

# ACCOUNT ADMINISTRATION REPORTS

OPTIMIZE WEALTH MANAGEMENT



**Optimize**  
**Wealth Management**

# ONGOING REPORTS

## What are they?

The reports outlined below offer the means to ensure the ongoing maintenance of all clients as well as individual accounts from an administrative standpoint. They present the necessary information to determine which clients are affected by specific circumstances, how to address them, and potential issues that may arise if the clients and/or accounts are not remedied appropriately.

## Where to find these Reports?

Report Name	Location
<u><a href="#">The Clients Turning 71 Report</a></u>	Contacts Index Page of the CRM
<u><a href="#">The Expiring Individual W8BEN Report</a></u>	Accounts Index Page of the CRM
<u><a href="#">The Expiring Entity W8BEN-E Report</a></u>	Accounts Index Page of the CRM
<u><a href="#">The Expiring Treaty Statement Report</a></u>	Accounts Index Page of the CRM
<u><a href="#">The Expiring Non-Resident Report</a></u>	Contacts Index Page of the CRM
<u><a href="#">The Expiring Withholding Statement Report</a></u>	Accounts Index Page of the CRM
<u><a href="#">The RESP Grants Rejection Report</a></u>	Account Index Page of the CRM
<u><a href="#">The RESP Registration Rejection Report</a></u>	Account Index Page of the CRM
<u><a href="#">The RESP SIR Registration Rejection Report</a></u>	Account Index Page of the CRM
<u><a href="#">The TFSA Registration Rejection Report</a></u>	Account Index Page of the CRM
<u><a href="#">The Restricted Accounts Report</a></u>	Account Index Page of the CRM
<u><a href="#">The RDSP Registration Rejection Report</a></u>	Account Index Page of the CRM
<u><a href="#">The RDSP Grant Bond Refusal Report</a></u>	Account Index Page of the CRM
<u><a href="#">The Returned Email Report</a></u>	Contacts Index Page of the CRM
<u><a href="#">The Return Mail Report</a></u>	Contacts Index Page of the CRM
<u><a href="#">The Depleting Systematic Plans Report</a></u>	Systematic Plans Index Page of the CRM
<u><a href="#">The All Plans Report</a></u>	Systematic Plans Index Page of the CRM

## Why and How to use these Reports?

Using these reports enables you to stay on top of any outstanding issues or missing information across client accounts. You have access to all the above Reports through the CRM in a tool which is called an index page. This will enable you to efficiently manage the account administration and keep the clients and their accounts up to date. For a quick tutorial on navigating the index page in the CRM, please use this [link](#).

# THE CLIENTS TURN 71 REPORT

## What is the Report?

Clients who are turning 71 this year who have an RSP, SRSP or LIRA Account opened and who will need to open and transfer these accounts to a corresponding RIF or LIF Account.

## How to use this Report?

1. Please review the list to determine which clients require a RIF/LIF to be opened by the end of the year. This is also a good time to consider any other clients turning 71 this year who do not have an RSP, SRSP or LIRA to inquire if they need help opening a RIF or LIF here at Optimize.
2. Once the appropriate account has been opened, submit a transfer request to move the funds from the RRSP or LIRA account to the RIF/LIF.

## Why use this Report?

If these clients do not unfortunately open up a new RIF and/or LIF account, these types of accounts will be forced open at the end of the year and will be added to the Restricted Account List.



# THE EXPIRING INDIVIDUAL W8BEN REPORT

## What is the Report?

Clients who have a W8BEN expiring at the end of the year and need to either provide an updated ID or an updated W8BEN form.

## How to use this Report?

1. Please review the list to determine which clients are required to either provide a valid piece of photo ID or an updated W8BEN. Please find the W8BEN form under Account Documents in the Portal.
2. Once the required signed documentation is obtained, please submit an Account Administration service request through the CRM to update the client's Valid Photo ID or W8BEN.

## Why use this Report?

If the updated information is not submitted by the end of the calendar year, the accounts will be subject to additional withholding taxes (typically 15%).



# THE EXPIRING ENTITY W8BEN-E REPORT

## What is the Report?

Entity Accounts who have a W8BEN-E expiring at the end of the year and need to provide an updated Treaty Statement.

## How to use the Report?

1. Please review the list to determine which clients require the updated Treaty Statement. Please find the Treaty Statement form under Account Documents in the Portal.
2. Once the signed form is obtained, please submit an Account Administration service request through the CRM to update the entity's Treaty Statement form.

## Why use this Report?

If the updated Treaty Statement form is not submitted by the end of the calendar year, the accounts will be subject to additional withholding taxes (typically 15%).



# THE EXPIRING TREATY STATEMENT REPORT

## What is the Report?

Entity Accounts who have a Treaty Statement Report expiring at the end of the year and need to provide an updated Treaty Statement.

## How to use the Report?

1. Please review the list to determine which clients require the updated Treaty Statement. Please find the Treaty Statement form under Account Documents in the Portal.
2. Once the signed form is obtained, please submit an Account Administration service request through the CRM to update the entity's Treaty Statement form.

## Why use this Report?

If the updated Treaty Statement form is not submitted by the end of the calendar year, the accounts will be subject to additional withholding taxes (typically 15%).



# THE EXPIRING NON-RESIDENT REPORT

## What is the Report?

Clients who are non-residents of Canada and have a missing or expiring NR-301 Form.

## How to use the Report?

1. Please review the list to determine which clients require the updated NR-301 Form. Please find the NR-301 form under Account Documents in the Portal.
2. Once the signed form is obtained, please submit an Account Administration service request through the CRM to update the client's NR-301 form.

## Why use this Report?

If the updated NR-301 form is not submitted by the end of the calendar year, the accounts will be subject to additional withholding taxes (typically 15%).



# THE EXPIRING WITHHOLDING STATEMENT REPORT

## What is the Report?

Clients who have a Withholding Statement Expiring at the end of the year.

## How to use the Report?

1. Please review the list to determine which clients require the updated Withholding Statement. Please find the withholding statement under Account Documents in the Portal.
2. Once the signed form is obtained, please submit an Account Administration service request through the CRM to update the client's withholding statement form.

## Why use this Report?

If the updated withholding statement is not submitted by the end of the calendar year, the accounts will be subject to additional withholding taxes (typically 15%).





# THE RESP GRANT REJECTION REPORT

## Documentation - RESP Grant Rejection

### What is the Report?

Clients with RESP accounts where the grants related to one or more of the contributions have been flagged for potential rejection.

### How to use the Report?

1. Please review the report to determine the rejection reason and then follow the guide below which outlines available solutions for each instance:

Instance	Solution
Annual Limit Exceeded	Please note that the beneficiary may have unused prior years' contribution room in which case grants will be available until such room is exhausted. If they do not have a prior year's contribution room and there are other beneficiaries with available contribution room, consider reallocating contributions to any other beneficiary(ies). This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Age of Beneficiary	Please note that the beneficiary has surpassed the age where they are eligible to receive additional grants for any contributions attributed to them within the plan. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Lifetime Limit Exceeded	Please note that the beneficiary has exceeded their lifetime limit of applicable grants for the RESP plan. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Lifetime Contribution Limit Exceeded	Please note the Lifetime Contribution Limited has been exceeded for this beneficiary. Any contributions after this will.
Other	Please note the contribution amount is below the minimum allowable amount of \$0.03. As such, this contribution does not attract grants.
PCG, Spouse or beneficiary information not matched with CRA information	Please note that PCG, Spouse or Beneficiary Information does not match with the records at the CRA. Please review and confirm which book of record is incorrect and remedy by either submitting a service request to update the information of the plan or have the client reach out to the CRA to amend the information.

Transaction Requested No Grant	Please note the grant request flag for this contribution is set to 'No'. If this is not accurate please update the RESP plan. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Failed 16/17 Year Rule	Please note that the contribution attributed to this beneficiary falls into a year in which the beneficiary turns 16 or 17 and the beneficiary does not meet the conditions for the 16/17 rule. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
CLB Will Not be Paid for This Benefit Year	Please note the beneficiary is not eligible for a CLB payment for the benefit year for which the request was made. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Request Not Designated to Attract CLB for the Beneficiary	CLB request is no longer active in the CESP system. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
Spouse not in active relationship	Please note the spouse reported on the contribution is not in an active relationship with the primary caregiver at the time of the contribution based on the transaction date of the contribution. Consider reallocating any additional contributions to other beneficiary(ies) if they have sufficient grant room. This can be done by cancelling/correcting this contribution and/or modifying the existing systematic plan.
PCG Custody not confirmed by CRA	Please note the PCG on the contribution of the PCG associated with the spouse reported on the contribution requesting additional CESG is not the designated PCG for the beneficiary during the month and year of the transaction according to the CRA.
The PCG/Spouse SIN is not numerically valid	Please note the individual PCG/Spouse SIN is not numerically valid. Please confirm the SIN on the plan and submit an account administration update request if the information on the plan is invalid.

## Why use this Report?

The Report enables you to fix potential issues related to the receipt of RESP grants to avoid missed grant monies and/or other opportunities.

# THE RESP REGISTRATION REJECTION REPORT

## What is the Report?

RESP accounts which have not been appropriately registered due to a potential mismatch of information we have on file versus what the Social Insurance Registry has on file for the beneficiary.

## How to use the Report?

Please review the list to determine which information potentially is not accurately reflected on the account opening documentation and follow the guide below which outlines available solutions in each instance:

Reason for RESP Registration Rejection	Solution
Beneficiary SIN does not match	Please update the SIN of the Beneficiary through the Account Administration Pipeline.
Beneficiary First Name does not match	Please update the First Name of the Beneficiary through the Account Administration Pipeline.
Beneficiary Last Name does not match	Please update the Last Name of the Beneficiary through the Account Administration Pipeline.
Beneficiary Date of Birth does not match	Please update the Date of Birth for the Beneficiary through the Account Administration Pipeline.
Beneficiary Gender does not match	Please update the Gender for the Beneficiary through the Account Administration Pipeline.

If the information on record is accurate, please have the client contact the Social Insurance Registry to amend the information.

## Why use this Report?

The report enables you to confirm that the beneficiary receives the appropriate grants attributed to any contributions which are made to the plan.

# THE RESP SIR REGISTRATION REJECTION REPORT

## What is the Report?

RESP accounts which have not been appropriately registered due to a mismatch between the social insurance number on file with us and the social insurance number the CRA has.

## How to use the Report?

1. Please review the list to determine which beneficiary(ies) are potentially not reflected properly.
2. If the information is not accurate, submit a service request to update the beneficiary(ies) SIN.
3. If the information is accurate, please have the client contact the Social Insurance Registry to make the necessary amendments.

## Why use this Report?

The report enables you to confirm that the beneficiary(ies) information is correct so that the plan can be properly registered and the appropriate grants attributed to any contributions which are made to the plan.

# THE TFSA REGISTRATION REJECTION REPORT

## What is the report?

TFSA accounts which have not been appropriately registered due to a potential mismatch of subscriber Information.

## How to use the report?

Please review the list to determine which potential account holders have a mismatch between the information we have on file and the information that the CRA has. Follow the guide below which outlines available solutions in each instance:

Reason for TFSA Registration Rejection	Solution
TFSA holder date of birth does not match CRA records	Please review the information associated with the account. If the date of birth for the account holder is not accurate, please update the client's date of birth so that our records are properly reflected.

If the information on record is accurate, please have the client contact the Social Insurance Registry to amend the information.

## Why use this Report?

If a TFSA is not properly registered you may be subject to tax clawbacks within the account.

# THE RESTRICTED ACCOUNTS REPORT

## What is the Report?

Clients with accounts which have become restricted for various reasons.

## How to use this Report?

Please review the list to determine which client accounts are restricted and what the reason for the restriction is. Follow the guide below which outlines available solutions for each Instance:

Instance	Solution
Return Mail	Please submit an Address Change Service Request to provide the updated mailing address for the client. If the address is correct, please submit an address validation service request.
Non-Resident	Please ask the client to transfer this account to another institution or close the account.
Estate Account	Please note this account is currently undergoing the estate settlement process.
Forced Open	Please schedule a meeting with the client to re-paper any account as the account has been forced open.
Returned Email	Please submit an Account Administration Service Request to update the client's email address.
Legal	Please ask the client to transfer this account to another institution or close the account.

## Why use this Report?

Trades are not permitted on restricted accounts. If the account remains restricted for 60 days, the client will be moved to the house account.

# THE RDSP REGISTRATION REJECTION REPORT

## What is the Report?

RDSP accounts which have not been appropriately registered due to a potential mismatch of subscriber or beneficiary information.

## How to use the Report?

Please review the list to determine which subscriber or beneficiary potentially do not have the correct information reflected in the account opening documentation and follow the guide below which outlines available solutions in each instance:

Reason for RDSP Registration Rejection	Solution
Subscriber SIN Number does not match with CRA	Please update the SIN number of the Subscriber through the Account Administration Pipeline.
Subscriber First Name does not match	Please update the First Name number of the Subscriber through the Account Administration Pipeline.
Subscriber Last Name does not match	Please update the Last Name number of the Subscriber through the Account Administration Pipeline.
Subscriber DOB does not match	Please update the Date of Birth number of the Subscriber through the Account Administration Pipeline.
Beneficiary SIN Number does not match	Please update the SIN number of the Beneficiary through the Account Administration Pipeline.
Beneficiary First Name does not match	Please update the First Name of the Beneficiary through the Account Administration Pipeline.
Beneficiary Last Name does not match	Please update the Last Name of the Beneficiary through the Account Administration Pipeline.
Beneficiary DOB does not match	Please update the Date of Birth of the Beneficiary through the Account Administration Pipeline.
Beneficiary Gender does not match	Please update the Gender of the Beneficiary through the Account Administration Pipeline.

If the information on record is accurate, please have the client contact the Social Insurance Registry to amend the information.

## Why use this Report?

1. The report enables you to confirm that the client/beneficiary receives the appropriate grants attributed to any contributions which are made to the plan.

# THE RDSP GRANT BOND REFUSAL REPORT

## What is the Report?

Clients whose Grant Bonds have not been accepted.

## How to use the Report?

Please review the information for each client and submit account administration service requests if any information needs to be updated. If no updates are required on the account, the client should contact the SIR at 1-800-206- 7218 to make the necessary corrections on SIN. For all other changes and inquiries, contact the CRA at 1-800-959-8281.

Instance	Solution
Age of beneficiary	Please note, that the transaction date of the contribution is later than December 31st of the year in which the beneficiary turned 49. As such, the beneficiary is no longer eligible to receive grants for this account.
Beneficiary DTC eligibility not confirmed	Please note, DTC eligibility has not been confirmed by CRA for the beneficiary in the year in which the transaction occurred. Please have the client reach out to CRA to confirm DTC.
Contract not registered	A grant or bond request has been submitted for a contract that does not have a status of registered. Please refer to The RDSP Registration Rejection Report to confirm what the rejection reason is and how to remedy it.
Maximum current entitlement of CDSG/CDSB paid	Please note, that all of the beneficiary's grant/bond entitlement, including any carry forward entitlement, has been paid out for the calendar year in which the contribution or bond request was made. This refusal reason is also generated when a bond request is processed with zero bond payment because the income level of the beneficiary/primary caregiver (PCG) exceeds the maximum.
Bond request is not/no longer designated to attract bond for the beneficiary	Please note the original bond request submitted is no longer active. Please reach out to the client and ask if they would like to continue receiving bond. If yes, submit an Account Administration Request for a new bond request to reactivate the bond.
Last bond payment under this application – new 18+ bond request required	Please note this is a message to submit a new bond application request because the beneficiary is in their 18th year. If no 18+ application is submitted, the bond will no longer be paid. Please submit an Account Administration Request to submit the request.

## Why use this Report?

1. If information needs to be confirmed with the CRA or SIR, there cannot be any bond paid out on the account until the issue has been resolved.



# THE RETURNED EMAIL REPORT

## What is the Report?

The returned email list can be found on the contacts index page. This identifies the clients whose electronic communication is being returned.

## How to use the Report?

Please review the report to determine which clients had emails returned and use the guideline below which outlines available solutions for each instance:

Instance	Solution
Potential Email Issue	Please note, it is likely that this client has either changed emails or the email has been deactivated. Please submit an account administration request to update the client's email on file.
Potential Incorrect Email	Please note, it is likely that this client has either changed emails or the email has been deactivated. If this email is in fact not active, please submit an account administration request to update the client's email on file.
Potential Email Deactivation	Please note, that it is likely this client's email has been deactivated. If this email client's email is in fact deactivated, submit an account administration request to update the client's email on file.
Mailbox Full	Please note, that it is likely this client's inbox has reached its capacity and is not accepting new emails. If this is the case, please have them clear some of the emails to allow for new emails to be delivered to the client. If the email is in fact deactivated and/or not full, please submit a service request to update the client email on file.
Marked as Spam	Please note, it is likely that this client has marked emails from Optimize as Spam and so please ask the client to note Optimize as an approved sender.

## Why use this Report?

If the updated email is not submitted within 60 days, the client will be added to the Restricted List.

# THE RETURN MAIL REPORT

## What are they?

The Returned Mail List can be found on the contacts index page. This identifies the clients whose physical mail is being returned.

## How to use the Report?

1. Please review the list to determine which clients require an updated mailing address.
2. Once the updated mailing address is obtained, please submit an Account Administration service request through the CRM to update the client's email.
3. If the mailing address is accurate, please submit an address validation service request to verify the mailing address for the client.

## Why use this Report?

If the updated mailing address is not submitted within 10 days, the client will be added to the Restricted List.

# THE DEPLETING SYSTEMATIC PLANS REPORT

## What is the Report?

SWP,RIF and LIF plans which do not have enough managed positions to fund the next payment.

## How to use the Report?

Please manage the plan to ensure that one of the following options is completed:

- 1.Move funds from a RRSP or LIRA account to fund the RIF or LIF plan
- 2.Stop the SWP
- 3.Place a sell request to invest funds into the Optimize Model so that the systematic plan can be re-initiated

Solution
1. If the managed assets in the account have been depleted, please submit a stop plan request if the plan will not continue or submit a transfer to move funds to the account
2. Sell a Non-Core position to fund the systematic plan request. Once the account holds the Optimize Portfolio, reinstantiate the SWP plan

## Why use this Report?

If the account is not properly funded within 14 days of the next payment date, the systematic plan will be stopped.

# THE ALL PLANS REPORT

## What is the Report?

A list of all of the systematic plans which are currently active on all client accounts.

## How to use the Report?

Please take the opportunity to thoroughly review all of the outstanding systematic plans assigned to each of the clients. Determine if all of the information for the systematic plan is still applicable for each client or if a plan should be modified or stopped.

- 1.If a plan is no longer applicable for the client, please submit a Stop Plan request.
- 2.If any of the information should be amended, please submit a plan modification request.

## Why use this Report?

Ensure that all of the systematic plans for each of the clients are running for their desired amounts and that no adjustments should be made to any of the plans.