



## 2024 DIRECTORS ELECTION – FAQs

### 1. How do I vote?

You can vote either by mail-in ballot, securely online or in branch through a secure voting portal. **You are permitted to vote using one method only.**

As an eligible voting member, you were mailed a notice, together with a mail-in ballot that included a unique ballot # and password. You will need your ballot # and password to vote online or in branch.

### 2. How do I vote by mail-in ballot?

You may vote by completing the mail-in ballot you received with the notice. Once you have marked your ballot by placing an X beside your selections, you can place the ballot into the supplied return envelope (no postage is required), seal the envelope and mail the envelope to the Returning Officer c/o Avenue 4 by 5 pm on April 15, 2024 (please allow four business days for mailing as per Canada Post).

### 3. How do I vote online?

Online voting will open on April 3, 2024 at 9 am and close on April 15, 2024 at 5 pm.

You may vote securely online, by visiting [propsera.ca](http://propsera.ca) (clicking on the 2024 Directors Election banner) or on [prosperavote.ca](http://prosperavote.ca).

**You will need your ballot # and password to vote online.**

### 4. How do I vote in branch?

In branch voting will open on April 3, 2024 at 9:30 am and close on April 15, 2024 at 5 pm.

In branch voting is done the same way as online voting, except it is done in branch. You can vote in branch through a secure online portal, in the same manner as you would online. **You must bring your ballot (the portion that includes your unique ballot # and password) along with a piece of government issued photo ID**, to a Prospera employee in the branch, for assistance with online in branch voting.

### 5. What is a Designation of Authorized Representative, and when do I need to complete it?

If you are a business, corporation, partnership or other entity, you must complete a Designation of Authorized Representative, to designate someone to vote on behalf of the entity. You are required to complete the designation whether your entity is voting by mail-in ballot, online or in-branch.

#### *By mail-in ballot*

To designate an authorized representative, entities must complete the Designation of Authorized Representative portion of their mail-in ballot located on the reverse side of the ballot.



*By online ballot (same as in branch voting)*

Entities voting online will be required to enter their ballot # and password, then will be prompted to download and complete the designation.

Once the designation has been completed and signed (electronic signatures are valid) by the signing authorities of the business, corporation, partnership or other entity on file with Prospera, the designation must be emailed to [membervote@prospera.ca](mailto:membervote@prospera.ca). If the entity does not complete and return a copy of the designation to [membervote@prospera.ca](mailto:membervote@prospera.ca) prior to the voting deadline of 5 pm on April 15, the vote of the entity will be disallowed.

You can complete the designation form ahead of casting your vote by downloading the designation form at [prosperavote.ca](http://prosperavote.ca), completing, signing, and returning it by email to [membervote@prospera.ca](mailto:membervote@prospera.ca).

**6. What if I've lost or did not receive a notice and ballot by mail?**

In that case, you can receive a generic mail-in ballot (upon member verification, which includes a declaration) in the branch. You must attend the branch to obtain a generic mail-in ballot and show government issued photo ID.

If you wish to vote online, you can obtain your unique ballot # and password, which was noted on your ballot (upon member verification) in the branch or by calling the Member Services Center at 1-888-440-4480.

You must attend in branch to swear a declaration prior to receiving a generic ballot and show government issued photo ID prior to receiving their unique ballot # and password.

**7. Why do I need to swear a declaration if I've lost my ballot?**

This requirement is set out in [Prospera's Rules](#) and ensures that the appropriate eligible voting member is given a ballot.

**8. Why do I need to go in branch to get a generic mail-in ballot?**

You need to attend a branch in order to swear a declaration as required by Prospera's Rules to obtain a generic mail-in ballot.

**9. To whom are the returned ballots submitted?**

Mail-in ballots and electronic votes are sent directly to the Returning Officer c/o Avenue4 (our third-party administrator) for authentication and tabulation.



## 10. When is the Voting Period?

Voting in the 2024 Directors Election **commences at 9 am on April 3, 2024 and ends at 5 pm on April 15, 2024**. All mail-in ballots must be received by the Returning Officer c/o Avenue 4 (our third-party administrator) by 5 pm on April 15, 2024. Voting can be completed electronically via [prospera.ca](https://prospera.ca) or [prosperavote.ca](https://prosperavote.ca) until 5 pm on April 15, 2024. Mail-in ballots received prior to the commencement of voting (9 am on April 3, 2024) will be deemed effective and dated as of 9 am on April 3.

## 11. When will the results be announced?

Join us at our 2024 Annual General Meeting (AGM), where we will announce the results of the 2024 Directors Election. The AGM will be held virtually on Tuesday, April 23, 2024 at 2 pm. The results will also be posted on [prospera.ca](https://prospera.ca) and in branch the following day.

Pre-registration for the AGM will be open from March 26 to April 16, 2024. Information will be posted to [prospera.ca](https://prospera.ca) (click the 2024 AGM banner) in the coming weeks. Be sure to check back soon.

The virtual AGM can be accessed at [prospera2024agm.com](https://prospera2024agm.com)

## 12. When can I register for the 2024 AGM?

Pre-registration for the AGM will be open from March 26 to April 16, 2024. Information will be posted to [prospera.ca](https://prospera.ca) (click the 2024 AGM banner) in the coming weeks. Be sure to check back soon.

The virtual AGM can be accessed at [prospera2024agm.com](https://prospera2024agm.com)

## 13. Who is eligible to vote?

To be eligible to vote in the 2024 Directors Election, you must be 19 years or older and be a member in good standing.

Member in good standing means, on or before November 15, 2023, you held five membership shares.

## 14. As I have a joint account with Prospera, will both of us be eligible to vote?

If each of you has purchased five membership shares, you will each receive a notice in the mail (together with a mail-in ballot) that includes your unique ballot # and password to securely vote.

## 15. How can we be sure the vote is confidential?

An independent returning officer is appointed by the board to oversee the election ballot counting process. The online and mail-in ballots are designed to ensure the secrecy of your vote. Mail-in and online ballots are sent directly to the returning officer care of Avenue 4 for authentication. Once authenticated, mail-in ballots are processed through a secure site and



cross-referenced with the online votes to eliminate any duplicate votes. After all ballots are processed, the results are tabulated and provided to the returning officer.

**16. How many candidates can I vote for?**

In accordance with Prospera’s Rules, which were amended by Special Resolution in 2023, members are no longer required to vote for the number of candidates to be elected in a directors election. Members are permitted to vote for the number of candidates of their choice, but not exceed the number of candidates to be elected (three in this election).

**17. Who has been appointed Returning Officer?**

The Board of Directors has appointed KPMG LLP as the Returning Officer.

**18. What is the role of the Returning Officer?**

The Return Officer provides oversight of the 2024 Directors Election tabulation process.