TD Waterhouse

Institutional Services

INTRODUCTION

APPROACHABLE | RESPECTFUL | TRUSTWORTHY | COLLABORATIVE

STRENGTHENING YOUR COMPETITIVE ADVANTAGE

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INTRODUCTION

Adding Value to Your Business

Established in 1987 as a division of TD Waterhouse Canada Inc., TD Waterhouse Institutional Services provides custody, trading, clearing and account administration for Introducing Brokers and Investment Counselling Firms.

Whether you are looking to implement technology solutions, preparing for future growth, or require transitional support for some or all of your business, working with us means collaborating with a group of responsive professionals whose sole purpose is to help you **grow your business by strengthening your competitive advantage**. Come join us, and discover what over 250 financial service firms already know.

Your Client's Experience

Choosing to transition your business to TD Waterhouse Institutional Services will provide direct benefits to your clients, such as:

- A brand that is recognized and trusted
- Complete online access to their accounts, statements, transaction confirmations and tax documents accessible via WebBroker
- Ability to make deposits at over 1100 branches within the TD Canada Trust network
- Coverage by the Canadian Investor Protection Fund and the guaranteed protection of The Toronto-Dominion Bank

> "You will have PEACE OF MIND in knowing that your CLIENTS' ASSETS ARE PROTECTED and are backed by the EXPERIENCE and STRENGTH of TD Bank Financial Group"

Our Team

Your **Regional Relationship Manager** will work with you on a continual basis to understand your business and support your future growth. They will support you by:

- Representing your business
- Consulting with you in matters that range from industry trends to product and service enhancements
- Determining pricing options
- Including you and your team in the year-round client events

The **Account Management Team**, which includes a dedicated **Account Manager** assigned to your business, is your central resource for day-to-day operations. Their role is to:

- Liaise with our **Business Implementation Team**, who are responsible for ensuring a smooth and seamless transition process
- Coordinate scheduled and on-demand training sessions to help you take advantage of the products, tools and solutions that we offer
- Conduct regularly scheduled meetings with your team to ensure that all operational matters are addressed, and to inform you of any upcoming updates and changes

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Trading Solutions

We understand that **fast and efficient trade execution is fundamental** to your business, which is why we are committed to the effective execution, clearing, and settlement of all your trades.

Depending on your trading needs, we offer a variety of solutions:

- **Trade Desks:**
  - *TD Waterhouse Institutional Trade Desk*
  - *TD Securities Inc. Block Desk*
- **TD Corr Direct**
  Our basic online trading platform for equities, options and mutual funds trades
- **Institutional Trading Platform**
  A customizable integrated online solution comprising of level 1 and 2 quotes, charts, news, one-click order entry and bulk trading and allocation features
- **Fixed Income Platform**
  Available for online access to quotes, bond and money market trades, including bulk and allocations
- **FIX (Financial Information eXchange)**
  FIX enabled trading systems are supported

Settlements

Whether you choose to trade with us or away, we provide comprehensive settlement solutions to handle all your bulk settlements and allocations.

"Your TRADING and CUSTODIAL needs are MANAGED under one roof"

Data Management and Comprehensive Reporting

Our extensive experience over the years has resulted in a wide selection of data files your firm can access. We have produced custom solutions for the **seamless transmission of your data** to many top portfolio management systems in the industry. Plus, our dedicated solutions team provides you with consultative services and day-to-day support for your technology and data needs.

Data Transmission

We provide manual transmission of your data through our secure client website. As well, current direct integration and/or interfaces are also in place with:

- Advent
- Croesus
- Harmony (Infinite)
- Ndex
- TooGood

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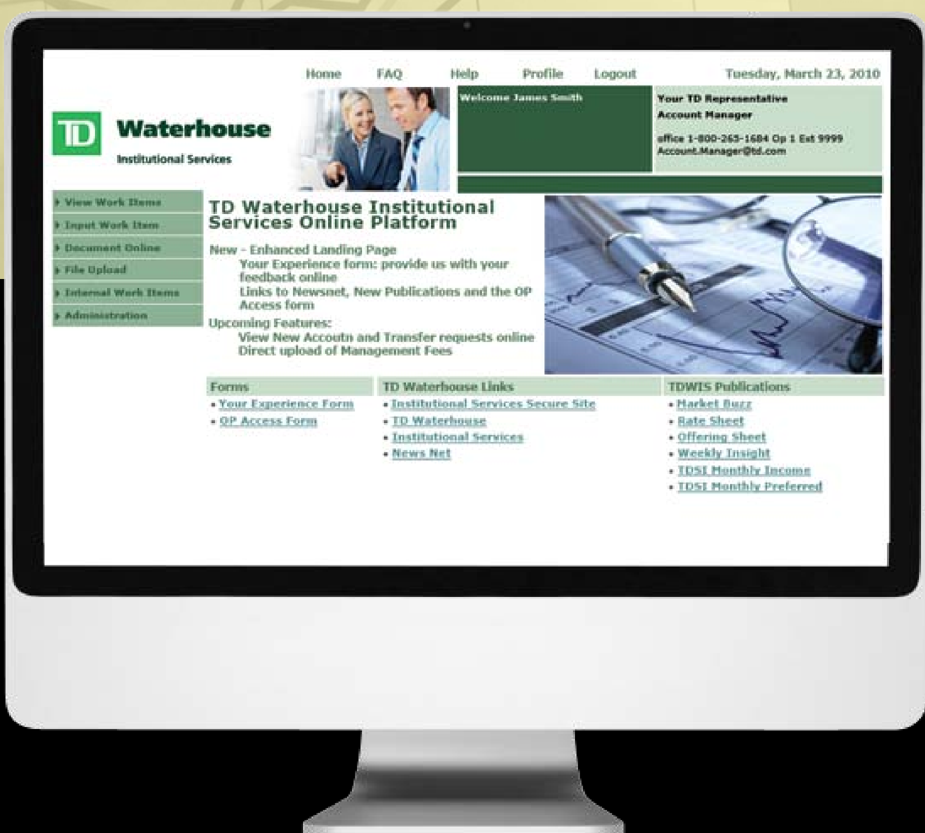
Online Platform

Our web-based account management tool lets you directly manage the day-to-day activities of your clients' accounts:

- Monitor the status of new account and transfer requests
- Access your clients' statements and tax documents
- Process management fees
- Input and manage clients' scheduled withdrawals
- Input administrative requests and view the status of work items in progress



"...WE WILL REACH OUT TO YOU ON A SEMI-ANNUAL BASIS THROUGH OUR CLIENT EXPERIENCE SURVEYS"

Secure Client Website

Our secure client website is your central resource hub that provides controlled access on a per-user basis, such as:

- Procedures, guidelines and tips
- Fillable forms
- Client data reports
- Data for downloading to portfolio systems
- Links to our trading platforms
- Fixed Income and U.S. Foreign Exchange rates
- Third-party research
- Business support tools

Client Workshops and Events

Joining us extends beyond custodial services. You gain access to specialized client programs designed to add value and build your business:

- Client workshops
- Analyst calls and conferences
- Networking events
- Industry and community events

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Benefits

- Experience a new level of personalized service through your dedicated Account Manager and Relationship Manager
- Facilitate your trades through a host of specialized trading desks and online trading options
- Download comprehensive client reports in a variety of formats
- Seamlessly integrate your data from top portfolio management systems
- Fully functional and tested "hot-site" facility specifically for disaster recovery designed to be operational within minutes
- Centralized online resource to manage your clients' day-to-day needs
- Networking and educational opportunities

www.tdwaterhouse.ca/is

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