



CLIENT FREQUENTLY ASKED QUESTIONS (FAQ)
FOR BROKER USE ONLY

*This document is designed to prepare brokers to answer a range of questions from their clients.
Please do not distribute to clients.*

Q1: What is happening with Macquarie Premium Funding?

- Wintrust Financial Corporation (Wintrust), a well-established, Illinois-based financial services company with a deep commitment to the premium funding space and more than \$15 billion in assets, has agreed to buy Macquarie Premium Funding (MPF).
- All of the Canadian operations will remain headquartered in Toronto and service will continue to be offered across the country. Business is operating as usual.
- The current MPF team will seamlessly transition to FIRST Insurance Funding of Canada, and the culture and practices that have driven MPF's achievements will stay intact.

Q2: Who is FIRST Insurance Funding Corp?

- FIRST Insurance Funding Corp. is the premium funding subsidiary of Wintrust, and is one of the largest independent premium finance companies in the US specializing in providing complete financial solutions to its customers.
- With the acquisition by Wintrust, FIRST will now have operations in both Canada and the U.S. MPF will be changing its name and business to FIRST Insurance Funding of Canada.

Impact on clients

Q3: What happens to current premium funding clients?

- For premium funding borrowers, there is no change in the status of their loans. All current terms and rates apply, as well as payment frequency and amount. Contract numbers will also stay the same.

Q4: What are the changes that will impact your clients?

- Business is as usual and there will be no disruptions. Changes will only be made around MPF's new name and address, which will be reflected on your clients' payment options (see Q5).



Q5: What are the changes to your clients' payment options?

- Currently, your clients have three payment options. We have outlined below how our changes will impact each option:

i. **For pre-authorized transactions:** no action is required on their part. They will continue to see “Macquarie Premium Funding” on their bank statements until their respective financial institution makes the change to “FIRST Insurance.”

- **For cheques and other communications:** Upon receiving your new invoice, please make your cheques payable to our new name and send to the address below:

ii.
FIRST Insurance Funding of Canada
20 Toronto Street, 7th Floor
Toronto, ON M5C 2B8

Please note: *any cheques already submitted and addressed to Macquarie Premium Funding will be honoured and do not need to be reissued.*

iii. **For online banking:** if “Macquarie Premium Funding” is on their existing billers list, no further action will be required on their part—their respective financial institution will update the name to “FIRST Insurance.” They will continue to see “Macquarie Premium Funding” on their billers list until their respective financial institution has made the change.

To add us as a new online biller, please let your clients know that they can search for “FIRST Insurance” on their billers list—if they do not see that name, search for “Macquarie Premium Funding.” This online option is available at major financial institutions, including: BMO, CIBC, Credit Union Central, Desjardins, National Bank, RBC, Scotiabank, and TD Bank.

Important note: *for all options above, any payment made to either “Macquarie Premium Funding” or “FIRST Insurance” will be applied directly to their accounts. Please note that the changes above from their respective financial institution may take up to eight weeks to occur.*

Q6: How can your clients contact us directly?

- Our contact numbers will remain the same—your clients can call us toll free at:

Telephone: 1 888 232 2238

Fax: 1 888 232 2209

Hours of service: Monday to Friday, 8:30 am to 8:30 pm (EST)

If you have any questions, please feel free to call your local Relationship Manager.

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