Website Footer Document

MAX Financial Ltd. Insurance Processing Disclosure

PFC website summary of the insurance distribution and processing relationship

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Insurance only

Insurance business is submitted and processed through MAX Financial Ltd. and applicable insurers. MAX Financial Ltd. does not provide securities through PFC and is not responsible for PFC planning, education, authorship or securities referrals.

1. Purpose

This disclosure explains the roles of Adrian, PFC, MAX Financial Ltd. and the applicable insurer when Adrian or PFC assists with an insurance need or application. It does not replace an insurer application, policy, privacy notice, conflict disclosure or complaint process, or MAX Financial Ltd.'s current terms and policies.

2. Who does what

Party	Role
Adrian individually	Provides insurance advice in BC and Ontario under active individual licences. Ontario insurance activity is conducted in this capacity while PFC's Ontario corporate licence is pending.
PFC	May provide BC insurance advice and services through its active corporate licence. PFC does not conduct Ontario corporate insurance business until its Ontario licence becomes active.
MAX Financial Ltd.	Provides insurance distribution and processing support, including case coordination and communication with participating insurers, and may pay commissions directly to Adrian or to PFC.
Insurer	Performs underwriting, decides whether to issue coverage, sets contractual terms and premiums, issues the policy, administers claims, and applies its own privacy and complaint process.
Client	Provides complete and accurate information, reviews advice and documents, asks questions and decides whether to apply or proceed.

3. Licensing and jurisdiction

Jurisdiction	Current status
British Columbia	Adrian's individual licence and PFC's corporate insurance agency licence are active.
Ontario	Adrian's individual licence is active. PFC's corporate insurance agency licence is pending.

4. Product selection and underwriting

The advice role is to assess needs and provide advice within applicable licensing and competence. Product availability depends on accessible insurers and client eligibility. The insurer alone decides underwriting and final terms. No quotation, illustration, discussion, premium estimate or application creates coverage.

5. Compensation and conflicts

MAX Financial Ltd. or an insurer may pay insurance commissions or other compensation directly to Adrian for BC or Ontario business, to PFC for business conducted through the corporation where its corporate licence is active, or through a disclosed combination. Compensation may also depend on whether a policy is purchased or maintained.

This creates an actual or potential conflict because Adrian or PFC may benefit when a client proceeds. Before the transaction, written disclosure identifies the acting capacity, compensation recipient, insurers or providers represented, material conflicts and any fee charged in addition to premium. Product-specific information is provided when required.

6. Personal information and consent

Insurance applications may require sensitive identity, financial, health, medical, lifestyle, beneficiary and underwriting information. With consent or as permitted by law, Adrian or PFC may disclose relevant information to MAX Financial Ltd., insurers, reinsurers, underwriting services, medical or paramedical providers, laboratories and policy administrators. Each organization applies its own privacy policy.

The person or organization acting as adviser controls the advisory information in that disclosed capacity. Withdrawing consent may prevent an application, underwriting decision, policy issue or service request from proceeding.

7. Client responsibilities

- provide complete, accurate and current information;
- review the need, recommendation, illustration, application and policy carefully;
- ask about exclusions, limitations, premiums, guarantees, non-guaranteed values, surrender consequences and tax assumptions;
- notify the appropriate party of errors or material changes where required; and
- do not cancel or replace existing coverage until replacement coverage is confirmed and consequences are understood.

8. Complaints and service questions

Issue	Pathway
Adrian or PFC advice, service, disclosure or privacy	Contact Adrian/PFC first at aspitters@pfcwealthsolutions.com or 604-855-6846. Agent or agency conduct may be referred to the Insurance Council of BC or FSRA, according to jurisdiction.
MAX Financial Ltd. processing	Contact MAX Financial Ltd. about its processing, administration or privacy role.
Insurer underwriting, policy administration or claims	Use the insurer's complaint process first. Eligible unresolved life and health insurance disputes may be referred to the OmbudService for Life & Health Insurance (OLHI). BCFSA or FSRA may receive applicable regulatory concerns.

9. Official links

MAX Financial Ltd. | MAX Financial Ltd. contact | Insurance Council of BC complaints | BCFSA insurance complaints | FSRA complaints | OLHI

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