

MFDA Investor *Bulletin*



IN THIS ISSUE:

Plan for the Unexpected	1
Working Safely with your Advisor During COVID-19	2
Stay Informed: Subscribe to MFDA Investor Bulletins.....	2

OCTOBER 2020 INVESTOR EDUCATION

October is Investor Education Month and to mark the occasion the MFDA is issuing an Investor Bulletin to provide you with key information related to investing during the COVID-19 pandemic.

Plan for the Unexpected

The COVID-19 pandemic has brought about rapid and sometimes confusing changes to the lives of all Canadians. With the looming second wave either having begun, or expected to begin shortly in many parts of Canada many Canadians are once again feeling stressed and uncertain about the future.

When it comes to financial matters, a good way to help with worry and concern is to create a plan to deal with situations that might arise in the future. Now is a good time to have a discussion with your advisor about actions you can take to prepare for the unexpected.

Consider discussing:

- ✓ How you can prepare both mentally and financially for any future market volatility
- ✓ Whether you want to start saving for an emergency fund or make any changes to one you have in place
- ✓ How to access your emergency fund or other savings in case of a financial emergency
- ✓ Whether your risk tolerance has changed and whether there should be any corresponding changes to your portfolio



Mutual Fund Dealers Association of Canada
Association canadienne des courtiers de fonds mutuels



Working Safely with your Advisor During COVID-19

The COVID-19 pandemic has changed how most Canadians interact with their Advisors. For example, meetings and discussion with your advisor may be different than they were before, as in-person meetings may no longer be advisable. With this in mind there are certain steps you can take to help facilitate communication with your advisor and to protect yourself during these turbulent times:

- ✓ Think about your preferred method of remote communication with your advisor; such as by videoconference (Skype, FaceTime, etc.) or telephone. If you plan on using a videoconferencing service try to familiarize yourself with the technology prior to using it with your advisor for the first time
- ✓ When speaking to an advisor remotely try to ensure that there are as few people around as possible so that any personal and confidential information you discuss remains private
- ✓ Avoid using the mail to send documents and communications if possible
- ✓ Sign up for electronic delivery of documents and electronic funds transfers (EFTs) where available
- ✓ You should only send confidential and personal information to trusted and verified sources (e.g. websites or email addresses you are familiar with)
- ✓ You should not send any personal information or sensitive documents over unsecured email or through unsecured websites

You Should Never Lend Money to your Advisor

MFDA rules prevent advisors from asking for, or accepting a loan from a client. If an advisor ever asks you for a loan, or if you have lent money to an advisor in the past, you should report this fact to the advisor's dealer immediately.

If You Have a Complaint

Complaints to your dealer

To avoid any delays that may occur by sending complaints by regular mail during this time you should consider sending complaints to your dealer by email. Your dealer's email address can typically be found on its website.

Complaints to the MFDA

Complaints submitted to the MFDA should be sent to complaints@mfd.ca or through the MFDA electronic [complaints form](#).

For more information on submitting a complaint to the MFDA please visit: <https://mfd.ca/investors/how-to-make-a-complaint/>

If you require assistance in locating your dealers email address or require further information on filing a complaint with the MFDA, please call (416) 361-6332 or 1-888-466-6332 (Option #1) or email membershipservices@mfd.ca.



Stay Informed: Subscribe to MFDA Investor Bulletins

The MFDA will continue to publish investor bulletins related to protecting investors and providing information on COVID-19 developments. You can subscribe to receive MFDA Investor Bulletins directly through the MFDA's email subscription service at <http://www.mfd.ca/subscribe>.

In addition, investors are encouraged to review all COVID-19 related resources posted to the [MFDA COVID-19 information page](#).



Mutual Fund Dealers Association of Canada
Association canadienne des courtiers de fonds mutuels

Mailing Address:

121 King Street West, Suite 1000
Toronto, Ontario M5H 3T9

Phone: (416) 361-6332 or 1-888-466-6332

www.mfd.ca