

## **INSTRUCTIONS TO CUSTOMERS**

February 6, 2009

To: Customers of ASL Direct Inc's Trailer Fee Rebate Program

Re: **Claims against ASL Direct Inc with respect to Trailer Fee Rebates.**

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We enclose in this package the following documents for your review and consideration:

1. Notice to Customers;
2. blank Proof of Claim form; and
3. a statement setting out the trailer fee rebate owing to you for the period from August 1, 2006 to August 29, 2008, less any interim payments received based on the Company's records (the "Claim").

A copy of the Order of the Ontario Superior Court of Justice Morawetz dated January 29, 2009 and the Receiver's First Report can be found at [www.kpmg.ca/asldirect](http://www.kpmg.ca/asldirect).

The purpose of these materials is to provide you with the documents required to facilitate the determination and settlement of your Claims. This instruction letter is provided to assist you in preparing the accompanying Proof of Claim form in a complete and accurate manner.

### **PROVING OR DISPUTING CLAIMS**

Please review all the enclosed documents carefully.

The statement setting out the trailer fee rebate owing to you for the period from August 1, 2006 to August 29, 2008, less any interim payments made specifies ASL's determination of the amount owing to you with respect to trailer fee rebates.

**If you agree that the statement amount for your account accurately reflects the amount of your Claim, such amount will be a Proven Claim and you are not required to file a Proof of Claim with respect to your trailer fee rebate.**

If you are a customer of ASL's Trailer Fee Rebate Program who wishes to dispute the amount set out in the statement, you must complete and provide to the Receiver the following:

- 1 A properly completed Proof of Claim Form. To properly complete the Proof of Claim Form you must:
  - Ensure you include you complete name, address, telephone number and account number.
  - The Proof of Claim Form must be dated and signed personally by the individual completing it and must also be witnessed.
  - If the individual completing the Proof of Claim is not the creditor himself/herself, but is completing it on behalf of a corporation, he/she must state his/her position or title.
  - Fill in the amount you believe you are owed with respect to trailer fee rebates under Section C: “CLAIM UNDER TRAILER FEE REBATE PROGRAM”.
- 2 Provide satisfactory evidence establishing the different amount claimed. Such evidence must include all calculations performed in order to determine the amount claimed. For information with respect to customers’ individual investment holding(s), including units held, customers should contact the individual mutual fund companies directly.
- 3 Provide the properly completed Proof of Claim to the Receiver by no later than **March 16, 2009**.
- 4 Retain copies of all documents.

**DELIVERY OF INFORMATION**

The Proof of Claim should be delivered to the Receiver at the following address:

**KPMG INC.**  
Receiver and Manager of ASL Direct Inc.  
199 Bay Street  
Suite 3300  
Toronto, Ontario M5L 1B2  
Canada  
Attention: Janine Bradley

**Note: If there are any questions in completing the Proof of Claim, please call the Receiver’s inquiry line at (416) 777-8501.**

Sincerely,  
**KPMG Inc.**  
Court-appointed Receiver and Manager of all  
of the property, assets and undertaking of  
ASL Direct Inc.

