

# Relationship Disclosure

BMO InvestorLine believes the best way to help you meet your financial goals is to offer a clear understanding of the service we offer, the features of your account(s), including how it operates, and outline our mutual responsibilities.

## Our service

BMO InvestorLine Self-Directed is an online investing service that provides **order execution only** for equities, options, mutual funds, fixed income and foreign exchange currency.

As part of its service, BMO InvestorLine Self-Directed offers you a wide range of accounts, from which to choose to meet your investing needs, including:

- Cash – for clients who intend to pay cash for each purchase
- Margin accounts – for clients wishing to borrow money against securities they currently own or intend to purchase
- Non-personal accounts (e.g., Trusts, Estates, For Corporations)
- Retirement Savings accounts and Retirement Income accounts (RIFs and LIFs) – for clients wanting to shelter eligible investments from immediate tax
- Registered Education Savings Plans – for clients to accumulate tax-free income while saving for a child's education, and
- Tax Free Savings accounts – for clients wanting to earn tax-free income with the flexibility to withdraw money for emergencies or other purposes without tax consequences

## Communication

You will receive a monthly statement to reflect monthly transactions you've made with your account. Your account statement confirms your current holdings, the value of your

portfolio, all account activity, including purchases and sales of securities, contributions and withdrawals, dividends, interest earned and paid, transfers, and any other transactions that have occurred in your account over the reporting period.

BMO InvestorLine will also include two additional sections:

- On the December year-end statement Your Performance Report, which includes your total percentage return – on both a Time-Weighted and Money-Weighted basis, and;
- On each statement you receive, A Year-to-Date Fees Summary which includes all fees paid directly by you (Operating and Transaction charges), and any compensation we received through third parties, for the previous calendar year.

If there is no activity in your account from the prior month, you will receive a quarterly statement. Also note that you will promptly receive trade confirmations once your orders have been filled. If you don't receive a statement within ten business days of the date you normally receive one, please advise us and we will investigate.

## Self-directed account documents

BMO InvestorLine is required to provide you with certain documents when you open your account:

- Commission & Fee Schedule
- Protecting your privacy
- Relationship Disclosure
- [IIROC Official Brochure](#)
- An Investor's Guide to Making a Complaint
- [CIPF official brochure](#)

Note: that you can also access these documents online.

## Conflicts of interest

A conflict between our interest and yours may arise where we act for you in transactions involving related and/or connected issuers. You will be notified of any future potential conflicts of interest as they arise. For more information on existing conflicts of interest, click the "Conflicts of Interest" link found at the bottom of every page of the site.

## Fees

Equity trades are only \$9.95 each (flat fee).

No commissions apply to mutual funds to buy, sell or switch. However, early redemption fees and minimum investment amounts may apply. [View full Commission & Fee Schedule.](#)

## Using benchmarks to measure portfolio performance

Benchmarks provide investors with a means of measuring the relative performance of their portfolio against a standardized or "benchmark" portfolio over a prescribed period of time. Although a singular benchmark may be used (i.e., a broad stock market or bond index), a blend of benchmarks may be appropriate for portfolios which include different asset classes and/or investments. Investors are reminded that past performance is not necessarily an indicator of future performance. We do not currently provide benchmark comparisons in our account reporting.

## Complaint handling

Upon opening an account with BMO InvestorLine Self-directed, you will be provided with a copy of IIROC's approved complaint handling process brochure, An Investor's Guide to Making a Complaint. To obtain a copy of the brochure, please visit the Resolving Client Complaints section of our website or call BMO InvestorLine at 1-888-776-6886.

If you have a complaint, please contact us by email, telephone, or mail. We'll do everything we can to

address your problem or concern quickly, efficiently and professionally.

Here are the steps you can take to make a complaint:

### Step 1 – Gather your information

- supporting documents concerning your query, paying special attention to the dates of occurrence;
- names of the employee(s) involved; and
- specifics of the concern and what you would like us to do.

### Step 2 – Talk to Us

- call 1-888-776-6886 to speak to a highly qualified Client Relationship Consultant, or
- send us an email or letter.

If you're not satisfied with the solution, the Manager will become involved in the resolution of your problem or concern.

### Step 3 – Take it to the next level

If you're not satisfied with the solution you receive from the Manager in Step 2:

- The Manager will offer to communicate all the relevant details to our Client Relationship Management Centre or provide you with the contact information to escalate the issue yourself.
- We'll respond within 24 hours offering you a deadline by which we commit to resolve the problem.
- If we're not able to reach you personally, we'll send a letter of acknowledgement setting out this commitment.
- Our staff will regularly update you on the progress being made if there's a delay.

## Availability

You can also access your account online 24 hours a day, 7 days a week to review your account positions, transaction history and select whether you would like to receive your statements online.