



TradeZero Canada  
Securities ULC  
Relationship Disclosure

Effective May 23, 2023



## 1. Introduction and purpose

TradeZero Canada Securities ULC ("TZC", "we" or "us") is a dealer member of Investment Industry Regulatory Organization of Canada ("IIROC") and registered as an investment dealer, with its principal regulator being the Ontario Securities Commission. We are committed to providing you with state-of-the-art trading platforms combined with exceptional service and support. TZC is a subsidiary of TradeZero Holding Corp.

Please review the information provided in this Relationship Disclosure document provided in accordance with IIROC Plain Language Rulebook Section 3216 *Relationship Disclosure*. It contains important details about the services we offer, the features of your account(s) and how it/they operate(s), and our responsibilities to you. The purpose of this disclosure is to provide you a good understanding of the services you will receive when you open an account.

Should there be material changes impacting this Relationship Disclosure, we will let you know.

If you have any questions or if we can be of assistance in any way, please contact us at [support@tradezero.ca](mailto:support@tradezero.ca).

## 2. Description of the client accounts and products/services offered

### *Services*

TZC provides order-execution services for U.S. equities and options. We engage the execution services of other broker/dealers registered in the United States to facilitate trading.

Through a self-directed trading account, you can enter orders using one of our trading platforms. We provide you tools and resources to help you make informed investment decisions. We do not provide financial, legal, tax or investment advice or recommendations. You are responsible for your own investment decisions.

We will consider whether an account with TZC will be appropriate for you, based on certain information you provide us in your account application. If you have any concerns about whether a TZC account is right for you, please contact a TZC representative at [support@tradezero.ca](mailto:support@tradezero.ca). To comply with various domestic and international money laundering terrorism prevention initiatives, TZC may request identification, documents and other information from you. TZC may share this information with regulators or the government, as necessary. This information is required to open an account and we may require you to confirm or update this information from time to time. For information on when TZC may share your information, please see our [Privacy Policy](#).

### *Products*

We offer access to the following investment products:

- Equities (e.g., stocks and warrants)
- Derivatives (e.g., options)

Generally, the investment products available on our trading platforms will be able to be readily liquidated or resold although there is no absolute certainty with respect to market conditions on securities exchanges or otherwise.

For more information on investment products, you can read the investment explanations in the Investments at a Glance, a booklet prepared by the Canadian Securities Administrators (“CSA”) for financial consumers. It’s available on the CSA website at [www.securities-administrators.ca](http://www.securities-administrators.ca).

### **3. Fees and how they are calculated**

The fees you pay are set out in the Pricing and Fees Disclosure provided to you at the time of account opening. This information is also available on our website at: <https://www.tradezero.ca/pricing>.

Platform fees are charged on the first day of every month and prorated starting on the fifteenth day of every month. To avoid being charged, a client must cancel or update a platform by the last day of the month.

TZC may provide compensation to third parties who refer clients to TZC. For more information, please see our Conflict of Interest Statement at [www.tradezero.ca/legal/disclosures](http://www.tradezero.ca/legal/disclosures).

### **4. Suitability of investments**

As an order-execution only platform, we do not provide investment advice and therefore, will do not assess the suitability of any of your trades. An account with TZC is intended for investors who are comfortable making their own investment decisions and taking responsibility for their investments. If you are looking for investment advice, you should not open a TZC account.

- TZC will not provide you any recommendations and you are solely responsible for making all investment decisions in your order-execution only accounts.
- Generally, TZC will not be responsible for making a suitability determination for you and, in particular, TZC will not consider your current financial situation, investment knowledge, investment objectives and time horizon, risk tolerance, your account’s investment portfolio composition and risk level, nor other similar factors.
- Generally, TZC will not be responsible for making a determination that the products and account types offered by us are appropriate for you.

### **5. Disclosure of conflicts of interest**

TZC and its representatives must act fairly, honestly and in good faith with you and our other clients. We may have conflicts of interest in providing you with services. These conflicts may be actual conflicts of interest or you may perceive that we have a conflict of interest.

For more information on how we handle conflicts of interest, please see our Conflict of Interest Statement at [www.tradezero.ca/legal/disclosures](http://www.tradezero.ca/legal/disclosures).

## 6. Reporting

### *Trade Confirmations*

When you buy or sell securities, a trade confirmation will be sent to you electronically, immediately of the trade date.

It will contain the details of the transaction including but not limited to:

- a. Security name, marketplace and dates
- b. Amount paid by you for a purchase or paid to you on a sale
- c. Amount of any commission, spread, charge or fee applied, if any

### *Account Statements*

You will receive an account statement:

- a. Monthly if activity occurs in your account (excluding interest and dividend payments) at any time in the most recent month or in the two preceding months, or upon request
- b. At the end of March, June, October and December, whether or not there has been activity in your account

Each statement for the reporting period will include but is not limited to:

- a. Your name, address, account type and account number
- b. Book cost and market value of all holdings in the account
- c. Activity that occurred in the account for the reporting period

### *Annual Report on Charges and Other Compensation*

Each year, you will receive a report, for the 12 months ended December 31st which will set out the following:

- a. The fees and charges related to the operation of your account
- b. The amount of any trailing commission received by us in relation to securities held in your account
- c. Any compensation, other than trailing commission, received by us from an issuer of securities or another dealer or adviser

## 7. Consent to electronic delivery of documents

We require your consent to send documents to you electronically for account opening and on an ongoing basis.

## 8. Investing with borrowed funds

Using borrowed funds to finance the purchase of securities, or to trade on margin, involves greater risk than using cash resources only.

If you borrow funds to purchase or trade in securities, your responsibility to repay the loan and pay interest as required by its terms remains the same, even if the value of the securities purchased declines.

An investment strategy that uses borrowed funds could result in far greater losses than an investment strategy that does not use borrowed funds.

## 9. Documents on account opening

When you open an account, we provide you with copies of the following documents for your account:

- a. TZC New Account Application and Client Agreement
- b. TZC Privacy Policy
- c. TZC Conflict of Interest Statement
- d. Margin Agreement, if chosen
- e. Options Agreement, if chosen
- f. This Relationship Disclosure document
- g. Pricing and Fees Disclosure
- h. Canadian Investor Protection Fund (CIPF) Brochure
- i. IIROC publications [A Guide for Investors \(Part 1 of 2, pdf\)](#), [How Can I Get My Money Back? A Guide for Investors \(part 2 of 2, pdf\)](#) and [How IIROC Protects Investors](#).

## 10. Resolving complaints

At TZC, we take your complaints seriously and are committed to helping resolve your complaint about the service you've received. Please refer to the brochures published by IIROC and issued to you at the time your account was opened: Making a Complaint: [A Guide for Investors \(Part 1 of 2, pdf\)](#) and [How Can I Get My Money Back? A Guide for Investors \(part 2 of 2, pdf\)](#).

To help reach a resolution, please follow these three steps:

*Step 1: Voice your complaint*

Please contact us via the phone number or email address below.

Phone: 1-866-995-9585

Email: [support@tradezero.ca](mailto:support@tradezero.ca)

If you are not satisfied with the resolution provided in Step 1, please proceed to Step 2.

*Step 2: Escalate your complaint*

You can escalate your complaint in the following ways:

- a. Ask the individual you are dealing with in Step 1 to escalate on your behalf.
- b. Escalate the complaint directly, using the following contact information:

Email : [complaints@tradezero.ca](mailto:complaints@tradezero.ca)

Mail: Client Service Team  
Unit 14, 323 Church Street  
Oakville, Ontario  
L6J1P2

Our response in Step 2 will summarize your complaint and our findings and will contain a reminder about escalation options available to you, including Step 3 should your concerns not be addressed to your satisfaction.

*Step 3: Additional steps*

If you are not satisfied with the resolution provided in Step 2, you can proceed to Step 3 to escalate your concern to the Ombudsman for Banking Services and Investments (OBSI). For residents of Québec, you may proceed to Step 3 to escalate your concern to the Autorité des marchés financiers (AMF).

You may immediately escalate your complaint to the OBSI directly if we do not provide you with a response within 90 days of your complaint. If you wish to escalate your complaint to the OBSI directly because we have not provided you with a response within 90 days of your complaint, and we later provide you with a response, you must do so within 180 days of our response. The services of the OBSI are independent of TZC and free.

**Ombudsman for Banking Services and Investments (OBSI)**

Website: [www.obsi.ca](http://www.obsi.ca)

Phone: 1-888-451-4519

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Mail: 20 Queen Street West, Suite 2400, P.O. Box 8 Toronto, ON M5H 3R3

If you are a client in Quebec and you are not satisfied with the outcome or with the examination of the complaint, you can request that the complaint file be transferred to the AMF.

**Autorité des marchés financiers (AMF)**

Website: [www.lautorite.qc.ca](http://www.lautorite.qc.ca)

Phone:

Quebec City 418-525-0337

Montreal 514-395-0337

Other Regions 1-877-525-0337

Mail: 800, square Victoria, 22e étage C.P. 246, tour de la Bourse Montréal (Québec) H4Z 1G3

The file must contain all the documents related to the complaint. Following the transfer, the AMF will examine the complaint file and, if deemed appropriate, may offer dispute resolution services. The filing of a complaint with the AMF does not interrupt the prescriptive period of civil remedies.

You may also contact IIROC directly by:

Calling their Complaints and Inquiries team at: 1 (877) 442-4322

Emailing through their [secure email link](#) or directly at [Investorinquiries@iroc.ca](mailto:Investorinquiries@iroc.ca)

Filling out their secure [downloadable form \(pdf\)](#) and then emailing it to us via the secure email link

Sending a fax at 1-888-497-6172

To tell us about your complaint, please use the contact information provided below.

## **11. Benchmarks**

An investment performance benchmark is a standard against which you can compare the performance of your investments. TZC does not provide benchmarks to clients for the purpose of assessing the performance of a client's investments.

## **12. Trusted Contact Person**

When opening an account with TZC, clients can provide the name and contact information of a trusted contact person who TZC can contact in certain circumstances including, but not limited to concerns about the possible financial exploitation of a client who is vulnerable or concerns about the client's ability to make decisions involving financial matters.

## **13. Temporary Holds**

TZC may place a temporary hold on an account if it has a reasonable belief that a vulnerable client is being financially exploited, or that the client lacks mental capacity to make decisions involving financial matters. If a temporary hold is placed on your account, TZC will provide you notice along with the reasons for the temporary hold as soon as practicable. We will continue to review the relevant facts on an ongoing basis in order to determine if continuing the hold is appropriate. Within 30 days of placing the temporary hold and, until the hold is revoked, we will update you on a monthly basis to inform you if we have revoked the temporary hold or provide you with notice of our decision to continue the hold, and the reasons for that decision.