the event that such a consultation is deemed necessary, the client will be advised and requested to approve any such consultation. At that time, the client will also confirm that they are willing to accept responsibility for any professional fees incurred for this purpose. No such consultations will take place without the client's express approval and agreement.

9) **Confidentiality & Privacy:** During the course of the relationship, it will be necessary for the client to provide a variety of very personal financial information. The quality of the work that is done depends on this personal information being accurate and complete. The advisor commits that all information will be held in strictest confidence and that no information shall be divulged about the client's personal situation to any outside organization or

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government agency without the client's consent, unless as directed by law. It is further understood that due to the Personal Information Protection and Electronic Documents Act (PIPEDA), you directly authorize us to maintain information within your files of a personal and private nature that could reasonably be considered pertinent or necessary in the provision of financial advice until requested by you in writing to destroy such information if and when no longer required. You also authorize us to share such information with other appropriate parties as may be necessary from time to time as directed by you in writing.

10) **Conflict of Interest:** During the advisor-client relationship there may be occasions where a conflict of interest may occur. The advisor commits to disclosing any such conflicts if and when they occur, whether they are conflicts of interest in reality or a matter of perception.

11) **Acknowledgements:** The client acknowledges that the advisor has disclosed the following material facts:

Insurance Licensing – The advisor is licensed through the Insurance Council of British Columbia for the sale of life, disability and related insurance products. This licensing also covers the sale of segregated funds.

Mutual Fund Licensing- The advisor is licensed through The Mutual Fund Dealers Association of Canada for the sale of mutual funds.

Professional Memberships – The advisor is currently licensed by the Financial Planners Standards Council of Canada to use the Certified Financial Planner designation and is currently a member in good standing of The Financial Advisors Association of Canada (Advocis).

12) **Client Redress:** If, throughout the professional relationship, the client has any complaints or disputes that cannot be resolved directly with the advisor, the client understands that there are a number of options to be heard and seek resolution. In the unlikely event it becomes necessary, the advisor agrees to make the client aware of what the complaint process is and whom to contact.

13) **Advisor Compensation**

Advisor Compensation Disclosure (Fee Or Commission): The advisor is compensated through a fee based on the time and complexity of the planning needs in preparing the client's comprehensive financial plan. As a result of the placement of financial products such as mutual funds and / or insurance and other financial products as part of the implementation of the action plan, the fee will be waived and the advisor receives compensation through commissions.

14) **Fees:** A fee of _____ will be payable to DLD Financial Group Ltd. due upon presentation of the plan. This fee includes all applicable taxes. The cheque will only be deposited should the client proceed with the preparation and review of a comprehensive financial plan only. If the client implements some or all of the recommendations from the comprehensive financial plan, the cheque will be returned to the client.

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The financial planning services being provided by the advisor, are being provided by the advisor in his personal capacity, and not as an agent or representative of any life insurance company, mutual fund company or other company that issues financial products or services.

Agreements are particularly critical in relationships as sensitive and potentially intimate as those involving personal financial affairs. Accordingly, it is necessary and appropriate for all of us to clearly understand the nature of our mutual commitments. That is the purpose of this agreement.

Signed this _____ day of _____ 20__.

I understand the nature of this agreement and agree to its terms.

Client:

Advisor:

Client initial(s) _____
