



PENSION BULLETIN 2018-02

To: Financial Advisors for LIF/RRIF Transfers

Re: New online application system for LIF-RRIF transfer requests under the *Pension Benefits Act*

19 April 2018

FCNB's new online portal for LIF-RRIF transfer requests under the *Pension Benefits Act* will be live effective 28 May 2018. As part of the move to the new online system, all financial advisors who perform LIF/RRIF transfers on behalf of their clients are required to set up an account at <https://portal.fcnb.ca>.

Instructions for using the portal and completing the various online processes are available on our portal FAQ at <http://fcnb.ca/portalfaq.html>.

Effective 28 May 2018, FCNB will only accept **online** applications. FCNB will accept paper applications until 23 May 2018 at 2 pm AST. Paper applications that are incomplete as of that time will not be processed. They will be considered abandoned by the financial advisor and will be nullified by FCNB. Financial advisors who have submitted paper applications and have been notified that they must address deficiencies, must address those deficiencies no later than 23 May 2018 at 2 pm AST. Financial advisors who have their paper applications abandoned and wish to reapply must do so through the online portal.

If you have any questions, please email LIFrequest-demandedFRV@fcnb.ca and provide your name, phone number and your question.