

## **Introducing Olympia Trust Company and changes to your self-directed account held by Olympia Trust Company**

In December 2021, Computershare sold their self-directed account (this is the account that holds your HughesLittle Balanced Fund units) business unit to Olympia Trust Company (“**Olympia**”) of Calgary.

This is an update on the transfer of your account to Olympia and some changes as to how your self-directed plan will be managed.

### **Migration to Olympia**

Your self-directed accounts are in the process of being migrated to Olympia. When the migration is complete **you will be required** to set up an account on the **Olympia Online Portal**. Once the online account is set up, you will be able to view your account balances and make RRSP contributions.

### **Registration on the Olympia Online Portal**

- You will soon receive either a welcome e-mail or a welcome package in the mail from Olympia to guide you through the process of activating your online registration for the Olympia Online Portal.
- A Pre-filled Letter of Authorization (LOA) will be included. The LOA will allow HughesLittle to view account information on the issuer portal that we have access to. It is extremely important that you complete the LOA, as we will be unable to process your transactions without it.
- If you require assistance with the online registration, contact Olympia Trust directly at 1-877-565-0001 and select option 1 for “Client Portal Inquiries”.

### **Change in contact for your self-directed account**

Once the Online Portal is activated, all contact regarding your Olympia account(s) must go through Olympia. This is different from how operations were with Computershare. HughesLittle does not have online access to certain services provided on the Olympia Online Portal (for example accessing tax slip information).

### **Fee Schedule Changes**

#### *Annual Administration fee*

- Olympia’s Annual Administration Fee is currently \$175 for the first self-directed account and \$75 for the second self-directed account in an Annuitant’s name. These fees are similar to what Computershare charged. Annual Administration fees will continue to be paid by the HughesLittle Balanced Fund on your behalf.

### *Redemption transaction fees*

- There are no transaction fees charged for scheduled RRIF withdrawals. The most frequent RRIF withdrawals will continue to be quarterly.
- Self-directed account holders who make unscheduled RRIF withdrawals will be charged a \$125 transaction fee; withdrawals from RRSPs will be charged a \$75 transaction fee.
- Olympia's full fee schedule is available on the Olympia website.

### **Redemptions and RRIF payments**

- RRIF payments will continue to be processed as per scheduled.
- Please contact us if you wish to withdraw funds from your RRSP or make an unscheduled RRIF withdrawal. We will provide you with a Withdrawal Form.

### **RRSP contributions and purchasing units**

- Contributions to your self-directed plan can be made on the Olympia Online Portal using the Contribution Icon. Contact us if you have contributed, so we can guide you through the process to purchase units of the HughesLittle Balanced Fund.

### **Tax Slips**

- Computershare will issue tax slips for transactions in the 2021 calendar year; and Olympia will issue tax slips for transactions in 2022.

We understand this move is a big change to the way we operate, and in some ways, it is inconvenient. We appreciate your patience. It is not a move we initiated but so far, one we are pleased with. We have discovered several benefits associated with moving to Olympia. We have set up our own personal accounts on the Olympia Online Portal and are impressed with how easy it is to navigate, initiate transactions and to retrieve tax forms and other documents.

We are also anticipating improved processing times and more detailed client information available for account holders on the Olympia Online Portal. To date we have experienced a level of service from Olympia that is a significant improvement from our prior experiences.

We expect there will be other changes as we find out more information on how Olympia operates. We are here to help you with this process. If you have any questions, please contact Thompa or Barb.

Yours truly,

**HughesLittle Investment Management Ltd.**