

Global Payments Made Easy with OFX and Prospera

We're thrilled to introduce a new partnership with OFX - an award-winning globally trusted leader in digital money transfers. Now, you can enjoy 24/7 self-serve access to domestic and international transfers and payments with competitive foreign exchange rates and a low \$25 fee for same currency transfers.

How to sign up for OFX at Prospera for your personal money transfer needs

Things to have ready, before you sign up

- ✓ Desktop/laptop to begin your account set up using Google Chrome browser
- ✓ Valid email address
- ✓ Smart phone with cell number for ID verification and 2-factor authentication
- ✓ One or more forms of valid picture ID from the list below:
 - Passport
 - Citizenship card
 - Indigenous/Indian status card
 - Driver's license
 - Permanent residence card
 - National ID

Note: NEXUS is not a supported form of ID currently

- ✓ Proof of address – acceptable forms include:
 - Utility bills, such as gas, electricity, or water
 - Lease agreements
 - Bank statements
 - Insurance policies
 - Credit card statements
 - Mobile phone bills

- ✓ **Your Prospera account information including the transit/branch number, institution number and your account number.** You can locate the information at the bottom of your Prospera cheque. A void cheque can also be accessed from your Prospera mobile banking app or online banking platform. Alternatively, you can **contact Member Service Centre at Prospera 1-888-440-4480.**

To download a void Prospera cheque, please follow the steps below.

Prospera App

- Open the Prospera mobile app and log into your account
- Navigate to the 'Accounts' section and select the account for which you need the information
- Tap on the 'Account Details' dropdown menu
- Select 'Download Void Cheque (PDF)'
- Your void cheque will be downloaded

Prospera online banking

- Go to the Prospera website and log into your account.
- In the 'My Accounts' section, choose the account for which you need the information.
- Click on 'Direct Deposit and Pre-Authorized (PAD) Form.'
- Your void cheque will be downloaded.



Other helpful tips

- **It can take up to 1 business day to complete your account set up.** If you need to make an urgent transfer, please speak with a Prospera advisor for the best method to complete your timely request.
- **An OFX account rep will contact you** after you have completed the online form and ID verification – it can take up to 1 business day. If you need support sooner, please call OFX: **Personal accounts: +1 800 680 0750**
- **There is no sign-up fee to use OFX.** As a Prospera member we are pleased to offer you a self-serve digital solution for your international and domestic transfer needs. OFX offers competitive foreign exchange rates and a low \$25 wire fee for same currency transfers.

- **Settlement methods and limits**

- **Online bill payment is Prospera's preferred method.**

- Log in to [Prospera online banking](#), locate the bill pay service, add "Canadian Forex Limited" as a payee.
- Your OFX account number can be found on either your confirmation email after your first trade OR from the account section in the top right corner from your OFX online account.

Send the settlement amount via bill payment (Prospera limit: \$250,000 per transaction). Multiple payments can be made if necessary to OFX.

- **Direct debit** otherwise known as pre-authorized debit – use this method if you wish to send funds from your Prospera Personal US Account or if you wish to use direct debit for your CAD transfers.

Note that your transaction may take longer to process as funds can take 1-3 business days to process.

- To connect your Prospera banking information to OFX, please see [Step 4](#)
- OFX limit for direct debit transactions is \$25,000 for your first transfer and \$50,000 for subsequent transactions

- **Domestic wire transfer** from Prospera to OFX allows you to access OFX's competitive foreign exchange rates. This can save you money compared to wiring funds directly to the recipient from Prospera. Even with Prospera's wire processing fee, the overall cost is often lower due to better exchange rates offered by OFX.

For example, you're purchasing a property in the U.S. for more than \$250,000, which exceeds Prospera's bill payment limit. By wiring funds to OFX through Prospera, you can take advantage of OFX's better exchange rate, reducing the total cost of your transaction.

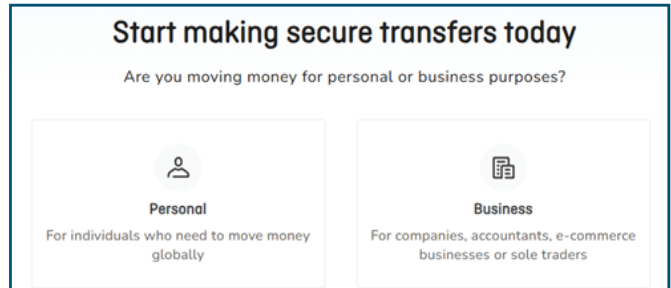
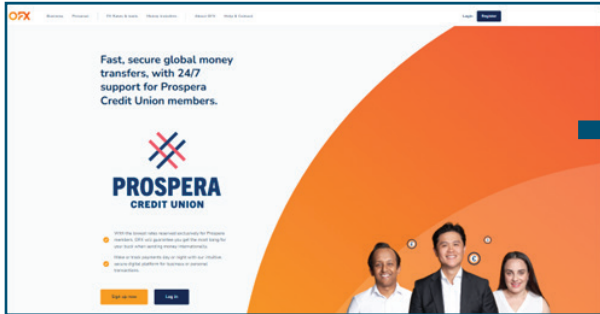
- You'll need to come into a Prospera location in person to send a wire to OFX, Prospera's wire processing fee will apply. Visit prospera.ca to find a location closest to you.

OFX at Prospera sign up process

Step 1

Visit <https://www.ofx.com/p/prospera-credit-union/> and click the **Sign up now** button

Select **Personal** for the account type you're setting up.



Step 2

Complete the information gathering fields to set up your account, then click **Submit**.

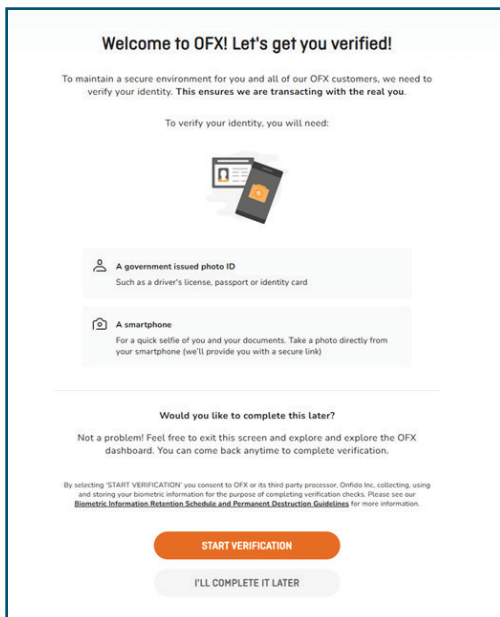
Note: When asked about the currency pair, if you predominantly make same currency transactions (CAD to CAD or USD to USD), please select CAD to USD. Your OFX account manager will be in contact during your onboarding call to set your access up to conduct same currency transfers.

If you don't require same currency functionality, please select the currency pair you make most often.

Step 3

Complete the ID verification process.

Note: You will need a smartphone to complete this step.



Step 4: Payment Methods

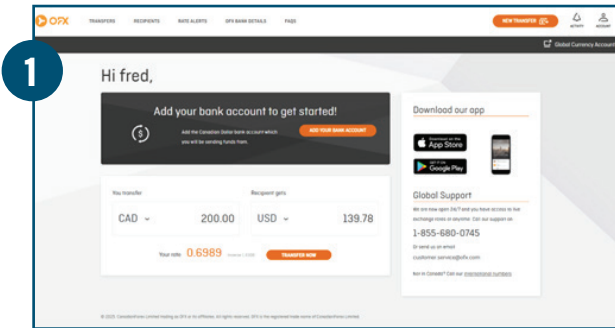
Bill Payment

Please see '**Other helpful tips**' section above for how to set up Canadian Forex Limited (OFX) as a bill payee.

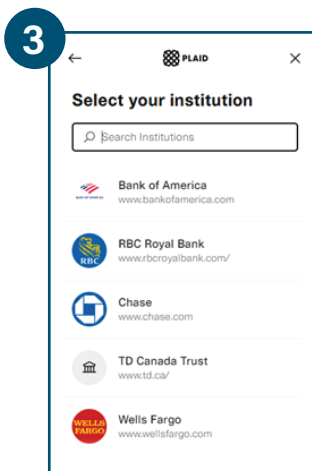
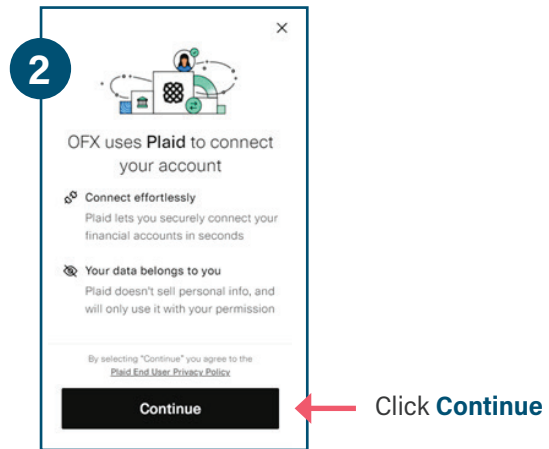
Wire transfer from Prospera to OFX

Please see '**Other helpful tips**' section above for instructions.

Direct Debit

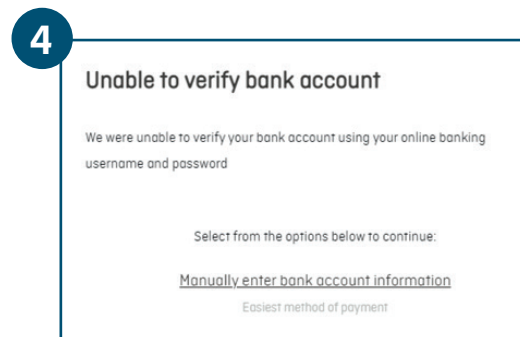


To set up Direct Debit, click **Add your bank account**. This step is for Prospera members that wish to use their Prospera Personal US Account or Prospera Canadian funds account to make payments or transfer money through OFX.



You'll see the screen above. **Prospera is not currently listed in the PLAID system.**

To move to the next step please type **abcd** in "Search Institution" field and press **Enter**.



This will give you the option to add your direct debit account manually. Click **Manually enter bank account information**. Please see the [Things to have ready](#) section above for how to access your account details at Prospera.

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Enter your bank information

- Securely enter your bank account information
- Once this form is submitted, OFX will verify the bank account you will pay from. A small deposit will be made to your account.
 - When you receive this deposit (in 1-2 days), contact us to verify the amount received.

Complete this form to authorize OFX to issue Pre-Authorized Debits ("PADs") from a designated deposit account

Bank Account Information

Please enter your own personal bank account in Canada.

Account Name
jordana.moses

Transit/Branch Number Institution Number
Transit/Branch Number Institution No. **Lookup**

Account Number
Account Number

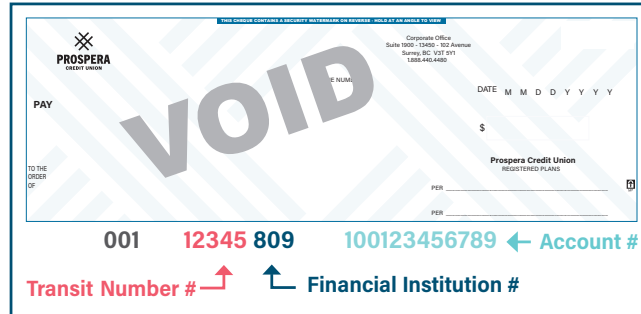
Name of Financial Institution
Enter financial institution

Account type: Personal

Authorisation

I hereby authorize OFX to initiate debits from the bank account specified above. I further acknowledge that I have read and agree to the terms and conditions of the Pre-Authorized Debit Agreement.

Fill in the bank information to complete the direct debit setup. You can find your Prospera account information on the bottom of your Prospera cheque or contact Prospera for the information.



You will be prompted to submit a bank statement and confirm a penny credit test.

Step 5: Onboarding and turning on same currency functionality

An OFX customer support representative will call you within a business day to finish your account set up and welcome you. They will ask you a series of questions for Compliance reasons. During this call they will answer any questions you might have, including if you need help with the ID verification process or the direct debit setup.

At this time OFX will walk you through how to make a transfer and confirm if you need the same currency transfer function (CAD to CAD or USD to USD transfers).

Don't worry if you missed OFX's welcome call. OFX will also send you an email to follow up so they can arrange a call back. You can also call **OFX at +1 800 680 0750 any time to set up the same currency functionality.**