



Tips for a successful SureFund Deal

Want to know how to create a SureFund Deal? View the steps [HERE](#).

DISBURSEMENT TIPS:

- ✓ **Use a Payee from the SureFund database** whenever possible, to ensure a smooth transaction.
 - Often Payees are not included in the database using an acronym, so be sure to search for the name in full. For example, search for Royal Bank instead of RBC.
 - Banks or other Financial Institutions may have only one address in the SureFund Database as these Payouts are often sent to a Central Processing Unit.
- ✓ **Wondering when the disbursement funds will reach the Payee?**

Review the Green Information Bar provided on the Disbursement Details Screen to find out:

 - The Payee's required documentation.
 - When the funds will be delivered to the Payee.
 - How long it may take for a Payee to process the funds.
 - If the funds will be sent to a Central Processing Unit.

 **TIP!** You cannot override the direction of funds Payments to Banks that are presented in the Green Information Bar.
- ✓ **Avoid Payment delays:** Double check all the entered information is correct.

 **TIP!** The uploaded documents are only provided in a package to the Payee—there is no manual comparison done by SureFund between the documents and the information that is entered into the system for disbursement.
- ✓ **Using the Disbursement Type OTHER:**
 - The "Other" disbursement type should be used for Payouts to individuals, Law Firms, or small businesses not included in the SureFund Database.
 - *Do not* enter Bank or Financial Institution Mortgage or Loan Disbursements as "Other".
 - It is not possible to use the "Other" disbursement type to override the direction of funds provided in the Green Information Bar (i.e. to direct the funds to a Bank branch instead of the Central Processing Unit).



- ✓ **When setting up a Wire disbursement**, it is necessary to include the exact information for the receiving account, including:
 - The exact Bank Account holder name(s).
 - Accurate transit/bank number/account number information. We recommend only using a void cheque or Direct Deposit form to gather this information.



TIP! There is an additional \$15+HST fee charged for wire disbursements

- ✓ **Uploaded documents:** make sure the file name is less than 30 alphanumeric characters and doesn't include any special characters (including apostrophes and French accents).

Our friendly Customer Service Agents are available to help you!

Monday to Friday from 8:00 a.m. to 6:00 p.m. at **1-888-417-4818** or **help@surefund.ca**

We will be happy to help you with any questions you may have along the way!