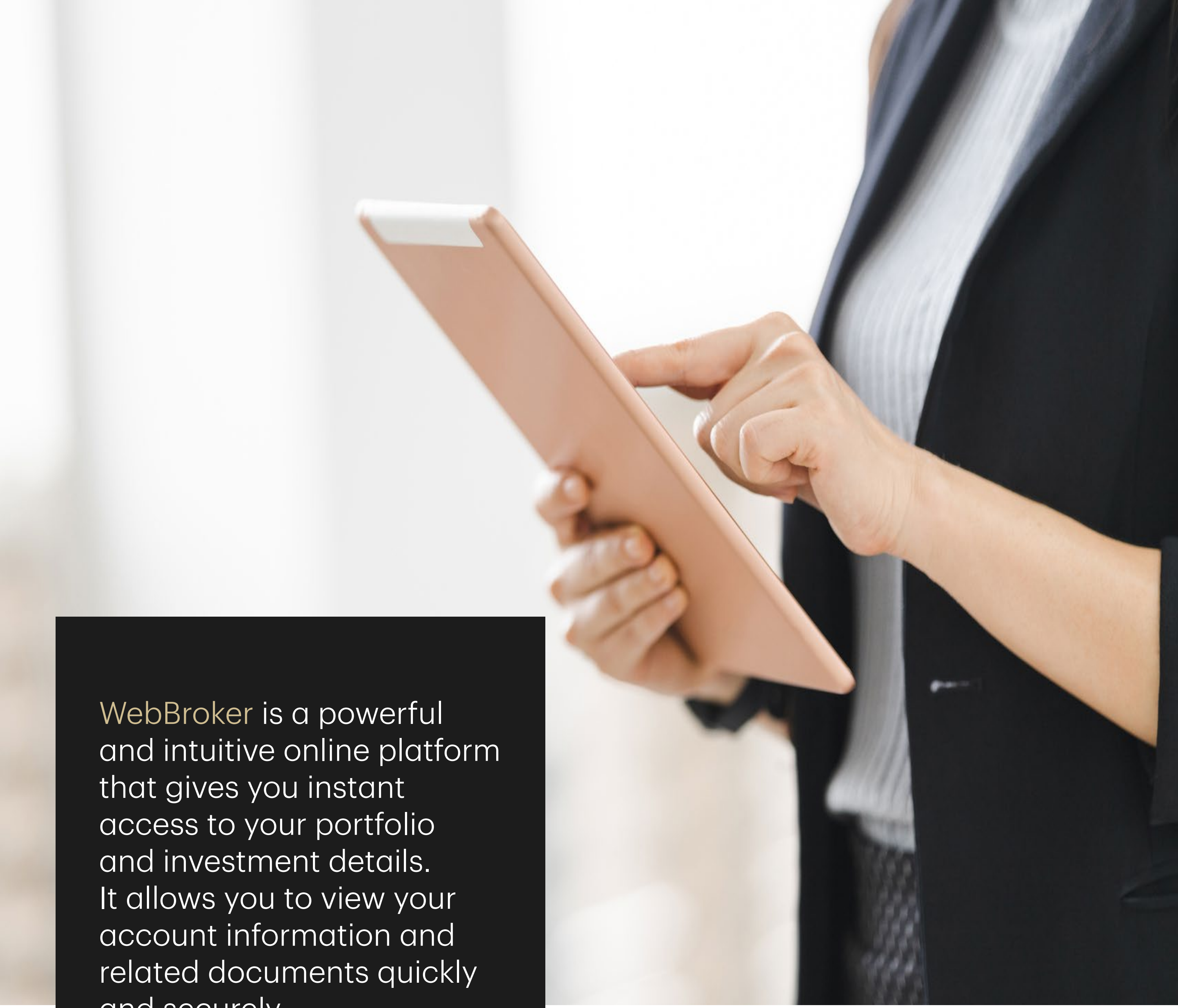
TD WebBroker Client Guide



WebBroker is a powerful and intuitive online platform that gives you instant access to your portfolio and investment details. It allows you to view your account information and related documents quickly and securely.

System Requirements:

- Active Connect ID, Access Card or Username
- Internet Browser access – Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari, OR
- Mobile operating systems – iOS 6 or newer, Android 2.3 or newer, Blackberry 2.10 or newer

Signing up for WebBroker

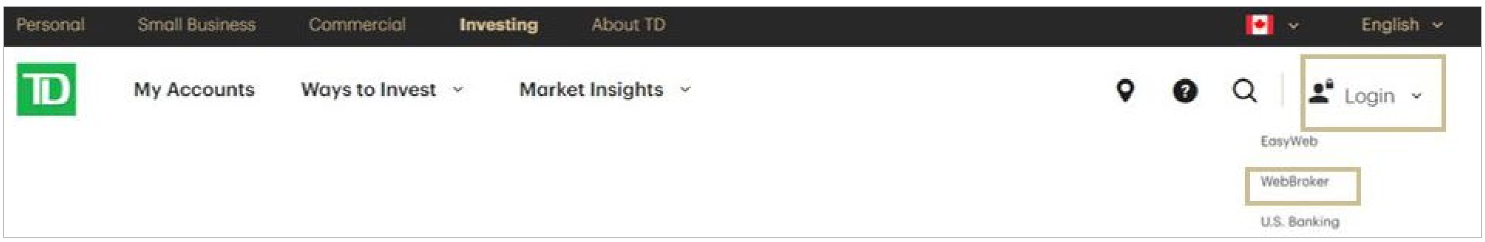
It's easy to register! Call **1-866-724-3635** or contact your Investment Advisor, and we will be able to assist you.

Navigating WebBroker

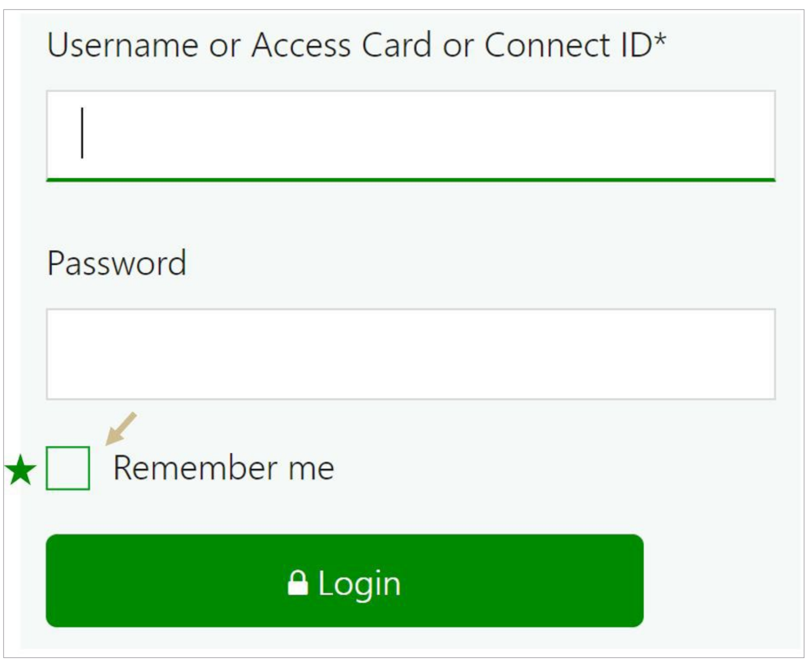
1. Logging in

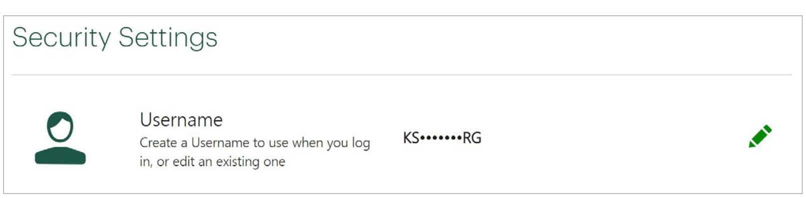
Once you have a valid Connect ID, click "**Login**" on the **WebBroker Homepage**, then select "**WebBroker.**" Note that on first-time login, best practice is to login using a computer or laptop.

Please note that if you have an EasyWeb profile that is also linked to your WebBroker Connect ID, you can use either your access card number or Connect ID to login.



Enter your valid **Connect ID** and **password**





Tips:

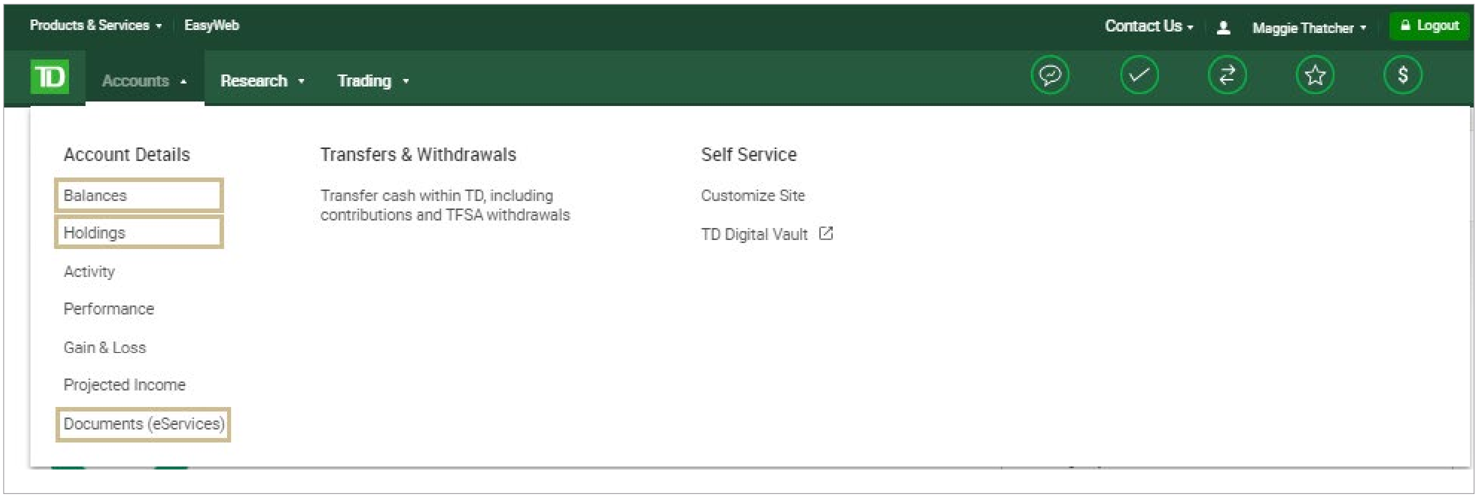
- Enabling the 'Remember Me' checkbox will ensure that the next time you log in, your Username, Access Card or Connect ID will appear automatically in the drop-down menu. Make sure that you have your browser set to remember cookies, or this function will not work.
- Don't select 'Remember Me' if you share your computer with anyone else.
- You can change your Connect ID to a Username of your choice through the Security Settings in WebBroker.

2. Viewing Account Balances and Holdings

Select the **"Accounts"** Tab.

Here you can view your account balances and holdings, as well as retrieve documents related to your accounts up to **90 days** before your viewing date.

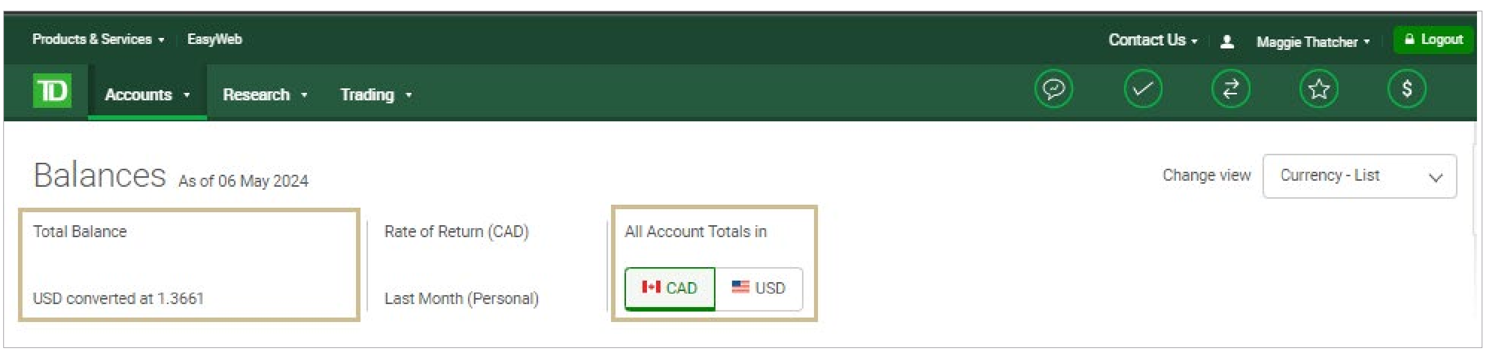
For any documents older than 90 days, please refer to your account statement or contact your **Investment Advisor**.



Select "**Balances**" to see your balance(s).

The list will include any TD Wealth accounts, as well as your **TD Direct Investing** portfolios, if applicable. You can then click on the Private Investment Advice portfolio to open the account and view the holdings.

Values are as of the close of the last business day.



Note: WebBroker values may not be identical to your statement because statement information is captured at the time the statement is generated, while WebBroker information is real-time.

eServices - Electronic Document Services

eServices allows clients to access their account documents, such as tax documents and monthly statements, electronically. This service is available through WebBroker.

Benefits of eServices

The benefits of opting for electronic delivery of documents include:

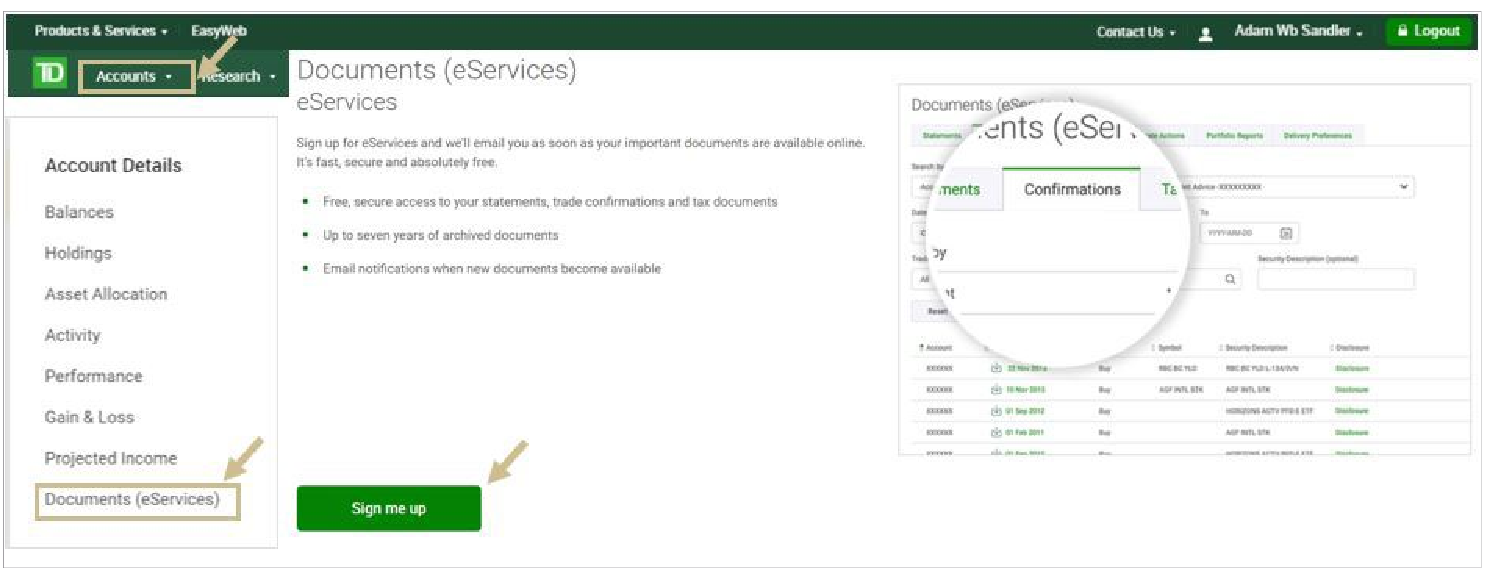
- **Quicker online access** - Provides instant and easy online access to account documents weeks earlier than regular mail.
- **Get e-mail notifications when statements / tax documents are available -** Rather than waiting for account documents to arrive by mail, you can receive a notification by email as soon as new documents are posted securely to eServices.
- **Keep sensitive information secure -** With unique login credentials, your account information is safe and secure (and will never get lost in the mail).
- **Ease of retrieval -** You can download or print one or multiple documents with a few clicks, which you can send to your tax professional or an interested party, as required.
- **Access archived documents online -** Your account documents on eServices are indexed and searchable by date—from the current date up to the last seven years.
- **Environmentally friendly experience -** As an environmentally conscientious organization, eServices allow us to do our part to help protect the environment and move to a digital experience.

Retrieving Documents on **eServices**

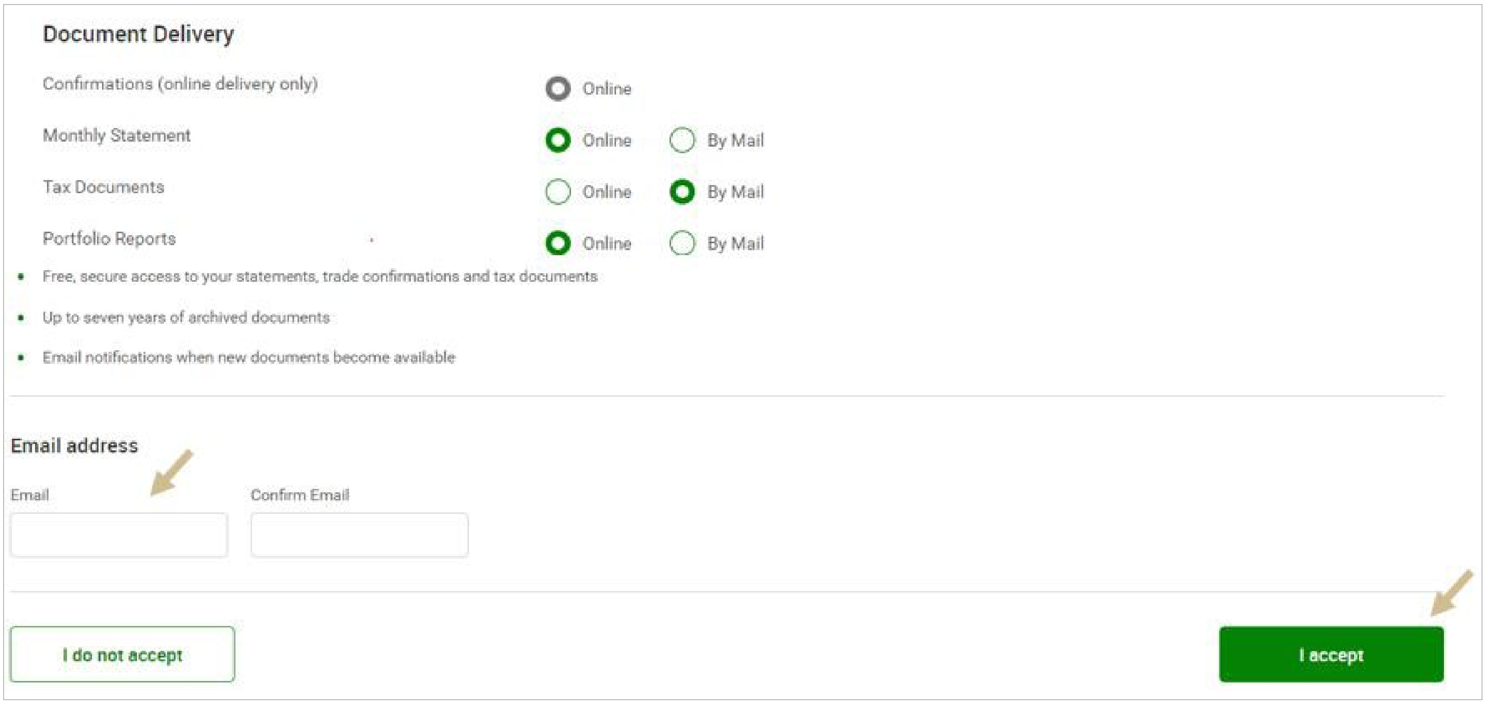
1. Registering for eServices

From your WebBroker navigation bar, select '**Accounts**' then click on '**Documents (eServices)**.'

Click '**Sign me up**' and follow instructions to provide consent.



Select your preferences for electronic statements, include your email address, and accept the terms and conditions after having read them.



Important: There are restrictions when you elect to subscribe or unsubscribe to tax documents between January 1st and April 30th of each calendar year.

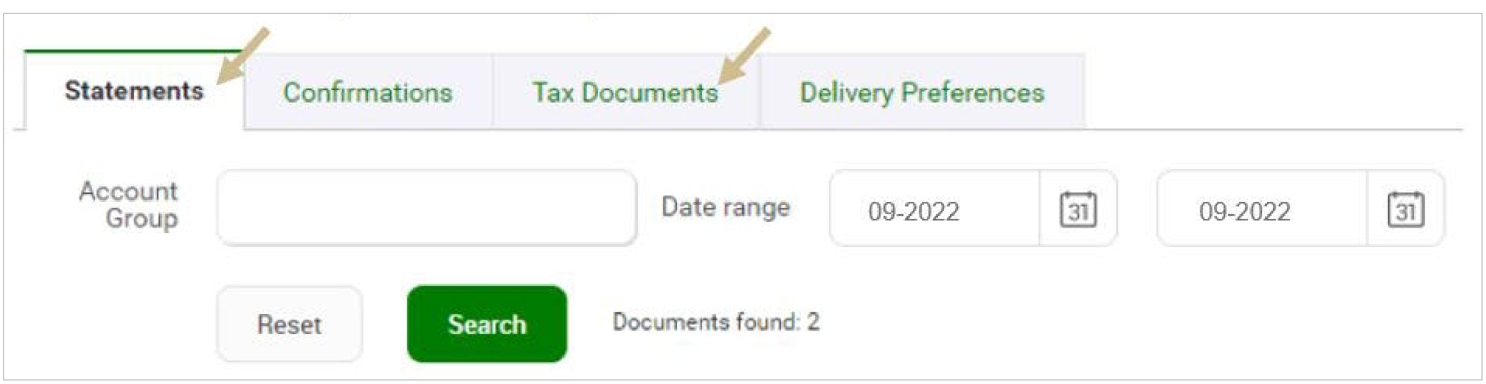
If you subscribe to tax documents between January and April, you will continue to receive printed copies via mail, and will be able to view the documents in eServices, however, will not receive any email notification of their availability until after May 1st.

If you unsubscribe from electronic tax documents between January and April, you will be able to continue to view the tax documents in eServices, however, you will not receive printed documents via postal mail until after May 1st.

2. Notifications

You will receive an email when your electronic statement is available for viewing.

Once in WebBroker, click on **Accounts** and then **Documents (eServices)** to see your statements. You will be able to see statements as far back as seven (7) years.



Frequently Asked Questions

1. **I need Technical or Digital Support. Who can I contact?**

   Call us at **1-866-724-3635** and we will be happy to help you!

2. **How can I get answers quickly and easily online?**

   Use Search or our **Ask Us** tool to get answers quickly. It's that easy!

   - Keep your search terms or question short and simple
   - Check for misspelled words or try a different search term or question.
   - Enter your own search terms or select from the choices provided in the auto-suggested drop down.
   - Remember to select '**View more >**' for more details.
   - When available, remember to browse the helpful related questions for more information.
   - When available, the Popular Questions section shows you the Top 10 most frequently asked questions from other users.

   You can also visit our **Help Centre** for frequently asked questions that are sorted by popular topics.

   If you need further assistance, please visit our **Contact Us** page. One of our customer service specialists will be happy to assist you.

Tips:

Put your search term in quotes to find exact matches.

For example: if your term is institution number, the search results will return documents with institution number, or institution, or number. But putting 'institution number' in quotes returns documents with an exact match (i.e., institution number).

3. **I can see my Private Investment Advice accounts and the portfolio values when I am online, but I can't click on the portfolios to see the holdings.**

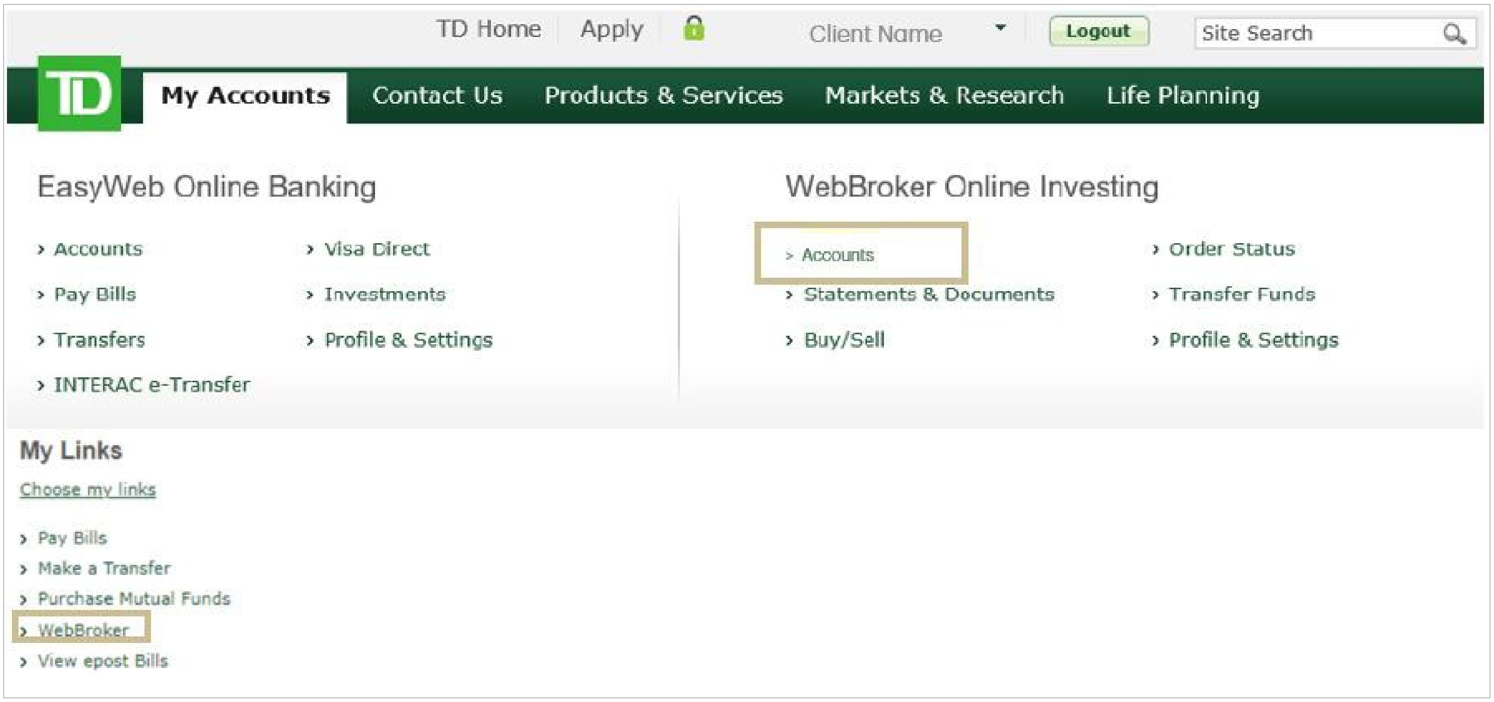
   It is likely that you are in EasyWeb (Internet Banking) and not in WebBroker.

   To switch to WebBroker, click on "**My Accounts.**" A drop-down menu will appear, and you can click on "**Accounts**," which will take you to your WebBroker accounts.

   You can also switch from EasyWeb to WebBroker by clicking **My Accounts** > **My Links** > **WebBroker**.

4. **What is the difference between WebBroker and EasyWeb Internet Banking?**

   WebBroker is used for Investment (trading) accounts, while EasyWeb is used for banking accounts. WebBroker will also display the value of the portfolio as of the close of the last business day. EasyWeb, on the other hand, will only show the value of the portfolio upon trades settling.



5. **Why can't I log on to the TD app?**

   If you're unable to login to the TD app:

   - Ensure that you're entering your credentials correctly.
   - Keep in mind, the entry fields are case sensitive, so make sure you're entering the correct combination of upper and lowercase letters.

6. **I have power of attorney/trading authority for a third-party (spouse, parent, child, trustee, corporation, etc.), but I can't see their tax slips under the electronic documents.**

   Government documentation is linked to either Social Insurance Number (SIN) or Business Identification Number (BIN) and therefore will always be issued under that third party's profile. To view tax documents, the owner of the profile must sign in using their Connect ID.

7. **I have multiple ConnectIDs. How can I get all of them combined?**

   Similar to the registration process, you can call **1-866-724-3635** or you can contact your Investment Advisor or Investment Advice Team for assistance.

Quick Guide

Why sign up for WebBroker?

Clients of TD Wealth Private Investment Advice that sign up for WebBroker gain online access 24 hours a day, 7 days a week and will be able to:

- View up-to-date account information
- Enjoy access to a comprehensive selection of free market information and research tools
- See balances and holdings (as of the closing of the previous business day)

WebBroker is available to clients at no cost and is an optional service.

Getting Started (New and Existing Clients)

Call **1-866-724-3635** or alternatively you can contact your Investment Advisor Team.

Note: The Sharing of information within TD Bank Group is required for clients to use the same connect ID for logging in to both EasyWeb & WebBroker

Who do I call?

Helpdesk **1-866-724-3635**

- Register and setup new connect ID
- Register with existing connect ID
- Sign up for eServices
- Changes to existing primary Private Investment Advice account
- Linking/removing secondary Private Investment Advice accounts
- Disable registration
- Password resets
- Locked out accounts
- Technical problems experienced accessing or navigating WebBroker

Your Investment Advisor Team

- Account Inquiries

What can I see on WebBroker?

TD Wealth Private Investment Advice clients have access to the following functions:

- View market value of portfolio(s)
- Investment holdings
- Search for individual, detailed and real-time quotes (Note: Clients cannot place market trades via WebBroker)
- Market Overview page - features access to market commentaries, reports and market indices
- eServices
- Permitted to transfer cash between any TD Bank Group lines of business
- Make Registered Plan contributions