

# Desjardins Investment Savings Account



## The flexibility to access your money while benefitting from attractive rates

The **Desjardins Investment Savings Account** is a great way to grow money for future projects, to cover unexpected expenses or to invest later. It can be an effective way to diversify an investment portfolio.

This account provides **attractive and competitive interest rates**. It's also extremely flexible since money is accessible at any time. This type of savings account meets short-term liquidity needs.

## Desjardins Investment Savings Account advantages



### Advantageous rates

The money invested grows thanks to our **interest rates — among the most competitive** on the market.

Interest is calculated daily and paid monthly.



### Liquid

Funds are **available at any time**.<sup>1</sup>

There are no lock-in periods or maturity dates.



### No fees

**No** transaction or service **fees**.



### Flexible

The investment is **eligible for registered and non-registered plans**.



### Safe

**Deposits are protected by the deposit insurance** managed by the **AMF** (Autorité des marchés financiers).<sup>2</sup>

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### Accessible

This account is **available to any type of investor**.

Minimum initial investment of \$1,000, no minimum for subsequent investments.<sup>3</sup>

This account is **offered only to Quebec residents and companies registered in Quebec**. It is available in **Canadian dollars** only. Please read the following **Account terms and conditions** for more information.

## About this contract

This is a contract between the following parties:

- You
- The Fédération des caisses Desjardins du Québec and its subsidiary, Desjardins Investments Inc. («we/us»)

It details the terms and conditions governing the Desjardins Investment Savings Account offered through Desjardins Securities Inc.

# Desjardins Investment Savings Account

## Account terms and conditions

### 1 Requirements for having a Desjardins Investment Savings Account

You must meet all of the following conditions to have an account:

- **Reside in the province of Quebec or have a company registered in the province of Quebec.**  
We cannot provide this product if you reside outside Quebec or you're not a company registered in Quebec.<sup>4</sup>
- **Be a Desjardins Securities client.**  
Desjardins Securities includes Desjardins Signature Service and Desjardins Online Brokerage.
- **Make the minimum initial deposit.**  
The minimum initial deposit is \$1,000.

If you no longer meet one of these conditions, we will determine the corresponding measures that will be taken regarding your account. This may include:

- Withdrawing funds from your account and returning them to your broker.
- Not accepting any additional deposits until you meet all the conditions again.

### 2 How your account works

#### 2.1 How transactions work

You must submit a request to your broker to make a deposit or a withdrawal. You can use your broker's online platform or contact them directly.

Your broker will then forward your instructions using the Fundserv platform.

Fundserv is used to communicate information electronically. Specifically, we use it to:

- Enable your broker to send us your deposit or withdrawal instructions.
- Deposit funds to and withdraw funds from your account.
- Confirm the deposits to and withdrawals from your account.

In the future, we may decide to change platform and use a service provider other than Fundserv.

# Account terms and conditions

## 2.2 You must allow time for us to receive and process your transactions

Generally, processing times are referred to in business days.

Some of our providers observe statutory holidays that differ from those observed in Quebec.

For this account, a "business day" means a weekday (Monday to Friday), except days that the Toronto Stock Exchange is closed.<sup>5</sup>

### Time for your deposit or withdrawal to be considered as received

Your broker's instructions are considered to have been received the same day if they reach us before 4 p.m. (Eastern Time) on a business day. After 4 p.m., we consider them to have been received on the following business day.

For example:

- An instruction sent on a business day at 3 p.m. is considered to have been received the same day.
- An instruction sent on Friday at 5 p.m. is considered to have been received on the following Monday (if that Monday is a business day).

### Deposit and withdrawal processing times

Once your broker's instructions are considered to have been received, they are processed on the following business day. For example:

- Your broker sends a deposit instruction before 4 p.m. on a business day. The instruction is considered to have been received on that day and the deposit is made on the following business day.

Note that when processing deposits and withdrawals, the National Day for Truth and Reconciliation and Remembrance Day federal holidays are not business days.

## 2.3 How we calculate and pay interest

### Calculating interest

The annual interest rate can change at any time. To view the current rate, go to [fondsdesjardins.com/savingsinvestement/investment-savings-account/](https://fondsdesjardins.com/savingsinvestement/investment-savings-account/).

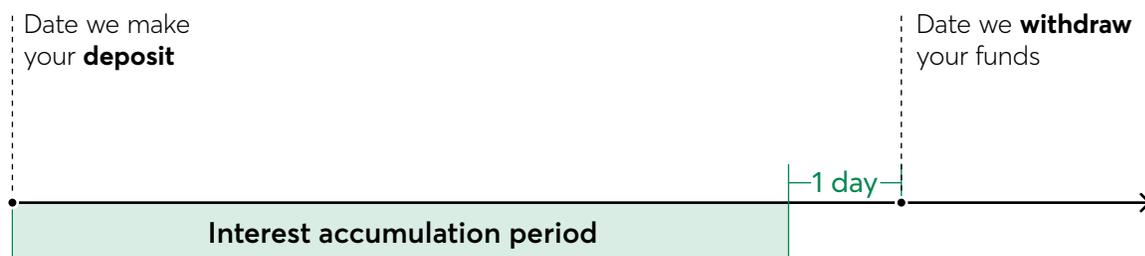
Interest is calculated based on the account balance at the beginning of each day. The daily interest is then added up and paid monthly.

The period for which interest is calculated is as follows:

**Interest calculation begins:** As soon as we make your deposit.

**Interest calculation ends:** The evening before we make your withdrawal.

See also section 2.2 *You must allow time for us to receive and process your transactions*.



# Account terms and conditions

## Paying interest

We pay interest on the last business day of each month. You can choose to have the interest paid into:

- Your Desjardins Investment Savings Account (reinvestment).
- In your account held with your broker (in cash).

## 2.4 We may refuse any account transaction

We have the right to refuse any transaction in your account, without notice, specifically in the following cases:

- We have reason to believe that you haven't authorized a transaction.
- The amount of a withdrawal exceeds the amount available in your account.
- Your broker didn't comply with their professional obligations.
- We have reason to believe that a transaction is fraudulent.
- We have reason to believe that a transaction is related to illegal activities or goes against Desjardins Group's principles.
- An authority, such as a court, orders us to do so.

If we refuse a transaction, we will inform your broker within 1 business day of receiving your transaction instruction.

## 2.5 Your broker must send you a statement of transactions

At least every 3 months, we'll send your broker a statement of transactions. It will include all the deposits to and withdrawals from your account.

Your broker is required to send the information in this statement to you.

### **If you notice an error on the statement, you must inform us within 30 days of receiving it**

Make sure you check the statement of transactions sent by your broker. Tell your broker if you notice a mistake. For example, if some information is missing, or if you see a transaction that you haven't authorized.

Your broker must inform us of any errors within 30 days of receiving the statement. Beyond 30 days, we cannot be held responsible for your losses, and you give up your right to sue.

## 2.6 You cannot assign your account without our authorization

You cannot sell, assign or transfer the funds deposited in your account to another person without obtaining our authorization.

## 3 Broker fees and compensation

### 3.1 The way your broker is paid depends on the account you have (A or F)

There are 2 account series with the following features:

#### Series A – Account-based compensation

Your broker will receive compensation. This 0.25% annual compensation is calculated daily based on your account's closing balance.

#### Series F – Non-account-based compensation

We don't pay your broker anything. As a result, you have a higher interest rate than a Series A account. However, you must have signed a compensation agreement with your broker to have a Series F account.

We can switch your Series F account to a Series A account if your agreement with your broker expires.

### 3.2 We don't charge any other transaction fees or service fees

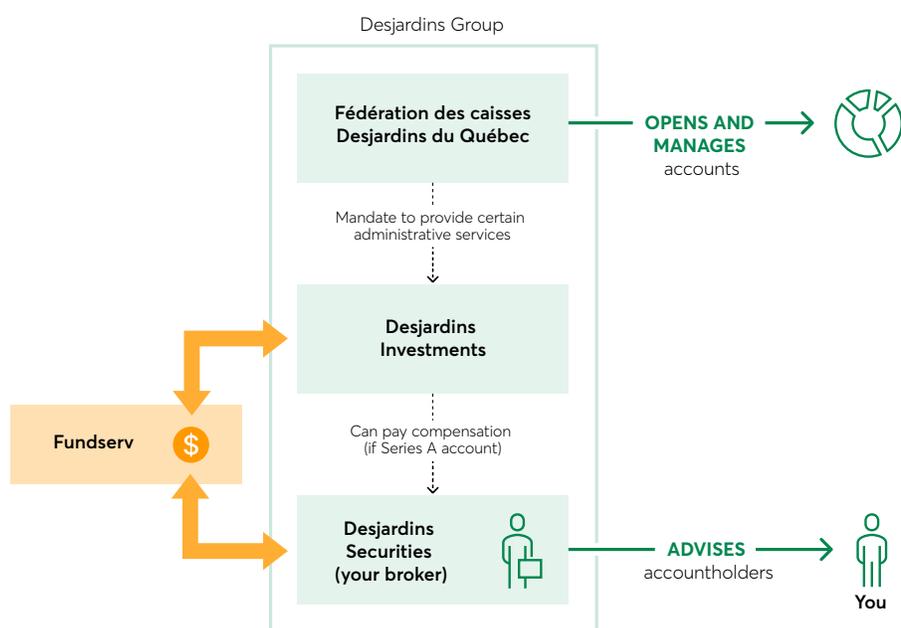
We don't charge any other transaction fees or service fees related to your account.

However, we may decide to deduct fees in the future (for more information on how we may amend this contract, see section [6.3 We may amend the contract's terms and conditions](#)).

## 4 Conflicts of interest

We are required to inform you of certain facts that could create or give the appearance of a conflict of interest. Desjardins is a large organization, and different individuals and components are likely to offer you our products and services.

We're a financial services cooperative. We're part of Desjardins Group, just like your broker.



In addition to their basic compensation, your broker may receive additional compensation by offering you Desjardins products.

This could create a conflict of interest or the appearance of a conflict of interest.

In addition to their basic compensation, your broker may receive additional compensation by offering you Desjardins products. However, your broker is required to advise you and make recommendations in your best interests.

## 5 Protecting your deposits

The Fédération des caisses Desjardins du Québec is a deposit institution authorized by the Autorité des marchés financiers (AMF). That means that all eligible deposits are protected by deposit insurance. For more information, see the Deposit protection section of the AMF's website at [lautorite.qc.ca](http://lautorite.qc.ca).

This is a deposit of money within the meaning of the Deposit Institutions and Deposit Protection Act.

## 6 Our rights

### 6.1 We may deduct certain amounts from your deposits

We may reimburse ourselves (right of offset) from your deposits if you owe us fees, penalties, interest or taxes associated with your account.

### 6.2 We may stop offering this account or suspend transactions

We will determine when this account will no longer be offered. If we decide to no longer offer the account, all funds in the account will be returned to your broker.

We may also temporarily suspend transactions.

### 6.3 We may amend the contract's terms and conditions

We may amend the contract's terms and conditions at any time, including the minimum and maximum deposit amounts, payment timelines, transaction and service fees, currencies offered and broker compensation.

We will inform you or your broker in writing of any changes to the terms and conditions at least 30 days before the change takes effect.

### 6.4 We may close your account

We may close your account if we give you or your broker at least 30 days written notice.

We may also close your account without notice if we believe that:

- Maintaining your account or processing a deposit to your account contravenes the law or the terms and conditions of this contract.
- The funds are being used for unusual, inappropriate or suspicious activities.

If we decide to close your account, we will return all funds in the account to your broker on the day the account is closed.

## 7 About your personal information

To offer you the Desjardins Investment Savings Account (DISA), we need to collect, use and disclose some of your personal information. For this reason, your broker will collect your personal information so that we can administer your DISA. In accordance with our Privacy Policy, we may share certain information with our service providers. We share only the personal information that they need to perform their duties and functions, and fulfill their contractual obligations. They must contractually agree to comply with and abide by our strict protection and confidentiality standards. We handle all your personal information confidentially. Your personal information will only be accessed by employees who require it to complete a specific task. You have the right to review the personal information that we have about you and request that we correct any information that's incomplete, unclear or unnecessary. To learn more about our personal information protection practices, read our Privacy Policy at [desjardins.com/privacy-policy](https://desjardins.com/privacy-policy). If you have questions about how we handle your personal information, you can contact the Desjardins Group Chief Privacy Officer at 100 Rue Des Commandeurs, LEV-100-6e, Lévis QC G6V 7N5 or [cpo@desjardins.com](mailto:cpo@desjardins.com).

## 8 Limits of our responsibility (situations beyond our control)

We're committed to giving you great service and meeting your needs, even when the unexpected happens. However, some situations are beyond our control, and you agree to not hold us liable for any financial losses or other damages (including indirect damages) that these situations may cause you to suffer.

This means that you waive your right to ask us to reimburse you for any losses or damages that may arise from these situations, for example if:

- Our systems are unavailable or aren't working properly.
- One of our providers has an issue that affects your account.
- You lose money because of processing times.
- Your broker makes a mistake or forgets something.

### Questions?

If you have an issue with your account, please feel free to contact us.

Afterwards, if you disagree with our decision or explanation, you can let us know. We'll let you know what procedures you can use to resolve the dispute.

### Notes

1. Within 1 business day, subject to the processing times detailed in the Account terms and conditions.
2. The Desjardins Investment Savings Account is a deposit of money within the meaning of the Deposit Institutions and Deposit Protection Act. The Fédération des caisses Desjardins du Québec is a deposit institution authorized by the Autorité des marchés financiers (AMF). That means your deposits are protected by deposit insurance. For more information, see the Deposit protection section of the AMF's website at [autorite.qc.ca](https://autorite.qc.ca).
3. Not eligible for pre-authorized/automatic withdrawals.
4. The Desjardins Investment Savings Account isn't offered to companies that are not registered in Quebec. The Desjardins Investment Savings Account isn't offered to residents of Ontario, Alberta, British Columbia, Prince Edward Island, Manitoba, New Brunswick, Nova Scotia, Saskatchewan, Newfoundland and Labrador, the Northwest Territories, Nunavut or the Yukon.
5. New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day.