IMPERIAL PFS CANADA



WELCOME TO OUR CUSTOMER CENTRE

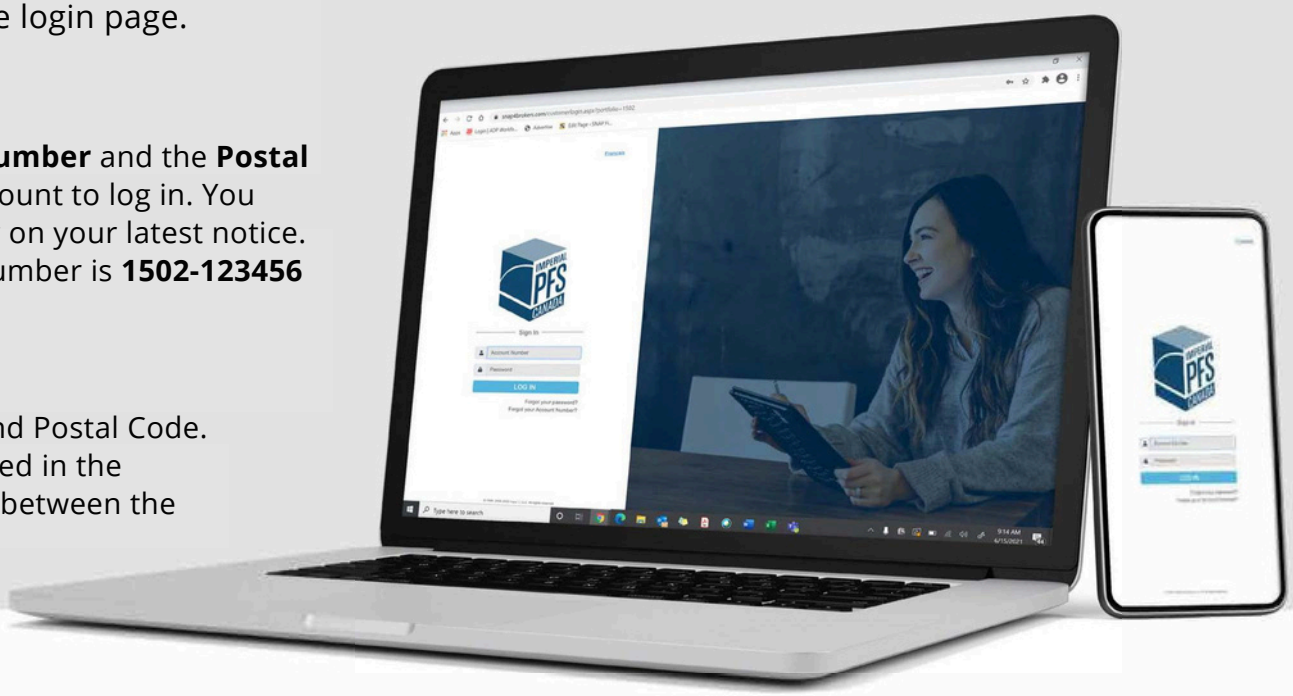
WHERE WE GIVE YOU FULL CONTROL OF YOUR ACCOUNT.

LOGIN

1. **Click here** to navigate to the login page.

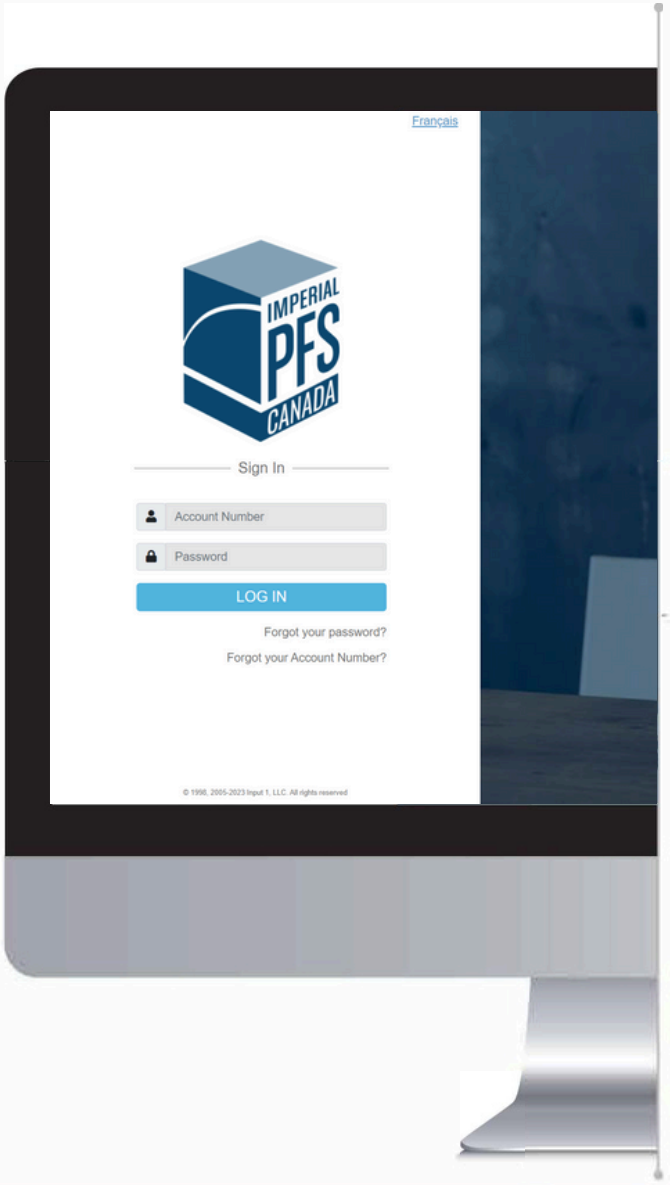
2. You will need your **Account Number** and the **Postal Code** associated with your Account to log in. You can find your Account Number on your latest notice. For example if your account number is **1502-123456** you need to enter **123456**

3. Enter your Account Number and Postal Code. The postal code must be entered in the following format, with a space between the three characters: **XXX XXX**



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MISPLACED YOUR ACCOUNT NUMBER OR PASSWORD?

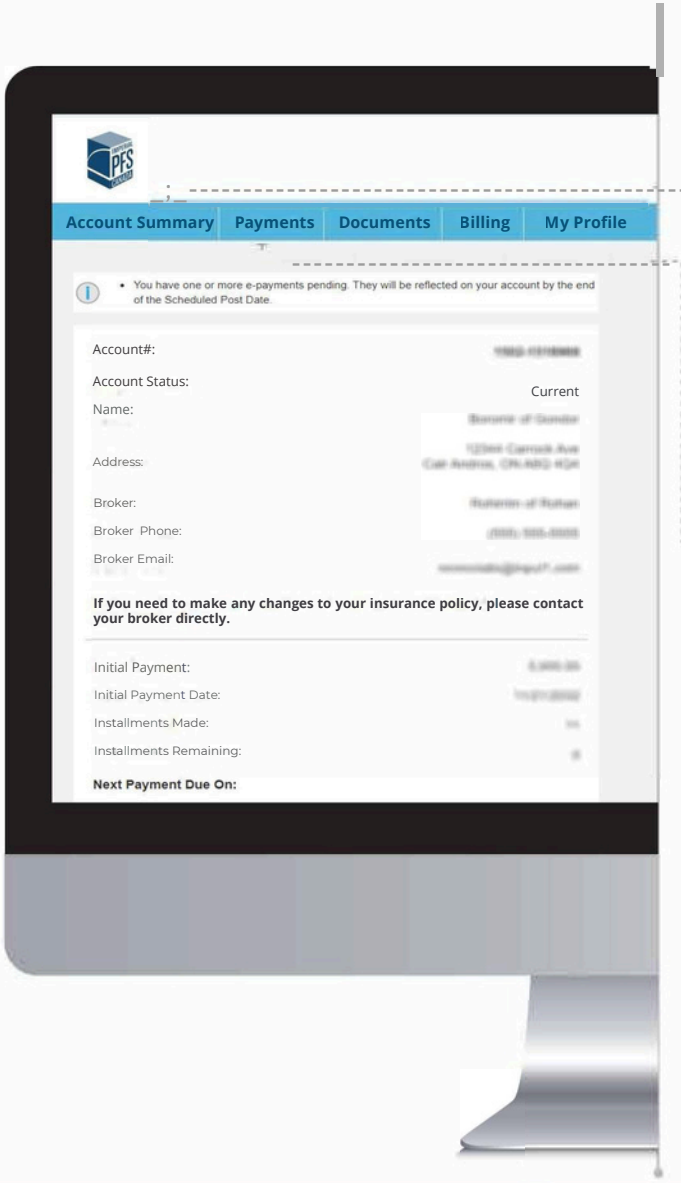
No worries! Take advantage of our easy-to-use "Forgot My Account Number" and "Forgot My Password" tools.
After we validate your information, we will send you an email with the details you need to log in.

When resetting your password, please note that the new password must be at least 8 characters long and contain 3 out of 4 of the following items:

- Lowercase letters
- Uppercase letters
- Numbers
- Non-alphanumeric characters

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ACCOUNT TAB

Here you'll find all your Account details including your name, address, broker information, payment details, etc. This tab provides you with an overview of your Account and allows for you to verify accuracy and gather information quickly.

PAYMENTS TAB

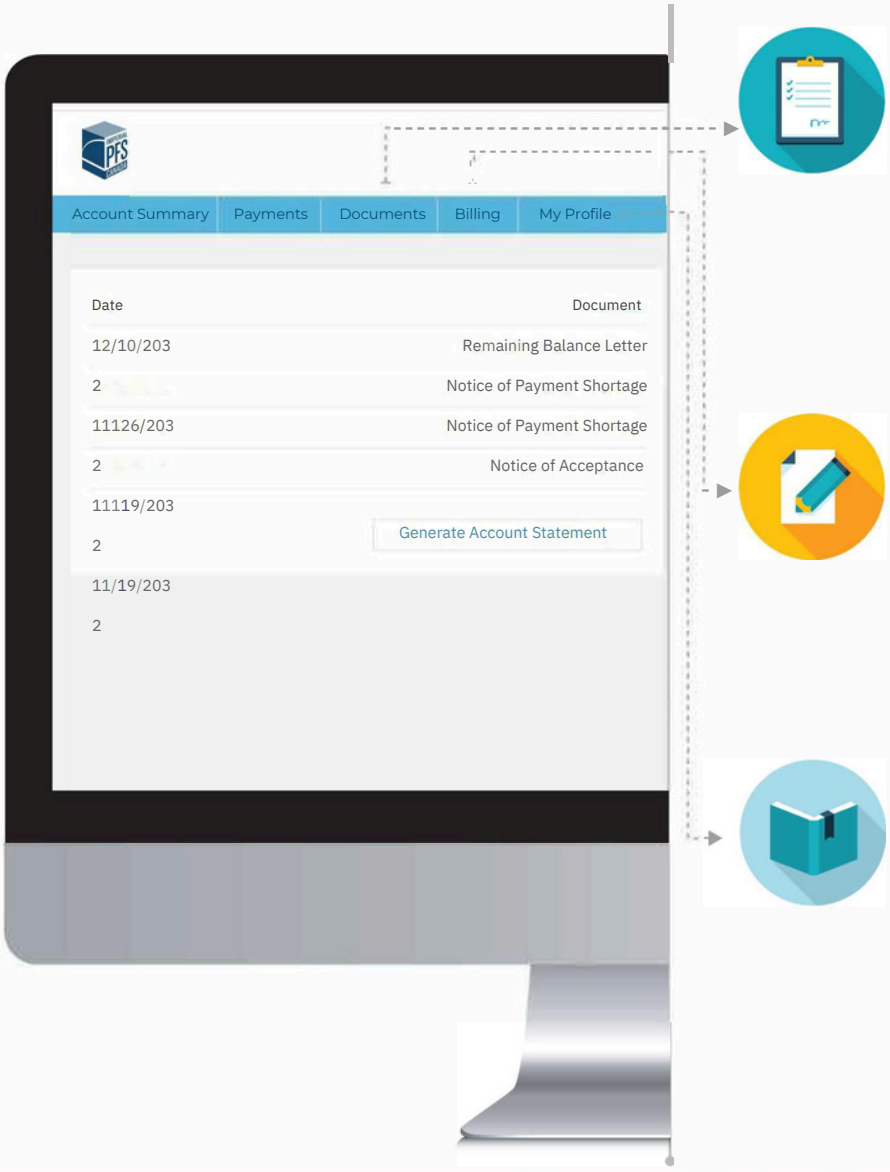
The Payments Tab provides you with all of the payments you have made on your Account to date. It also allows for you to navigate to your Payment Schedule or to make a payment.

MAKE A PAYMENT

We accept Credit Card payments as well as EFT payments. Through our Payments Tab, you can replace a missed payment or make a payment in advance.

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DOCUMENTS TAB

All of your important documents are available here for easy access. View and download your Notice of Acceptance, Notices of Revised Pay, Statement of Account, and other key documents anytime.
If you require a wet-signed copy of your Payment Agreement, please contact us at: support@ipfscanada.com

BILLING TAB

The Billing Tab allows you to view your billing information and make changes to your Credit Card or banking information. To change your billing method from Credit Card to EFT, or vice versa, please contact us at support@ipfscanada.com

CUSTOMER INFORMATION TAB

Here you will be able to update all your Account Details, such as your name, phone number, address, and email. You will also be able to select to receive your notices via email instead of by mail. As well, the Customer Information tab gives you the ability to change your password. We suggest that you update your password upon initial login.

All changes that are made on your account will be emailed to you as part of our validation process.