



JANUARY 2023

# NEW VESTA FEATURES FAQ

## Financial Transactions

### Which financial transactions are available for my existing clients on Vesta?

Additional deposits are available for existing clients.

### Can I make changes to a client's non-financial information on Vesta?

Non-financial information for existing clients cannot be changed on Vesta. To communicate a change to a client's non-financial information, please contact [Investments.retirement@assumption.ca](mailto:Investments.retirement@assumption.ca).

### How do I submit a financial transaction?

1. Access [vesta.assumption.ca](http://vesta.assumption.ca), log in with your Assumption Life username and password, click on the “**Transaction Request**” tab on the main dashboard then click on “**New Transaction Request**.”
2. On the Financial Transaction Request screen, search for existing accounts by using the following fields:
  - a. Account Number
  - b. Member Number
  - c. Client First Name
  - d. Client Last Name
  - e. Fund Account ID
3. Once you have found the proper account, click on the “+” icon to select a transaction type.  
*The transaction setup and owner/annuitant information will be pre-populated.*
4. Complete the remaining sections of the transaction:
  - a. Funds selection
  - b. Deposit information
  - c. Transfers (if applicable)
  - d. Transaction summary
  - e. Signature
5. Once all mandatory fields are completed, finalize your transaction by clicking on “**Proceed with e-Signature**” or “**View and Print Application**”, depending on which signature type you selected.
6. If you selected the electronic signature option, submitting the signature automatically sends the signature invitation, by email, to each signer.
7. Once all signatures are completed, your transaction is automatically delivered to our investment team, who will contact you if they have any questions or require additional information.
8. You will receive an email to confirm your submitted transaction's status and the status on your “**Transaction Request Dashboard**” will update to “**Completed**.”

## Can I save my unfinished financial transaction?

Yes, your transaction is automatically saved and stored in your Financial Transaction Dashboard. You can complete it at a later date, without losing any information.

To resume a transaction, use the filters or the search field to locate it on your transaction dashboard, click on the pencil icon, then select “Resume Transaction.”

## T2033

### Who is responsible for submitting the transfer forms?

When entering the transfer information on your Vesta application or financial transaction, you can request for Assumption Life to submit the transfer forms on your behalf. In order for Assumption Life to submit the transfer documents, you must provide a copy of the client’s statement from the relinquishing institution. If the funds have not been received within 20 business days, Assumption Life will do a follow-up with the relinquishing financial institution.

If you do not choose for Assumption Life to submit the forms on your behalf or are unable to provide the client’s statement with the transfer request, you will be responsible for submitting the transfer documents to the relinquishing financial institution.

### How do I request for Assumption Life to send transfer forms (T2033) on my behalf?

In the “Transfer” section of your application or financial transaction, click “Yes” under the following statement: “I want Assumption Life to submit the transfer form (T2033) to the other financial institution.” Once you have confirmed your selection, upload your client’s statement from the relinquishing institution.

### How do I track the progress of a pending transfer?

If you have any questions pertaining to the transfer progress, please contact the relinquishing institution.

### Can transfer documents be signed electronically?

The transfer document(s) will be included with the e-Signature package. However, please note that not all financial institutions accept electronic signatures.

## Client Information

### Can I access my clients’ investment information from Vesta?

Yes, Vesta includes a direct link to the Investment Portfolio to view your existing clients’ investment information. Hover your cursor over “My Account” and click on “Clients’ Investment Information” in the drop-down menu.