

TD Direct Investing Relationship Disclosure



Welcome to TD Direct Investing. We are committed to providing you with exceptional service, support and a comfortable investing experience to meet your unique needs. Whether you're just starting out or you've been investing for years, we offer comprehensive educational resources, innovative tools, convenient access and knowledgeable people to help you invest with confidence.

Please review the information provided in this Relationship Disclosure document. It contains important details about the products and services we offer, the features of your account(s) and how it/they operate(s), and our responsibilities to you.

Should there be material changes impacting this Relationship Disclosure information, we will let you know. If you have any questions or if we can be of assistance in any way, please contact us at **1-800-465-5463**. We are ready to assist you any time, 24 hours a day, seven days a week.

Products and Services Offered by TD Direct Investing

Services

TD Direct Investing provides order execution accounts as described below.

Products

We offer access to the following investment products:

- Cash equivalents (e.g. T-Bills and money market instruments)
- Fixed income or debt securities (e.g. bonds and debentures)
- Equities including warrants
- Investment funds including mutual funds and exchange traded funds
- Derivatives (e.g. options)
- Principal protected notes, principal at risk notes
- Precious metal certificates

For more information on investment products, you can also read the investment explanations in the ***Investments at a Glance***, a booklet prepared by the Canadian Securities Administrators (CSA) for financial consumers. It's available on the CSA website at www.securities-administrators.ca

Account Types and How They Operate

Order Execution Account

With our Direct Trading and Registered Plan accounts ("Order Execution Account"), you can enter orders using our online trading platforms, through the TD mobile or tablet app., or over the phone with one of our licensed Investment Representatives. We provide you comprehensive support, tools and resources to help you make informed investment decisions and be confident in your investment choices. We do not provide financial, legal, tax or investment advice or recommendations. You are responsible for your own investment decisions.

Fees and How They Are Calculated

The fees you pay are set out in the *Commission Schedule and Statement of Disclosure of Rates and Fees* document provided to you at the time of account opening. This information can also be found on our website at: tddirectinvesting.ca

Investment Suitability

Order-execution accounts

TD Direct Investing does not advise you on the suitability of your investments or transactions.

Our Reporting To You

Trade Confirmations

When you buy or sell securities, a trade confirmation will be sent to you electronically or by mail, whichever you prefer, within one business day of the trade date.

It will contain the details of the transaction including but not limited to:

- Security name, marketplace and dates
- Amount paid by you for a purchase or paid to you on a sale
- Amount of any commission, spread, charge or fee applied

Account Statements

You will receive an account statement:

- Monthly if activity occurs in your account (excluding interest and dividend payments) in the preceding month or upon request
- At the end of March, June, October and December, whether or not there has been activity in your account

Each statement for the reporting period will include but is not limited to:

- Your name, address, account type and account number
- Telephone numbers for TD Direct Investing
- Book cost and market value of all holdings in the account

- Activity that occurred in the account for the reporting period
- Account performance and personal rates of return since inception and for 1, 3, 5 and 10 year periods, as applicable

Annual Report on Charges and Other Compensation

Each year, you will receive a report, for the 12 months ended December 31st. which will set out the following:

- the fees and charges related to the operation of your account;
- the amount of any trailing commission received by us in relation to securities held in your account; and
- any compensation, other than trailing commission, received by us from an issuer of securities or another dealer or adviser.

Investment Benchmarks

Investment benchmarks generally provide a broad measure of the return generated by specific asset classes over a given period. An Investment Benchmark can be used as a standard against which the performance of a security or investment portfolio can be measured. The most common form of investment benchmark is an index – such as a stock or bond index. Some common broad based market benchmarks include the S&P/TSX Composite Index, FTSE Canada Universe Bond Index, and the S&P 500 Index.

Measuring the return of your portfolio against appropriate benchmarks can be an effective way of assessing the relative performance of your investments

Conflicts of Interest

We have adopted policies and procedures to assist us to identify and control any conflict of interest that we may face. For full details on our conflict of interest policies, please see the **Statement of Policies** section of the *TD Waterhouse Canada Inc. Account and Services Agreements and Disclosure Documents* provided to you at the time of account opening. Since the **Statement of Policies** may be updated periodically, you can be provided with an updated copy upon request.

Other Helpful Information

We look forward to serving you. Our focus is on establishing open communication to build and maintain a strong relationship. Yet we know that misunderstandings and mistakes may occur. If you have a complaint, please let us know. Our **Client Problem Resolution Process** is included for your reference in the *TD Waterhouse Canada Inc. Account and Services Agreements and Disclosure Documents* booklet provided to you at the time of account opening.

Checklist of Documents

We have provided you with copies of the following documents for your account:

1. TD Waterhouse Canada Inc. Account and Services Agreements and Disclosure Documents, including the Statement of Policies.
2. This Relationship Disclosure Document
3. Commission Schedule and Statement of Disclosure of Rates and Fees
4. Strip Bond Disclosure Document
5. Canadian Investor Protection Fund (CIPF) Brochure
6. An Investor's Guide to Making a Complaint
 - Part 1 of 2: Making a Complaint: A Guide for Investors
 - Part 2 of 2: How Can I Get My Money Back: A Guide for Investors
7. How IIROC Protects Investors

Thank you for choosing TD Direct Investing. Our Investment Representatives are pleased to assist you any time, 24 hours a day, seven days a week by calling **1-800-465-5463**. We look forward to helping you achieve your financial goals, now and in the years to come.



TD Direct Investing is a division of TD Waterhouse Canada Inc., a subsidiary of the Toronto-Dominion Bank. ®The TD logo and other trade-marks are the property of The Toronto-Dominion Bank. 533378 (0119)