



MACKENZIE
Investments

Spring 2021

Dealer Relations newsletter

As we reach the mid-way point of 2021, we'd like to take a moment to thank you for your patience and understanding as we continue to evolve our ways of working and adapt to changing business realities.

During these challenging times, we've continued to review and enhance our product shelf to ensure it offers the investment solutions your clients need. We introduced two new sustainable investing mutual funds, and strengthened our commitment to make alternative investments more accessible to retail investors with the launch of the Mackenzie Northleaf Private Credit Fund.

We've also focused on automated solutions that can help you and your clients operate in a virtual environment, and we'll continue to look for opportunities as we go forward.

We hope you and your teams are doing well. This past year has shown us the importance of collaborating and staying connected with one another – we're learning how to be together even when we're physically apart.

We know that working together with dealers, advisors and investors creates better outcomes for everyone. We'll continue to partner with you and advocate for the things that matter most to your business.

We are better together!

Jackie Laser
Vice President, Dealer Relations & Business Support
Mackenzie Investments

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Account manager spotlight... Prajnya Anauth

We are excited to welcome and introduce Prajnya Anauth, who has recently joined our team.



Prajnya started her career at Mackenzie in January 2018 as a Client Relations Representative and joined Dealer Relations as an Account Manager in March 2021. Prajnya completed her education at the University of Ontario Institute of Technology with a Bachelor of Commerce degree.

In her spare time, she enjoys hot yoga and organizing events for women in her neighbourhood to help with mental health and distress during the pandemic.

Industry insights: the rise of automation

As technology continues to evolve at a rapid pace, the financial services industry has seen a rise in automation over the last few years. In our latest edition of [Industry Insights](#), Dealer Relations Account Manager Anthony Gomes explores the technological innovations that can drive our industry forward.

Wellness while working from home

Many employees began working from home a little over a year ago due to the pandemic, changing daily routines both at work and at home. During this time of increased uncertainty, it's normal for people to feel some stress and anxiety. Here are some simple tips to help manage stress:

- **Change your surroundings:** Move your office to a different room or spend part of the day working from somewhere other than your typical office space.
- **Open communication:** Maintain open communication with your co-workers and boss so they understand how you feel.
- **Move around:** Movement is a great antidote to stress, and you should incorporate short movement breaks into your daily routine.

Your mental wellness starts with how you've slept the night before. Here are [some tips to help you sleep better](#). Remember to always take care of your mental health, as it can be the difference between feeling exhausted or energized.

Sustainable investing: helping Canadians invest with impact

Sustainable investing is an increasingly important area within the Canadian mutual fund landscape as 75% of investors want to learn more about these strategies, according to the Responsible Investing Association of Canada.¹ These solutions aim to provide investors long-term competitive returns while supporting positive environmental, social and governance (ESG) practices and outcomes. It helps us create a more invested world together through the power of investing responsibly.

At Mackenzie, we now have two teams focused exclusively on this space: Mackenzie Greenchip Team and our new sustainability-focused team led by Andrew Simpson. In April, we launched two new sustainable mutual funds, Mackenzie Greenchip Global Balanced Fund and Mackenzie Global Sustainable Bond Fund.

¹From the 2020 Responsible Investing Association Investor Opinion Survey, which is based on an Ipsos poll of 1,000 individual investors in Canada.

With this launch, Mackenzie now offers six sustainable investing solutions, including one ETF.

Global Fixed Income	Mackenzie Global Sustainable Bond Fund
Global Neutral Balanced	Mackenzie Greenchip Global Balanced Fund
	Mackenzie Global Sustainability and Impact Balanced Fund
Global Equity	Mackenzie Global Women's Leadership Fund
	Mackenzie Global Women's Leadership ETF
Global Small/Mid-Cap Equity	Mackenzie Global Environmental Equity Fund

Fundserv updates

Fundserv Standards Version 31 will be implemented on June 14, 2021. For detailed information, please refer to the [Fundserv](#) website.

Mackenzie will support the following changes:

CDIC: Unique Client Identifier (UCI) Updates

- Distributors can send UCI data for existing accounts via NFU or with new orders
- Nominee brokers must assign UCIs to each client for deposits in nominee name at a CDIC Member Institution
- The UCI must be unique to a specific client, regardless of the number of accounts that the client holds
- Fundserv to activate mandatory CDIC UCI edit on April 30, 2022

Fundserv enhancements:

- New FD file flag for eligible products
- CDIC section with CDIC flag and member institution for the fund

TFS orders

- Supported orders with new CDIC data sections are: Buy, commission rebate, switch, internal and external transfers, and AOT orders

New NFU message

- AddModCDIC – at an account level this message will add missing data, overwrite if existing data and remove if this message is sent blank

AddPAC – add new element called CDIC Data

- Fundserv NFU edit ensures that CDIC data is sent if fund is CDIC flagged in FD file

Demographic (NS) / Position (PS) files and Myserv will have new element available.

Fundserv working groups and v32 release

To stay informed on the various Fundserv working group discussions on future releases and initiatives, please visit [Fundserv Working Groups](#) for documented minutes from all the active and upcoming working groups. Alternatively, you can subscribe to receive all Fundserv meeting minutes.

2021 Quebec temporary income changes

Retraite Quebec has extended the 2020 temporary measure to ease the rules for Life Income Fund (LIF) withdrawals for this calendar year. A summary of the changes is listed below:

Clients holding a LIF who were under age 54 on December 31, 2020

- Income from other sources, such as employment earnings, are no longer considered
- Withdrawals may be completed in a lump sum OR in several payments during 2021
- They may have more than one LIF

No changes for clients age 54 – 64 on December 31, 2020.

Clients holding a LIF who were under age 70 on December 31, 2020

- May obtain temporary income subject to the same conditions as persons who were age 54 – 64 on December 31, 2020. The temporary measure allows them to obtain income, which can reach 40% of the maximum pensionable earnings (\$24,640 for 2021).

For more information please review the [Retraite Quebec website](#).

Operational efficiency

Dealers set up for Transport Layer Security (TLS) can opt in to submit processing documents and receive not-in-good-order (NIGO) notifications via email. The TLS service encrypts all emails from your dealer to Mackenzie and can be set up by contacting your Account Manager.

As always, to ensure timely processing, we encourage you and your advisors to place trades through Fundserv whenever possible rather than submitting them manually.

As we continue to work together to improve automation results and reduce NIGOs, the team will be offering a variety of webinars over the summer for your back office teams, advisors and assistants. We are also building some exciting new resources and content that will assist in reducing NIGOs for your advisors.

Stay tuned for the launch of our new Dealer Relations site on Mackenzie's corporate website later this summer.

Dealer relations team

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