



Canada Post labour disruption FAQ

- 1. What is the best and most efficient way for our clients (including advisors and brokers) to send their business to us during the Canada Post labour disruption?**

Cheques and/or any original documentation that is normally sent to us by mail (e.g. applications, etc.) should be sent by courier. End clients can ask their account manager or LBS representative to send these via ICS Courier to avoid incurring charges personally. Please contact us to see if the documents could be received by fax.
- 2. Will LBS pay for courier costs if an end-client chooses to send cheques/documentation to us directly using alternative?**

We encourage clients to have their advisor send these items via ICS Courier, however, if that cannot be arranged, we will determine what – if any – costs will be covered, on a case-by-case basis. Speak with your accounts manager or LBS representative for more information.
- 3. Can a client or advisor offer to send their own courier to pick up cheques or other mail items?**

For security purposes, we do not recommend that advisors or clients send their own couriers to our office.
- 4. How do we plan to send cheques to clients (e.g. RRSP payments, GIC interest payments, withdrawals)?**

Our goal is to make it easy for clients to get their money. See the Mail Handling Guidelines where the following methods are available:

 1. Set up electronic funds transfer (EFT) to send money directly to their bank account.
 2. Send cheques via ICS to their advisor/head office.
 3. As a last resort, we can arrange to send cheques to clients via alternate courier services (e.g. Purolator).
 4. Cable transfert (WIRE)
- 5. Are we proactively calling clients/advisors when cheques are processed?**

Not for the time being, but this is being considered for certain instances.
- 6. Can our fax machines handle increased volumes?**

Yes, we can accommodate increased volumes of faxes received.
- 7. What's our stance on original/faxed instructions or documentation?**

At this point, our "Business As Usual" procedures still apply.
- 8. What's happening with statements?**

Our vendors will continue to print statements and store them at their facilities until the labour disruption is over. The business-as-usual procedures for copies should be followed.
- 9. If we're storing mail onsite until the labour disruption ends and a client wants to come to our office to pick it up, can their mail be retrieved and given to them?**

Yes, a procedure is in place to retrieve and securely provide mail items to clients who want to pick them up. Note that clients will be required to show ID in order to pick up mail; contact DMC for more information.
- 10. What if a client sent documents and/or cheques to us before Canada Post suspends operations?**

Any mail in the system at the time of the work disruption will be secured for processing and delivery. Canada Post will work with large volume mailers to support an orderly and effective induction process.
- 11. How can a client confirm that their payment was received by LBS?**

We can verbally confirm received payments over the phone or by fax confirmation.
- 12. Can we use EFT to a non-Canadian bank?**

No, we are unable to send funds via EFT to non-Canadian banks.