

Use this form to set up or change an existing automatic payment for your Manulife Bank mortgage or loan.

To set up an automatic payment:

1. Complete and sign this form, ensuring you read section 4.
2. Return this completed form AND a personalized cheque marked "VOID" using ONE of the following methods:

Online Banking:

1. Sign into your account at manulifebank.ca
2. Select **Product & Services** and then **Upload Documents** from the left side menu

Fax:

1-833-427-0006

Telephone:

1-877-765-2265

Mail:

Manulife Bank of Canada
500 King Street North
Waterloo, ON N2J 4C6

1 Information about your Manulife Bank Mortgage or Loan

Mortgage/Loan account number

Primary account holder's name

Primary phone number

Secondary account holder's name

2 Effective Date (Check one)

- ☐ **New PAD Setup** - First payment date (mmm/dd/yyyy) _____
- ☐ **Change existing PAD** - If we receive this document after your next payment has already been initiated, these instructions will be applied starting with the next subsequent payment.

3 PAD Request Agreement

Attach a personalized cheque, marked VOID, drawn on your account at a Canadian financial institution (hereafter referred to as "Processing Institution"). The Bank Account Holder(s) indicated on the personalized cheque (Pre-Authorized Debit form, or Bank Account Confirmation) are hereafter referred to as "the Payor".

Note: If a personalized cheque is not available, then a Pre-Authorized Debit form or Bank Account Confirmation form completed by your current financial institution is required to verify the account information.

4 PAD Agreement and Authorization

This Pre-Authorized Debit (PAD) Agreement is for Personal Purposes. The Payor acknowledges that this agreement is provided for the benefit of the Manulife Bank of Canada ("Manulife Bank") and the Processing Institution and is provided in consideration of the Processing Institution agreeing to process debits in accordance with the rules of the Payments Canada. The Payor warrants and guarantees that all persons whose signatures are required to sign on this account have signed this agreement below. The Payor hereby authorizes Manulife Bank to draw on this account with the aforementioned Processing Institution, for the following purpose: payment of mortgage/loan installments coming due on such day as described on the mortgage/loan contract provided that such day is a business day. If such day does not fall on a business day, the payment will be due on the next business day. Business day means any day, other than a Saturday, Sunday or statutory holiday or a day on which Manulife Bank is not open for business. This PAD may be cancelled provided notice is received five (5) business days before the next due date of the PAD. A sample cancellation form, or further information on the Payor's right to cancel this PAD is available from Manulife Bank or by visiting www.payments.ca. The Payor acknowledges that provision and delivery of this agreement to Manulife Bank constitutes delivery by the Payor to the Processing Institution.

Any delivery of this agreement to Manulife Bank constitutes delivery by the Payor. **The Payor waives any requirement under the rules of Payments Canada that Manulife Bank give prior notice of the amount and date of any debit to be made under this Agreement. The Payor waives the requirement to receive a written notice setting out the details of this Agreement at least ten (10) calendar days before the due date of the first PAD. Manulife Bank agrees to provide a written notice setting out the details of this Agreement within five (5) calendar days following the due date of the first PAD.**

A personalized cheque for this account has been marked "VOID" and attached to this agreement.

In the event that a payment is returned non sufficient funds ("NSF"), the Payor consents to Manulife Bank processing an additional PAD in the amount of \$45.00 (subject to change) representing the NSF fee. Manulife Bank will process the additional PAD within thirty (30) days from the date of the original attempted payment.

The Payor undertakes to inform Manulife Bank in writing, of any change in the bank account information at least five (5) business days prior to the next due date of the PAD. The Payor acknowledges that the Processing Institution is not required to verify that a PAD has been issued in accordance with the particulars of the Pre-Authorized Debit (PAD) Agreement including, but not limited to, the amount. The Payor acknowledges that the Processing Institution is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Manulife Bank as a condition to honouring a PAD issued or caused to be issued by Manulife Bank on the Payor's account. Revocation of this agreement does not terminate any contract for goods or services that exist between the Payor and Manulife Bank. The Payor's authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged. The Payor hereby acknowledges its understanding, acceptance and participation in a PAD plan.

The Payor has certain recourse rights if any debit does not comply with this agreement. For example, the Payor has the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain more information on the Payor's recourse rights, the Payor may contact Manulife Bank or visit www.payments.ca.

4 PAD Agreement and Authorization (continued)

A PAD may be disputed by a Payor under the following conditions: (i) the PAD was not drawn in accordance with the Pre-Authorized Debit (PAD) Agreement; or (ii) the authorization was revoked. The Payor, in order to be reimbursed, acknowledges that a Declaration to the effect that either (i) or (ii) took place, must be completed and presented to the branch of the Processing Institution holding the Payor's account, up to and including ninety (90) calendar days after the date on which the PAD in dispute was posted to the Payor's account. The Payor acknowledges that a claim on the basis that the Pre-Authorized Debit (PAD) Agreement was revoked or any other reason, is a matter to be resolved solely between Manulife Bank and the Payor when disputing any PAD after ninety (90) calendar days.

The Payor(s) hereby consent(s) to the collection, use and disclosure of any personal information for the purpose identified in this form. Unless there are contractual limitations, the personal information may be accessed or transferred within or outside Canada and may be subject to the laws of those jurisdictions. The Payor(s) may withdraw consent, subject to legal and contractual restrictions. The Payor(s) also have the right to access and correct any personal information maintained in our files. For more information, consult our Privacy Policy at Manulife Bank.ca.

The Payor's authorization is given on the day of _____ day of _____, _____ to enable Manulife Bank to take payments as per the terms of the (our) mortgage/loan contract.

Signature of first payor (as shown on bank statement)

Date of signature (mmm/dd/yyyy)

Signature of second payor (as shown on bank statement)

Date of signature (mmm/dd/yyyy)

NOTE: If a company is the Payor, this agreement MUST be signed by an authorized officer stating title and affixing seal or stamp.
If providing an electronic signature, please ensure to also include the required validation documents (certificate of completion, evidence summary, or audit report) in your submission.