

## Enjoy Better Rates on Global Money Transfers!

Transfer money with ease through Innovation and OFX, a global trusted leader in digital money transfers. Sign up to experience exclusive benefits.

### What You Can Expect

- **Great Exchange Rates:** competitive rates that help your money go further
- **\$0 Transfer Fees:** savings on every international transfer
- **Fast and Secure Transfers:** money that moves quickly and safely
- **24/7 Support:** real people available whenever you need them
- **Self-Serve Access:** transfers anytime, anywhere online
- **Global Reach:** transfer access to 170+ countries in 50+ currencies
- **One-Time Online Set-Up:** a one-and-done profile for every future transfer
- **Business Benefits:** multi-user access, approval workflows, and bulk payments

### What You Need to Sign-Up

Here's what you'll need to sign-up for OFX through Innovation:

- ✓ Valid Email Address
- ✓ Mobile phone number for ID verification and authentication
- ✓ One or more forms of valid photo ID:
  - Passport, Driver's License,
  - Citizenship Card,
  - Permanent Residence Card,
  - Indigenous/Indian Status Card,
  - National ID
- ✓ Proof of address
- ✓ Innovation account information including transit/branch number, institution number, and account number



# How to Sign-Up

## Step 1: Create Account

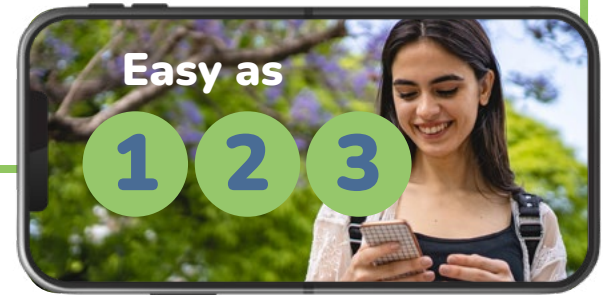
- [Visit our Innovation/OFX site](#)
- Click 'Sign up now' and select the account type you need (personal or business)
- Select primary benefits

## Step 2: Add Details

- Enter account details, including creating a password and consenting to terms & conditions
- Complete the onboarding questionnaire
- Complete personal identification verification (requires photo ID) and/or identification verification for business owners (requires photo ID)

## Step 3: Complete Setup

- OFX support will call you within 1 business day to complete the setup process
- OFX will assist you with ID verification and direct debit setup
- You can also call OFX at 1 800 680 0750 for additional support
- You may be asked to submit a bank statement or void cheque which will initiate a penny credit test. This will involve a transfer between \$0.01 and \$0.99 to your account that will be used to verify ownership of the account.



## Settlement Methods

Your transfer will be initiated through OFX and will be debited from your Innovation account. Settlement methods include:

### Personal Accounts

- **Online bill payments – Recommended**
  - o OFX is listed as a bill vendor in your Innovation online banking as "Canadian Forex Limited".
- **Direct debit**
  - o Requires a one-time account linking process. OFX may request additional information to validate account ownership
- **Wire transfer:**
  - o OFX will provide wire instructions.

### Business Accounts

- **Direct debit**
  - o Requires a one-time account linking process. OFX may request additional information to validate account ownership
- **Card**
  - o Use your Innovation Debit Mastercard® or credit card (limits may apply)



# Visual Guide: How to Set-Up OFX Global Transfers

## Account Creation Instructions (Personal):



### Open your OFX account today

Enter your email to get started

1. Enter your email address

Your email address

The verification link will be sent to this email.

← Exit

Continue →

### I'll be using OFX for...



Business

For small, medium and enterprise businesses



Personal

For individuals who want to move money globally



Client Accounting

For accountants or bookkeepers who want to onboard their clients

2. Select **Personal**

### Let's complete your profile

Please add your contact details.

First name

John

Last name

Doe

Password

Confirm password

Enter password

Mobile number

+1

We'll only use your mobile number for account security and verification purposes.



I consent to the OFX group of companies using my personal information in accordance with the OFX [Privacy Policy](#), including for identity verification.



I confirm I have understood and agree that OFX will send 2-step verification messages and other important service messages by text message to the mobile number provided. Message and data rates may apply.



4. Complete your identity verification. This will include entering ID details and uploading a photo of your identification using your mobile device.

Please provide additional identification details.

ID Type

Select an identification type

Country of Issue

Select country of issue

ID Number

Please enter your ID number

Occupation

Select an industry

Occupation sub-category

Select an occupation

Next step

## Welcome to OFX! Let's get you verified!

To maintain a secure environment for you and all of our OFX customers, we need to verify your identity. **This ensures we are transacting with the real you.**

To verify your identity, you will need:

### A government issued photo ID

Such as a driver's license, passport or identity card

### A smartphone

For a quick selfie of you and your documents. Take a photo directly from your smartphone (we'll provide you with a secure link)

### Would you like to complete this later?

Not a problem! Feel free to exit this screen and explore the OFX dashboard. You can come back anytime to complete verification.

By selecting 'START VERIFICATION' you consent to OFX or its third party processor, Onfido Inc, collecting, using and storing your biometric information for the purpose of completing verification checks. Please see our [Biometric Information Retention Schedule and Permanent Destruction Guidelines](#) for more information.

[Skip to dashboard](#)

[Start Verification](#)



### Get your secure link

Scan the QR code with your phone



[How to scan a QR code](#)

or choose an alternative method

[Copy link](#)

[Get link via SMS](#)

onfido | Real identity

# Visual Guide: How to Set-Up OFX Global Transfers

## Account Creation Instructions (Business):

Follows the same process as Personal but with these extra steps.

Select **Business**

### I'll be using OFX for...



Business

For small, medium and enterprise businesses



Personal

For individuals who want to move money globally



Client Accounting

For accountants or bookkeepers who want to onboard their clients

Choose your business type

### My business would benefit from...

To help us set you up quickly, please select the products you're interested in.

Selected account type: **Business** Country: **Canada**



Global Business Account



FX Solutions



Corporate Cards



Spend Management



Global Payments



Accounts Payable (AP) and Bill Automation

[← Back](#)

[Continue →](#)

Complete the Know Your Business (KYB) questionnaire

### Know your business (KYB)

Providing the following information allows us to comply with our regulatory requirements. By providing accurate information during the onboarding process, you help us streamline your experience.

Which countries do you plan on sending funds to?

Include all countries that you plan to make international or domestic payments to.

Select countries

What amount do you expect to transfer yearly in your local currency?

Select amount

What are your reason(s) for making payments?

[Why do we need to know this?](#)

Select reasons

What is the expected frequency of your payments using OFX?

Select frequency

Tell us a bit about your business

Please describe the products or services you offer. This can include products sold in your physical retail stores or online, items sold through eCommerce platforms, and any services you provide to your customers.

Example product description: We're an online and in-store retailer offering top-quality outdoor gear, selling backpacks, jackets and related items.





Confirm identities of all controllers and shareholders (that directly or indirectly own 25% or more of the shares in the business). This will follow the same process as the Personal identity verification.

## 🟢 Controllers and Shareholders

We operate in a highly regulated environment and take compliance seriously. We need to verify your business and key stakeholders.

[Why is verification required?](#) ⓘ

Ensure **ALL individuals shareholders** that directly or indirectly own 25% or more of the shares or voting rights in the business plus **all the significant controllers** (such as directors) with decision making authority for your business are added below.



Add Shareholder or UBO

Please ensure the above list is correct and all information required has been provided before clicking confirm.

By clicking confirm I attest that the information is true, accurate and complete to the best of my knowledge.

Furthermore, I understand that any intentional material omission or falsification may result in termination of my and the entity's relationship with OFX.

Confirm

## Business Authorisation

Are you a Controller or Beneficial Owner of this business?

☐ Yes ☐ No

## We require the following documents to verify your business

We are a fully regulated business and take security seriously, so we need some documentation to verify your business.

[Why is verification required?](#)

### Business documents

An Official document **confirming the ownership and management structure** of your business. This can be in the form of:

Articles of Incorporation

Operating Agreement

Company Report

Latest Tax Filings

If you don't have these documents now, you'll be able to provide them later but we won't be able to complete onboarding until provided.

Please provide identity documents for the following individuals



john smith

Provide the requested documents for proof of ownership and management structure in the business.

# Frequently Asked Questions

## Where do I find my transit, institution, and account number?

You can find this information at the bottom of any Innovation cheque or through the mobile/online banking app:

- Login
- Select Accounts > View Accounts
- Select an Account to view Account Details. You'll see the account number, type, balance etc. Included near the bottom of the details list, you'll see both the route and transit numbers.

You can also contact us at 1.866.446.7001 and request your information.

## How do I download a void cheque?

You can download a void cheque through the Innovation mobile app or online banking. Here's how:

### Mobile Banking App

- Login
- Navigate to 'Accounts' and select the account you'll be making transfers from
- At the bottom of the account details page, select "Direct Deposit and PAD Form"
- Use the share button to save to your camera roll or export to another location

### Online Banking

- Visit Innovation's website and select Log In to access online banking
- Under "Accounts" select "View Accounts" and choose the account you'll be making transfers from
- At the bottom of the account details page, select "Direct Deposit and PAD Form"
- Your void cheque will be downloaded

## What Photo IDs are accepted?

We have several accepted forms of photo ID:

- Passport
- Driver's License
- Citizenship Card
- Permanent Residence Card
- Indigenous/Indian Status Card
- National ID

## What are some examples of "Proof of Address"?

Here are a few examples of "Proof of Address" you can use when signing up:

- Utility bills (gas, electricity, water),
- Bank statements,
- Credit card statements,
- Lease agreements,
- Insurance policies, and
- Mobile phone bills

