

POWERS OF ATTORNEY AND JOINT DEPOSIT ACCOUNTS

A Power of Attorney and/or a Joint Bank Account are tools that can help you manage your money. Fairstone Bank of Canada and its subsidiaries (collectively, “Fairstone”) do not offer deposit accounts.

POWER OF ATTORNEY

This is a document that gives one person (or more) the authority to make decisions about your finances on your behalf. The terms of the Power of Attorney (“POA”) outline what the attorney(s) can do on your behalf. For example, they can sign cheques, handle your banking or even sell real estate for you. It can give you peace of mind that someone you trust could make financial decisions to ensure your well-being.

JOINT BANK ACCOUNT

This is a bank account held by two or more people who share ownership of the funds in the account. Joint account holders have shared ownership of the funds in the account and can deposit, withdraw or handle the funds in the account — no matter who puts money into it. Joint accounts are commonly used by two or more people to pay bills or handle expenses together.

	Benefits	Risks
Power of Attorney	<ul style="list-style-type: none"> Attorney(s) can look after your financial affairs if you can't Attorney(s) are authorized to act on your behalf according to the terms of the POA You can appoint two or more attorneys, which could reduce the potential mismanagement of your finances 	<ul style="list-style-type: none"> You could be vulnerable to financial abuse if your attorney(s) doesn't make decisions that are in your best interest Multiple attorneys may disagree causing delays when making decisions or give rise to disputes Should be reviewed regularly to be kept up to date
Joint Bank Account	<ul style="list-style-type: none"> Joint bank account holders can save funds together Joint account holders can manage shared expenses including banking and bill payments Joint account holders can see all transactions going through the account 	<ul style="list-style-type: none"> Less control over how your money is handled Any person named on the account can withdraw money at any time and without your consent The funds in a joint account could be subject to claims by creditors which did not arise from you.

GOVERNMENT OF CANADA RESOURCES

Learn more about Powers of Attorney and joint bank accounts here, [What Every Older Canadian Should Know About Powers of Attorney and Joint Bank Accounts](#).

POWERS OF ATTORNEY FOR YOUR FAIRSTONE ACCOUNT

The website of each Canadian provincial and territorial government provides information governing powers of attorney in their jurisdictions and may also offer a sample form. You may use the applicable sample form(s) or you can use your own.

- Learn more here, [What Every Older Canadian Should Know About Powers of Attorney and Joint Bank Accounts](#)
- Depending on the type of account, product or service you have with Fairstone, you may be asked, at minimum, to provide notarized documents and/or have all parties to the POA visit a Fairstone branch and present identification;
- We will let you know if we need to review the POA or the attorney's instructions, and will give you a general timeline for the review.

COMPLAINTS

Speak to someone if you have a complaint about our response to your POA.

<p>► Step 1: Talk to us Speak to a representative.</p> <ul style="list-style-type: none">• <u>Fairstone Financial Inc.:</u> 1-866-915-9423• <u>Walmart Rewards MC:</u> 1-888-331-6133• <u>First National Home Equity MC:</u> 1-855-634-1328• <u>EdenPark:</u> 1-833-761-8977• <u>fig:</u> 1-844-431-3444	<p>► Step 4: External Complaint and Consumer Support Agencies Still unsatisfied? Ask to speak to a manager at the numbers above.</p> <p>i. Ombudsman for Banking Services (“OBSI”)</p> <p>The OBSI is an independent organization whose purpose is to review your complaint if you do not accept the decision of the Commissioner of Complaints, or when 56 days have elapsed since you registered your complaint.</p> <p>Telephone: 1-888-451-4519 Website: www.obsi.ca/en/make-a-complaint Mail: 20 Queen Street West, Suite 2400 PO Box 8, Toronto, ON M5H 3R3</p> <p>ii. Financial Consumer Agency of Canada (“FCAC”)</p> <p>The FCAC will determine whether the financial institution compliant. It will not, however, resolve individual consumer complaints.</p> <p>Telephone: 1-866-461-3222 Website: www.canada.ca/en/financial-consumer-agency.html Mail: 6th Floor Enterprise Building 427 Laurier Ave. West, Ottawa, ON K1R 1B9</p>
<p>► Step 2: Escalate your concern Still unsatisfied? Ask to speak to a manager at the numbers above.</p>	
<p>► Step 3: Write to the Commissioner of Complaints 33 Yonge Street, Suite 810 Toronto, ON M5E 1G4</p>	