APEXA

SIMPLY CONNECTED

# CORPORATE PROFILE SET UP

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# + INTRODUCTION

## WHAT IS APEXA?

APEXA is a centralized, standardized digital contracting and compliance solution connecting Canadian Advisors, MGAs, and Carriers.

APEXA brought together teams of experts from nine leading MGAs and Carriers, industry compliance professionals, and subject matter experts to form Canada's first industry-governed solution for advisor contracting and compliance.

You will receive an email from your MGA, inviting you to join APEXA. From there, you will follow a link to access APEXA online, and then you will complete your Advisor profile.

APEXA brings all of your data together in one powerful, integrated system and updates your information in real time. You're able to manage your personal information, licenses, E&O coverages and contracts.

## CONTACTING APEXA

APEXA provides Advisor support for any questions that arise related to profile set up, APEXA navigation, or any other system-related inquiries. APEXA Advisor support is managed through a call centre, which can be accessed in one of two ways:

1) Call **1-855-294-2541**    2) Send an email to **support@apexa.ca**

The call centre is available in both English & French on business days within the following times:

**8:00 AM - 8:00 PM ET** for French language support;

**8:00AM - 11:00 PM ET** for English language support for calls or emails originating outside of Quebec; and

**8:00AM - 8:00 PM ET** for English language support calls or emails originating within Quebec

## WHAT YOU'LL NEED

*Before you begin, make sure you have everything you'll need to create your APEXA profile:*

- Your company's date of incorporation
- A digital copy of your Articles of Incorporation
- A digital copy of your corporate E&O Coverage
- A digital copy of your corporate provincial license(s)
- A list of your shareholder(s), including email address(es) and ownership percentage

*A note about digital copies:*

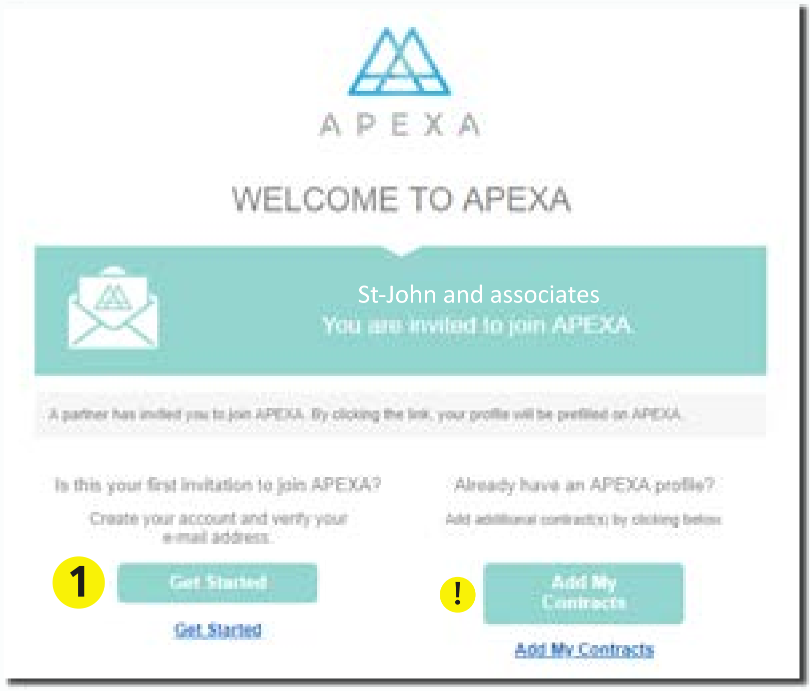
- Acceptable file formats include: PDF, MS Word, JPG, PNG, TIFF and BMP
- For licenses, you can also use a screen capture from a provincial licensing body website

## + REGISTERING YOUR ACCOUNT

In order to create your profile, you will receive two emails: invitation and confirmation.

1 Click on **Get Started** to create your profile.

! If you already have an APEXA profile, click on **Add My Contracts** to update your profile.




Complete the registration form.

1 The email address you received the invitation at

2 A password different from your other applications (especially Windows).

! Do not modify these cases.

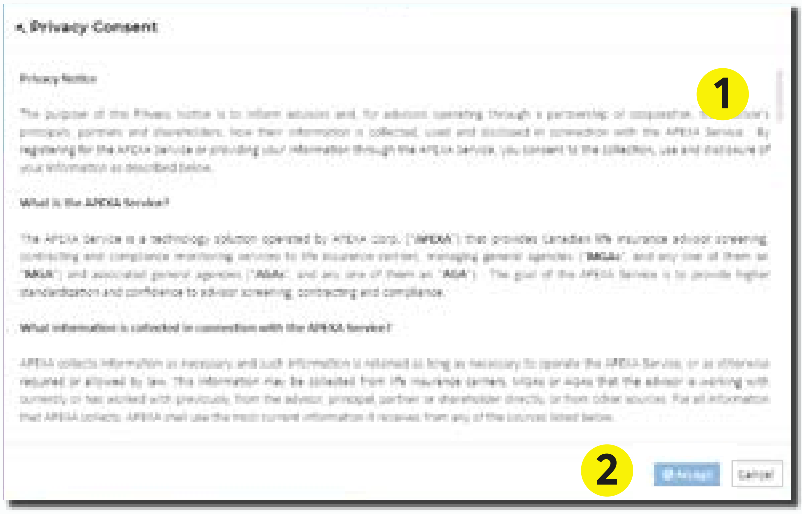
3 Click on **Register**.

Read the Privacy Consent form.

1 Scroll down to the bottom of the form.

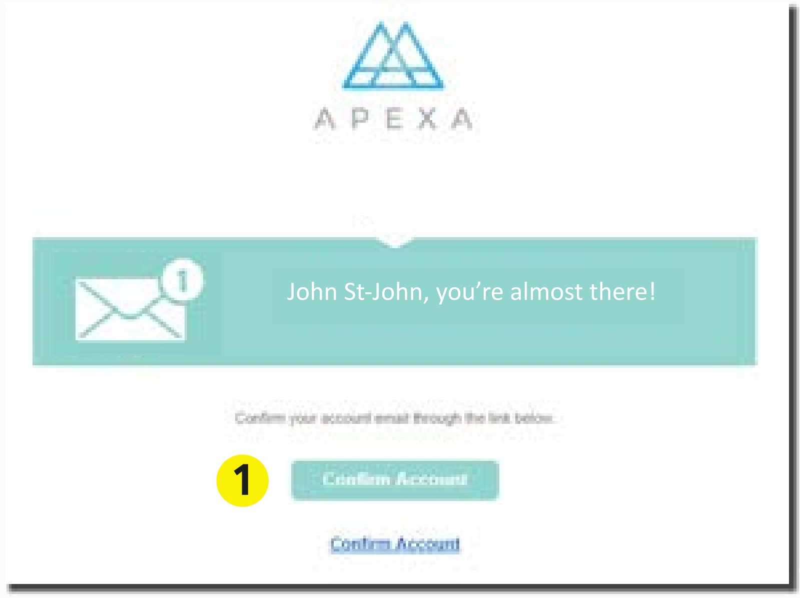
2 Click on **Accept**.

* The **Accept** button will be clickable once you will have read (scrolled down) to the bottom.



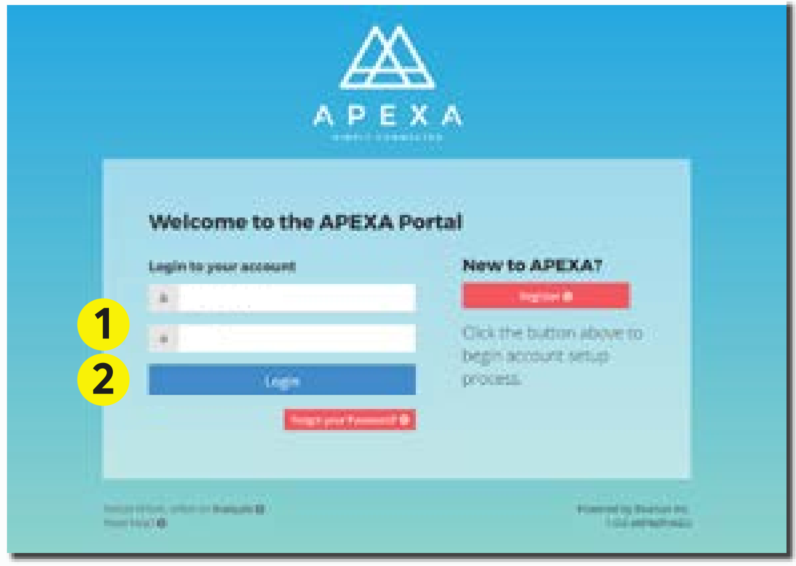

You receive the confirmation email.

1 Click on **Confirm Account** to start creating your profile.



Log in to APEXA.

1. Type your credentials.
   - Email address
   - Password
2. Click on **Login**.



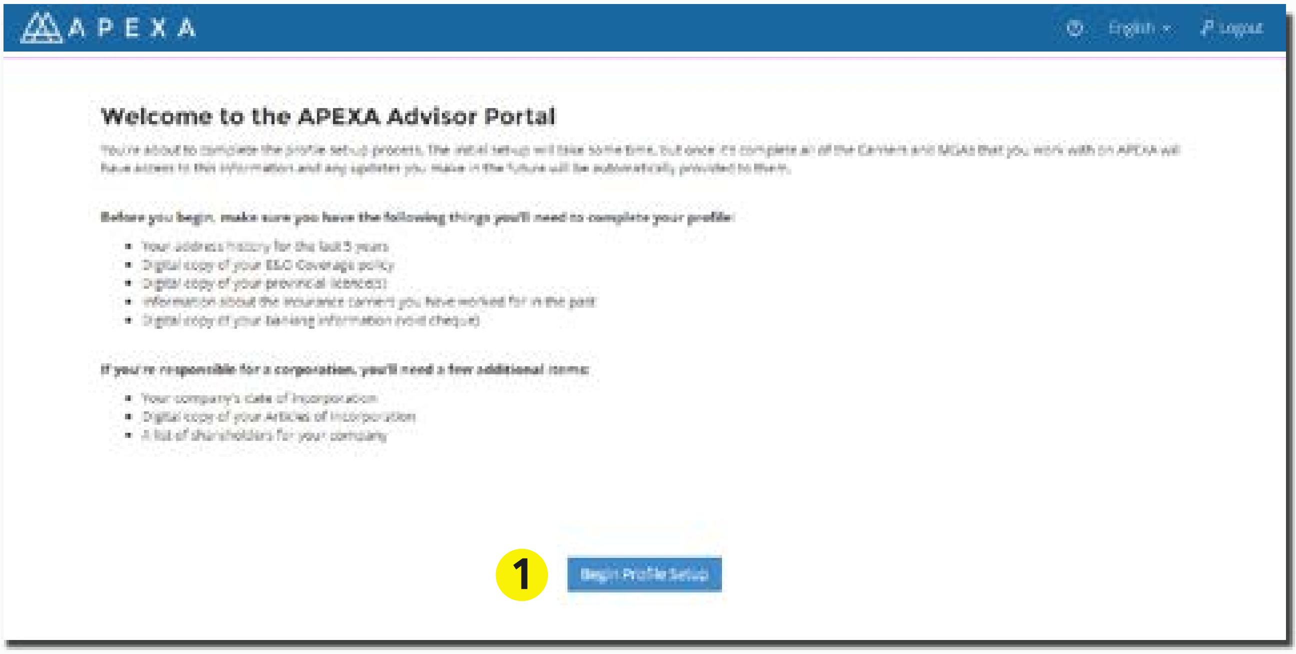

Read the APEXA Website Terms of Use.

1. Scroll down to the bottom of the text.
2. Click on **Accept**.

   * The **Accept** button will be clickable once you will have read (scrolled down) to the bottom.

Check your information and documents.

1 Click on **Begin Profile Setup**.



## + INFORMATION

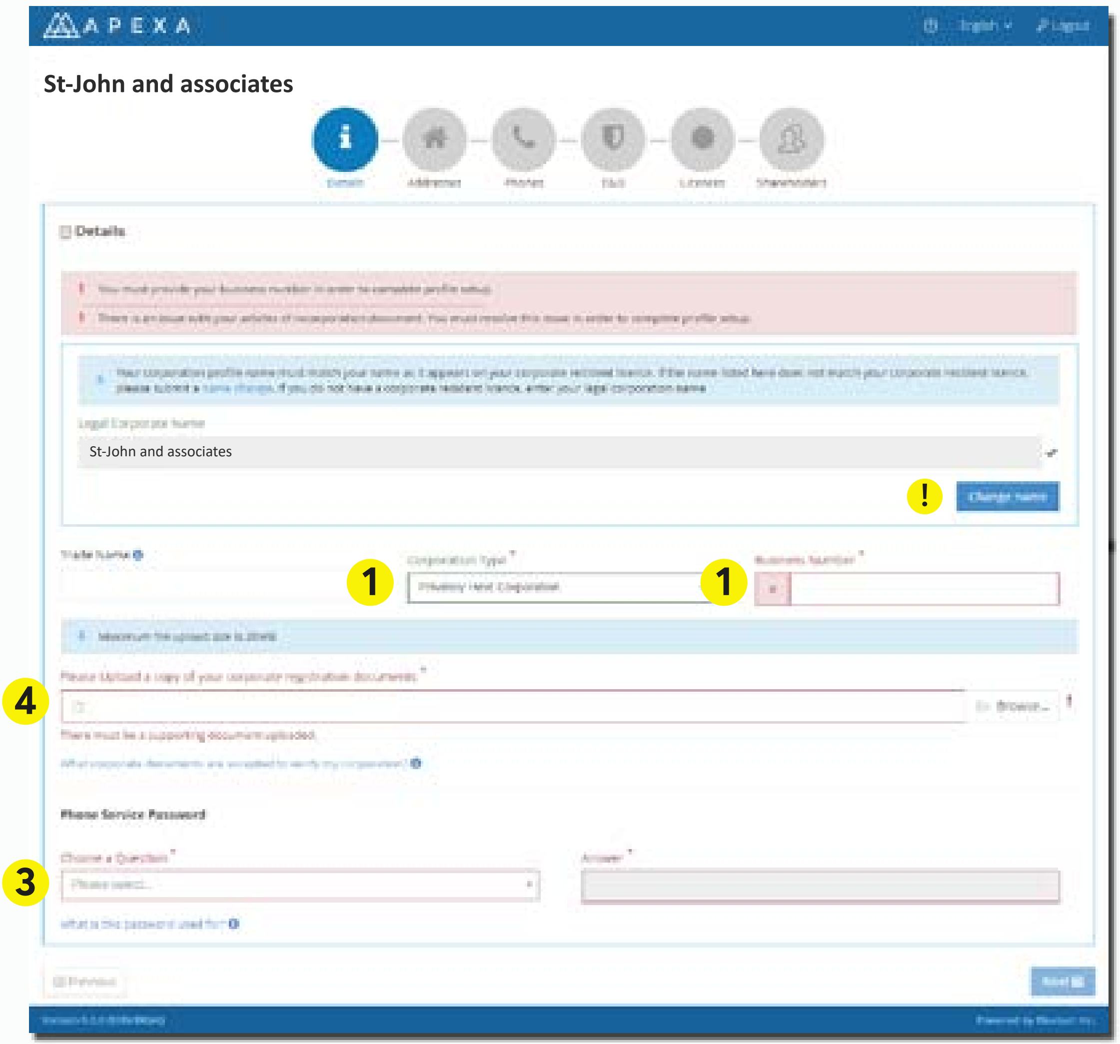
Transmit your corporation information by completing all mandatory fields of this form.

1 Corporation Type, 2 Business Number, and 3 a secret question and answer (they will be used for identification purposes with the APEXA call centre)

4 Upload a copy of your Articles of Incorporation.

! If the pre-populated legal name does not correspond to the name that appears on the corporation licence (provincial licence of the head office), click on **Change name** to request a modification to APEXA.

* The **Next** button will be clickable once all mandatory fields are completed.

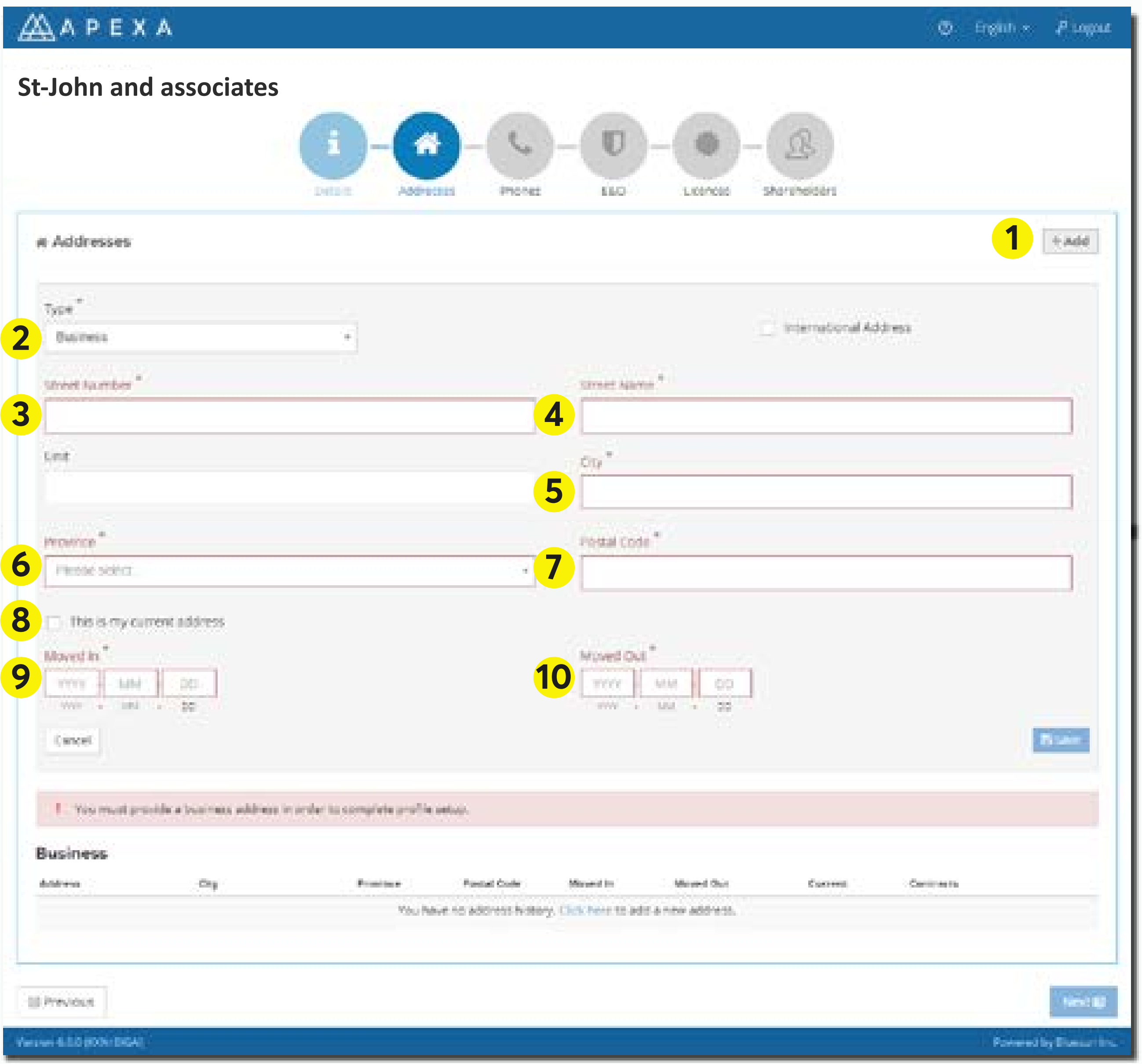


## + ADDRESSES

Transmit your business addresses for the last 5 years.

1 Click on **Add** to add an address and complete the fields.
2 Address type (business), 3 Street number, 4 Street name, 5 City, 6 Province and
7 Postal code.
8 Check if this is your current address (this means there will not be any moved out date).
Enter your 9 moved in and 10 moved out dates..

* The **Save** button will be clickable once all mandatory fields are completed.
* The **Next** button will be clickable once your business address history adds up to at least 5 years without any gap between each address.



## + ADDRESSES

### BUSINESS ADDRESS HISTORY

Should you have less than 5 years business address history, fill the void by adding the principal shareholder residential address as a business address **(type: Business)**.

| RESIDENTIAL | | BUSINESS |
|---|---|---|
| 555 Park Street, Mississauga<br>From 2010-01-01 to today | | 100 Main Avenue, Toronto<br>From 2018-01-01 to today |
| | ADD → | 555 Park Street, Mississauga<br>From 2010-01-01 to 2018-01-01 |

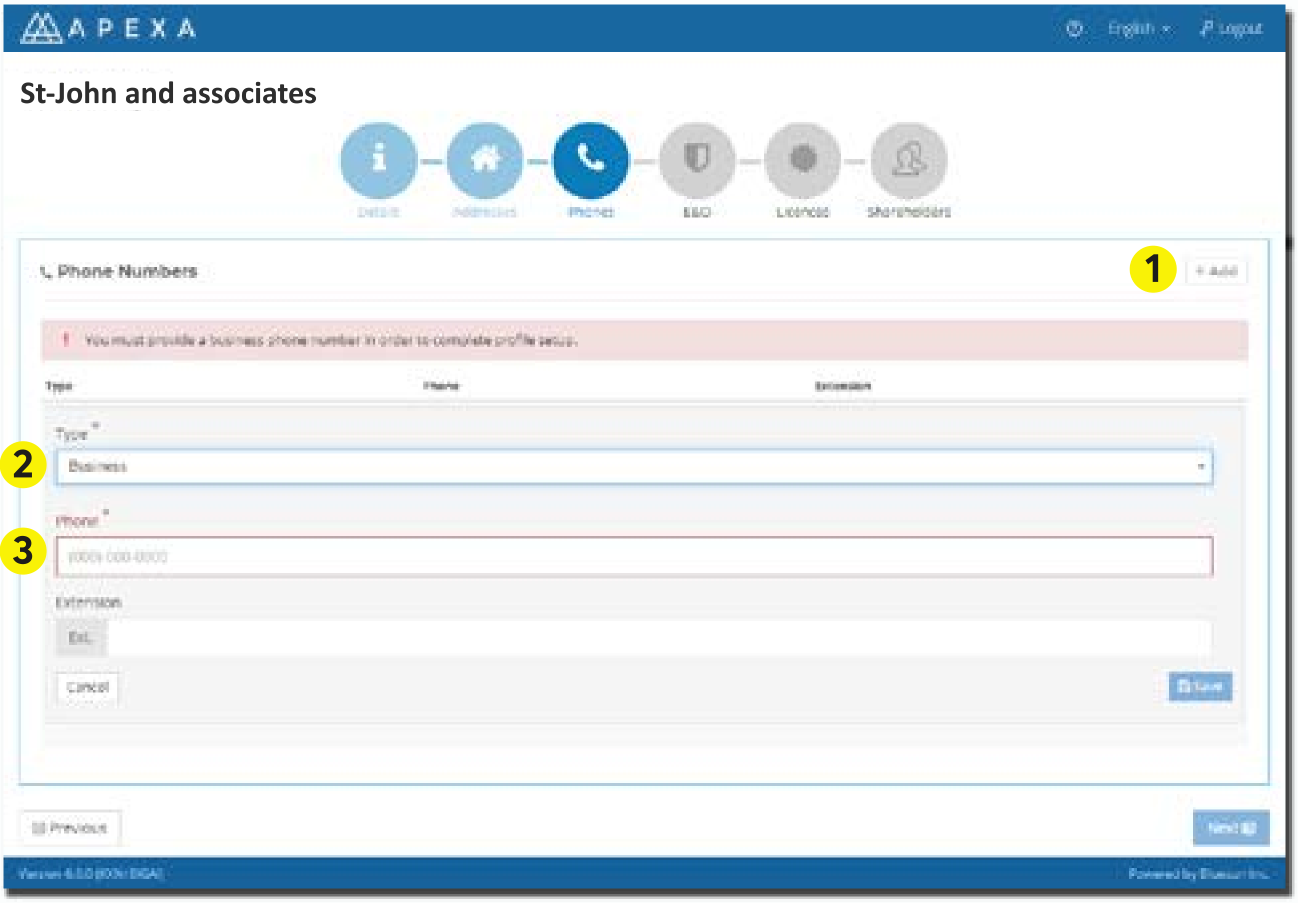
## + PHONE NUMBERS

Transmit at least one phone number

1 Click on **Add** to add a phone number and complete the fields.

2 Phone number type (business, fax, home or toll-free) and 3 Phone number.

* The **Save** button will be clickable once all mandatory fields are completed.
* The **Next** button will be clickable once you enter at least one phone number.

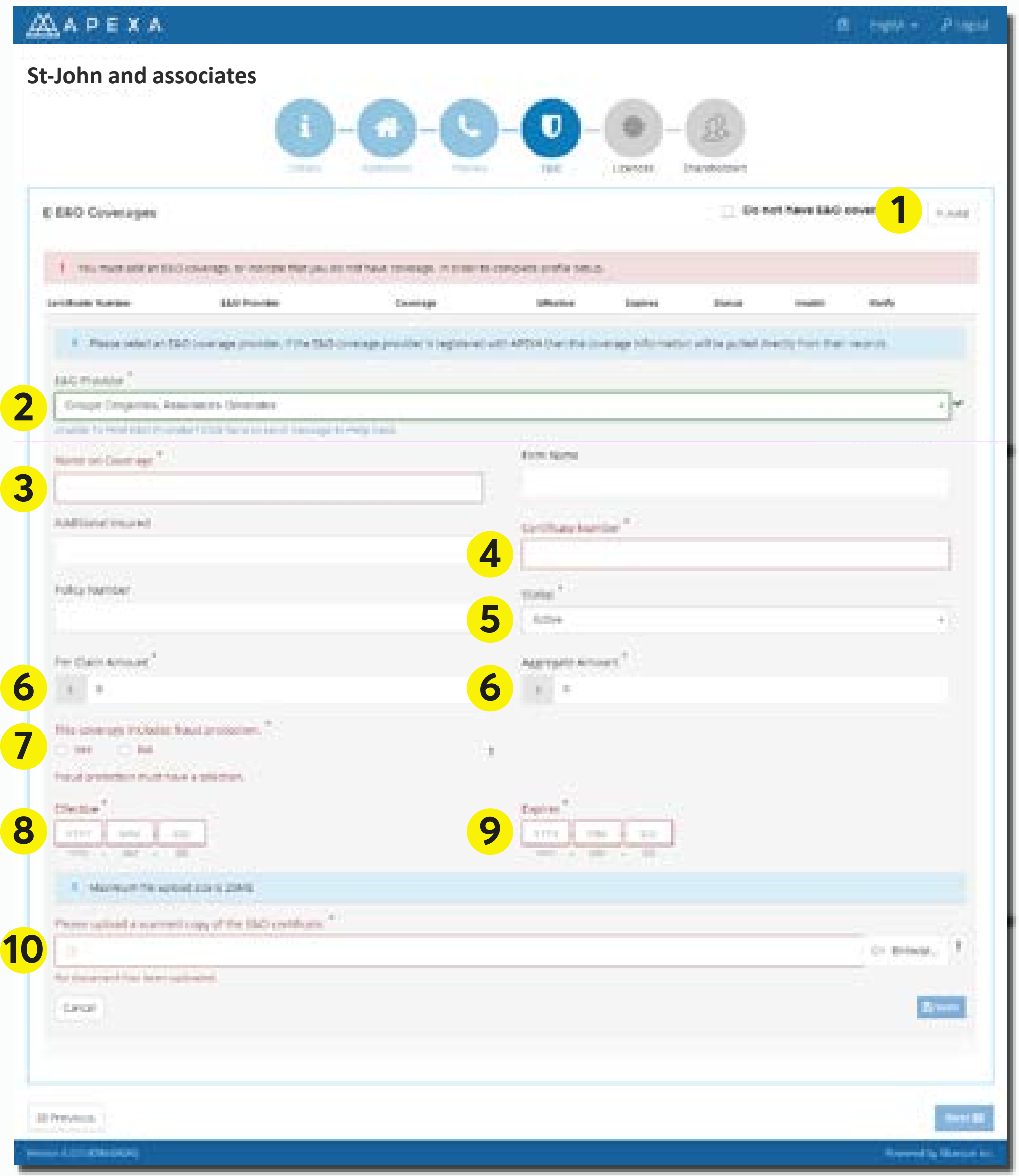


## + E&O COVERAGES

Transmit the corporation E&O coverage information.

**1** Click on **Add** to add your corporation E&O coverage information and complete the field.
**2** Name of the insurance company that provides the E&O coverage, **3** First name and last name,
**4** Certificate number, **5** Status (active or inactive), **6** Insured amounts (per claim and total aggregate),
**7** Fraud protection, **8** Effective and **9** Expiry dates.
**10** Upload a copy of the E&O certificate.

* The **Save** and **Next** buttons will be clickable once all mandatory fields are completed and a copy of the corporation E&O certificate has been uploaded.



## + LICENCES

Transmit the corporation licence(s) information.

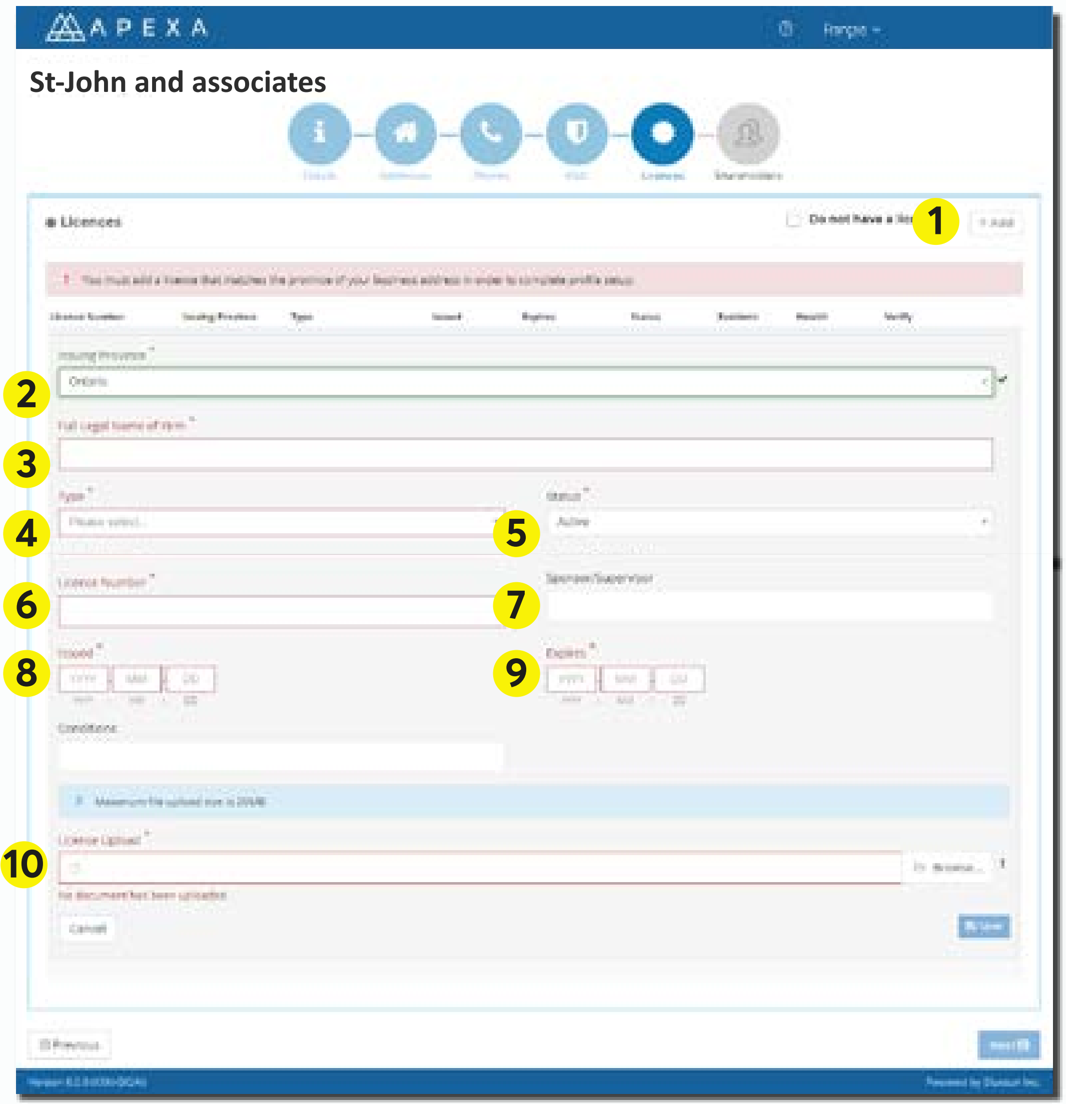
1 Click on **Add** to add a licence and complete the fields.

2 Issuing province, 3 Full legal name, 4 Licence type, 5 Status (active, inactive or pending),

6 Licence number and 7 Issued and 8 Expiry dates.

10 Upload a copy of the corporation licence.

* The **Save** and **Next** buttons will be clickable once all mandatory fields are completed and a copy of the corporation licence has been uploaded.



## + SHAREHOLDERS

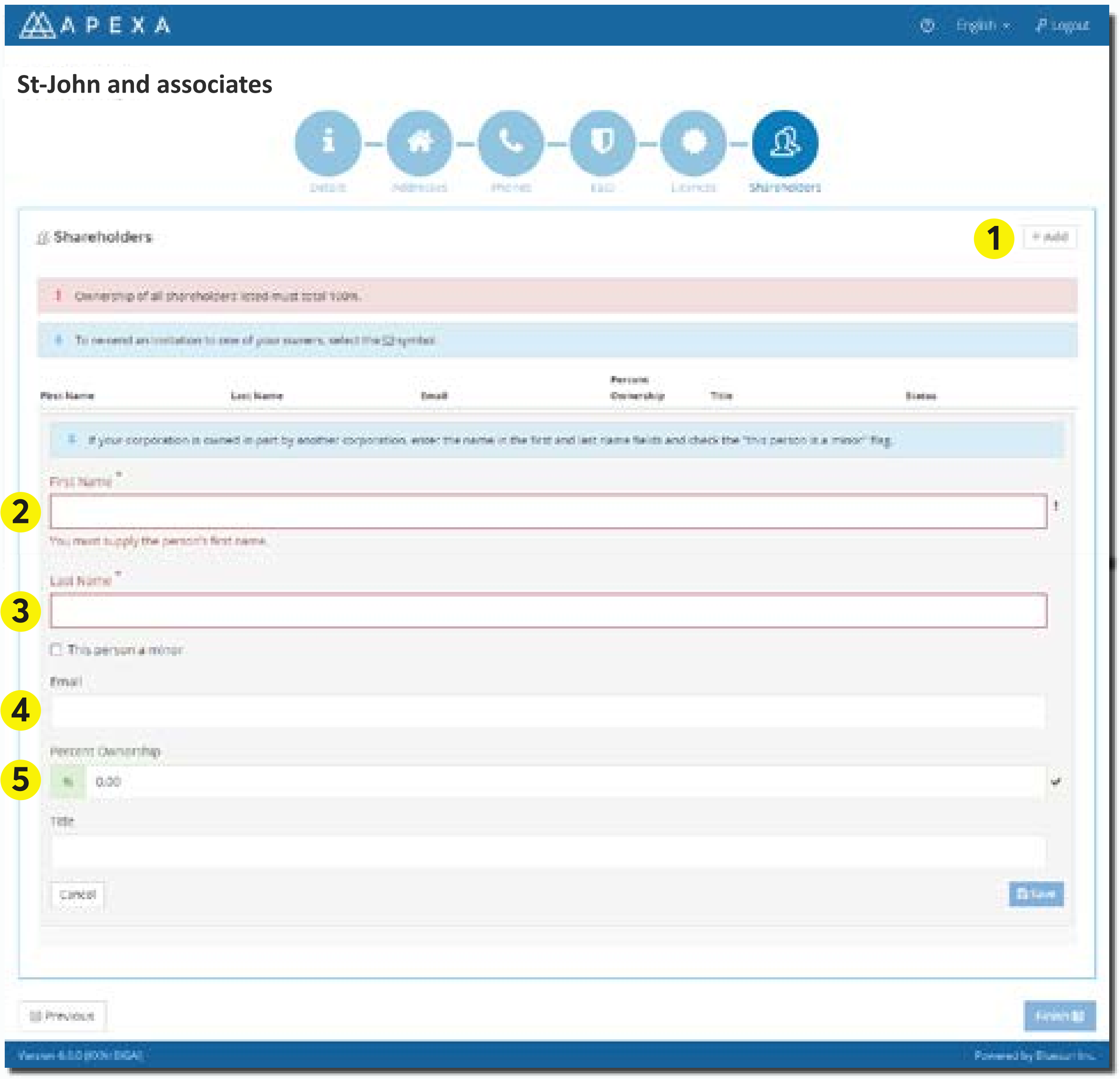
Transmit each shareholder information (even if it is another corporation).

1 Click on **Add** to add a shareholder and complete the fields.

2 First name/corporation name, 3 Last name/corporation name, 4 Email address (shareholders who own 20% or more of the corporation must complete an APEXA profile) and 5 Percent ownership.

* The **Save** button will be clickable once all mandatory fields are completed.

* The **Finish** button will be clickable once the percent ownership adds up to 100%.



## + GLOSSARY OF TERMS

| | |
|---|---|
| **Accepting Entity** | In a contract transfer situation, this is the party to whom the Advisor is transferring (the party accepting the transfer). |
| **Advisor** | Individual who is licensed to sell insurance (Agent, Contractor, Broker, Producer). |
| **Agreement** | This is the (once physical) signable document that passes between parties to create the contract. |
| **APEXA ID** | This is the unique (to APEXA) identifier for a Corporation or an Advisor. |
| **APEXA Portal** | The term used to describe the APEXA system, less the In-Trust database. |
| **Application ID** | This is the unique (to APEXA) identifier for a contract. |
| **Attestation** | Attestation Annual process whereby an Advisor is required to verify and update their APEXA profile. Each Advisor has their own annual period during which they must perform attestation. This process creates a snapshot of the Advisor's profile, which must be signed by the Advisor. |
| **Background Check** | A criminal record check performed by a third party vendor, SterlingBackcheck. |
| **Carrier** | Insurance Company |
| **CIPR** | Canadian Insurance Participant Registry |
| **Contract** | This is the relationship between parties within APEXA. |
| **Contract Codes** | The unifying term for all codes (of any type) applied to a contract. |
| **Corporation** | A non-billable business formed by or employing one or more Advisors. |
| **Credit Check** | A credit check performed by third party vendor, Equifax Canada. |
| **Disciplinary Action** | Records of proceedings or decisions made by Provincial regulators, MFDA or IIROC related to Advisor conduct. |
| **Direct Contract** | A contractual relationship between the Advisor and Carrier, without any intermediaries in the contracting chain. |
| **Document** | A read-only file included in a package to be downloaded, read and accepted by parties within the contract. |
| **E&O Coverage** | E&O Coverage Errors and Omissions Insurance Coverage |

| | |
|---|---|
| **FundServ Code** | FundServ Code Fundserv is the code registrar for the Canadian mutual find industry. Codes are used to identify your company through the life of a transaction, whether placed on Fundserv or manually outside of the network. |
| **Industry Debt** | Commission-related debt which has been accumulated by an Advisor and is owed to their MGA or Carrier Partner, and where recovery attempts have already been made. |
| **MGA** | Managing General Agency; holds at least one direct brokerage contract with a Carrier. |
| **Monitoring** | "Monitoring" is an on-going process to be carried out by MGAs and Carriers for managing identified risks and identifying additional risks in Advisors. |
| **Onboarding** | Process whereby Advisors create their account and populate their initial profile |
| **Package** | A set made up of agreements, documents and/or requirements passed between parties in the system to establish contracts, gather additional information, or facilitate contract transfers. |
| **Partner Organization** | A billable Corporation that has partnered with APEXA and is granted additional functionality. |
| **Primary Party** | This refers to the owner of a contract – the top party in the contracting chain. |
| **Relinquishing Entity** | In a contract transfer situation, this is the party from whom the Advisor is transferring (the party relinquishing the transfer). |
| **Selling Code** | Unique Code associated with each contract. It is typically recorded on each insurance application by the contractor. |
| **Token** | APEXA- generated artifact for attributing ownership of legacy contracts to an Advisor. |