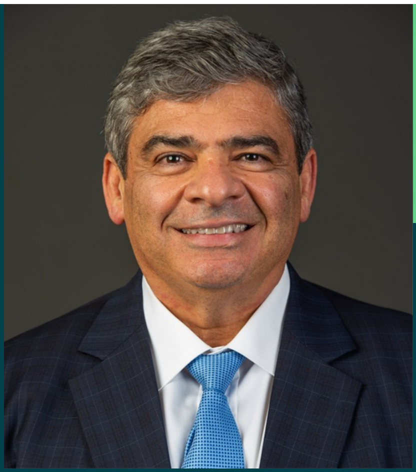
Partner Guide

Unlocking Opportunities:

The Referral Partner's Guide to HomeEquity Bank's Reverse Mortgage Solutions

HEB | HomeEquity Bank™



A message from HomeEquity Bank leadership

Yousry Bissada
President & CEO,
HomeEquity Bank

For decades, retirement planning has focused on accumulating assets. But today's retirement challenge isn't simply about building wealth—it's about accessing it efficiently. Many Canadians are asset-rich but cashflow constrained, with a significant portion of their wealth tied up in their homes. As Canadians live longer and retirement evolves, the most important financial planning conversations are no longer just about savings and investments—they're about how to strategically access all sources of wealth, including home equity, to create greater flexibility and financial confidence.

At HomeEquity Bank, our mission is to help make that possible by empowering Canadians 55 and better to live the retirement they deserve, in the home they love, with the freedom and financial flexibility they've earned.

As Canada's original and leading reverse mortgage provider and the only federally regulated bank dedicated exclusively to Canadians age 55 and older, we have spent more than 40 years helping clients unlock the value of one of their most significant assets: their home. Our flagship product, the CHIP Reverse Mortgage, enables homeowners to access tax-free cash from their home, creating flexibility as part of a comprehensive retirement and wealth-planning strategy.

This guide will help you explore how home equity can complement traditional retirement planning. You'll find solutions designed to help clients access capital efficiently, help strengthen retirement income, support family members, preserve investment portfolios, and achieve broader financial and legacy goals.

I encourage you to review this guide and connect with our team to discuss how HomeEquity Bank can support your clients. Together, we can help more Canadians unlock the full potential of their wealth and age in the homes and communities they love.

HEB™

HomeEquity Bank's reverse mortgage solutions

Our reverse mortgage solutions are secured against the value of the home. Unlike a conventional loan or mortgage, clients are not required to make regular monthly payments. The loan is repaid only when the homeowners no longer live in the home. It is designed exclusively for Canadian homeowners aged 55 and better, providing them with the peace of mind that they can stay in their homes without financial stress.

The homeowner is required to keep the property in good condition and up to date with property taxes and property insurance. From a financial planning perspective, note that the money received through our reverse mortgage solutions is tax-free and can be used however the homeowner wishes, with no impact on government pensions.

Features and benefits

No Payments

Payments are only required once clients no longer live in their homes

Equity in Home

Clients continue to benefit from the upside appreciation potential of the home and can expect to have net equity when they decide to sell

No Need to Sell

Clients maintain title and ownership, and are never forced to move or sell their homes

Tax-Free

Cashflow unlocked through HEB's reverse mortgage solutions are tax-free and can be utilized as clients wish

Access up to 55%

Depending on their age(s), clients can access up to 55% of their home value as cash today or retain flexibility for future access

No Requalification

Once approved, reapplication and requalification are not required, as long as the current loan is not being refinanced

Is your client eligible?

Below are the essential requirements and considerations when it comes to qualifying for HomeEquity Bank's reverse mortgage solutions:

Clients Must Be 55 or Older
Both the homeowner and their spouse or common-law partner must be at least 55 years of age. If one spouse is under 55, the application will not be eligible.

Age Impacts Lending Amount
The older the client, the more equity they may qualify to access. Factoring life expectancy into the lending model ensures the loan is structured responsibly.

Primary Residence Requirement
The home must be the client's primary residence, meaning they live there for the majority of the year. For clients with multiple properties, HomeEquity Bank also offers options such as blanket or inter-alia mortgages to accommodate their needs.

Minimum Home Value of $250,000
Homes must have a minimum appraised value of $250,000 to be eligible. This ensures there is sufficient equity to support the loan structure and protect long-term sustainability for the client.

First Charge on Title is Required
HomeEquity Bank must be the first charge on the property. This means any existing mortgages or secured debt must be paid off using the reverse mortgage proceeds.

HomeEquity Bank product comparison

	CHIP REVERSE MORTGAGE	CHIP MAX	CHIP OPEN	INCOME ADVANTAGE
PURPOSE	Ideal for homeowners 55+ seeking a one-time lump sum.	Can provide clients in select locations a loan amount higher than that of a CHIP Reverse Mortgage[1].	A short-term solution with no prepayment charges, but higher rates and fees.	Monthly advances to supplement retirement income, with flexible payout options.
BEST USED FOR	✓ Paying off stressful debt ✓ Renovations which could increase home value ✓ A large expense (e.g. health, car or helping family)	✓ Avoiding high-interest loans or an additional mortgage ✓ Boosting income ✓ Loan consolidation	✓ Bridge financing or as a short-term cashflow solution ✓ Avoiding high prepayment charges ✓ Flexibility to convert to a longer-term solution at a cost	✓ Boosting day-to-day lifestyle ✓ Increasing monthly cashflow ✓ Protecting investments
LOAN AMOUNT	Up to 55%[2] of the value in the home			
TERM	• 6-month fixed • 1-year fixed • 3-year fixed • 5-year fixed • 5-year variable	• 6-month fixed • 1-year fixed • 3-year fixed • 5-year fixed • 5-year variable	• Variable – with no repayment charges	**Planned Advance Account:** • Variable **Lump sum:** • Variable • 1-year fixed • 3-year fixed • 5-year fixed

[1] CHIP Max has a higher interest rate, is only available in select locations, and is subject to HomeEquity Bank's credit granting criteria.
[2] Some conditions apply. Refer to our reverse mortgage calculator at hebadvisor.ca/financial-illustration-calculator/ to determine how much your client qualifies for.

Unlock new opportunities with your existing network

The number one source of new business is your existing network. By educating referral partners on how reverse mortgage solutions work and how they can support their clients and their business, they'll be more confident in making the referral.

Here's how different professionals in your network can leverage HomeEquity Bank's solutions:

Realtors	Financial Planners & Investment Advisors	Lawyers
Help clients boost their purchasing power by accessing tax-free cash from their home. Our solutions can support down payments, second home purchases, and other common needs, without impacting retirement savings.	Help clients preserve their investment portfolios by unlocking tax-free cash from their home to provide an additional income stream without affecting retirement savings or triggering taxable events.	Be a trusted resource for clients navigating family law, divorce, or estate planning. Our solutions can provide flexibility to support equitable settlements or smooth succession planning.
Insurance Advisors	**Accountants**	**Contractors**
Use HomeEquity Bank's reverse mortgage solutions to help fund permanent insurance policies. Clients can maintain protection and create estate planning strategies, without compromising other assets.	Recommend a tax-efficient strategy for retirees. Since funds received through our solutions are tax-free, clients can access liquidity while minimizing taxable income and preserving government benefits and investments.	Help clients 55+ bring their renovation dreams to life, without dipping into savings or taking on traditional loans. Our solutions can unlock funds to support home upgrades, accessibility improvements, energy-efficient updates, and more.

Helping family with down payment

Client Profile

Homeowners:
Keith & Sandra *(late 70s)*

Home Value:
$550,000

Situation:
Gift a down payment to daughter

With housing prices high and the cost of living rising, Keith and Sandra's daughter Lorraine was struggling to save for a downpayment.

They had built up significant equity in their home and wanted a solution that would allow them to help their daughter without compromising their longer-term financial goals. They turned to the **CHIP Reverse Mortgage** by HomeEquity Bank, which allowed them to access $273,500 tax-free while staying in their home, with no payment obligations and no impact on their cashflow.

They gifted $200,000 to Lorraine, helping her qualify for a conventional mortgage and buy her first home, all while keeping their investment portfolio intact.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Purchasing additional property

Client Profile

Homeowners:

Tanya & Raymond *(late 70s)*

Home Value:

$700,000

Situation:

Purchase a vacation home using a blanket mortgage

Tanya and Raymond wanted to purchase a $500,000 vacation property just two hours from home. As they got older, they were looking to spend more time closer to family and reduce air travel, but they didn't want to sell investments and trigger unnecessary taxes.

Although they had significant equity in their $700,000 primary residence, the amount available through that property alone was not enough to fund the full purchase. HomeEquity Bank structured the financing as a blanket mortgage secured against both their primary residence and the new vacation property.

The **CHIP Reverse Mortgage** allowed Tanya and Raymond to access $350,000 from their primary residence and an additional $150,000 secured against the vacation property, providing the full $500,000 needed to complete the purchase.

The solution helped them buy the vacation home without liquidating investments, disrupting their retirement plans, or taking on monthly mortgage payments. Today, Tanya and Raymond spend more quality time with their children and grandchildren, enjoying life closer to home.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Using a reverse mortgage as a strategic bridge financing tool

Client Profile

Homeowners:

Justin & Lauren *(mid 70s)*

Home Value:

$825,000

Situation:

Purchase a new townhouse before selling their current home

Justin and Lauren were ready to downsize into a $400,000 townhouse that better suited their lifestyle. But without a firm sale on their $825,000 home, they couldn't qualify for a traditional bridge loan.

They chose **CHIP Open** by HomeEquity Bank, which gave them access to $427,500 tax-free from their home equity. This allowed them to buy their new home without rushing the sale of their current one.

They moved at their own pace, took time to prepare their home for market, and avoided lowball offers. Once it sold, they repaid the loan in full with no prepayment penalties, and now enjoy their new home mortgage-free.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Using home equity to supplement income

Client Profile

Homeowners:

Kimran & Ajay ***(early 70s)***

Home Value:

$800,000

Situation:

Supplement income after a job loss

After Ajay unexpectedly lost his part-time job, he and his wife Kimran started feeling the financial strain. They considered withdrawing $50,000 from savings and increasing their RRIF withdrawals, moves that would have long-term tax consequences and reduce their financial security in retirement.

Instead, they turned to **Income Advantage** by HomeEquity Bank, a reverse mortgage solution that allowed them to access $316,000 from their home equity. They took $50,000 upfront for immediate needs and set up a $1,000 monthly draw, which will continue for 22 years, until they're 94.

This strategy helped them preserve their investments, maintain their cashflow, and stay in their home with the confidence that their income needs are covered well into the future.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Debt relief and future flexibility

Client Profile

Homeowners:

Tina & Frank *(early 70s)*

Home Value:

$875,000

Situation:

Managing debt and cashflow in retirement

After retiring in their early 60s with generous company packages, Tina and Frank fully embraced retirement. They travelled, renovated their home, and spent freely on their grandkids. But by their 70s, the costs caught up with them. On a fixed income, they were carrying $175,000 in debt with monthly interest-only payments of $1,123.

They were reluctant to drain their $350,000 in registered savings or cut back their lifestyle just to stay afloat. They decided the **CHIP Reverse Mortgage** by HomeEquity Bank was a better way to regain financial stability.

They were approved for $346,500, which allowed them to eliminate their debt and access an additional $171,500 in tax-free funds for future needs, with no monthly mortgage payments required.

Today, they're still living in the home they love, with their savings intact, improved cashflow, and more than $421,000 in home equity remaining after 10 years.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Purchasing additional properties with an internal mortgage

Client Profile

Homeowners:

Jack & Diane *(early 70s)*

Home Value:

$1,100,000

Situation:

Purchasing a vacation property using an internal mortgage

Jack and Diane were ready to purchase a $700,000 vacation property where they could enjoy their retirement. With a combined pension income of $6,000 per month, they didn't qualify for a traditional mortgage of that size and weren't interested in cashing out their investments.

Owning their $1.1 million home outright, they turned to the **CHIP Reverse Mortgage** by HomeEquity Bank and qualified for $500,000 tax-free, with no monthly payments required. These funds were used as a down payment, and because CHIP doesn't impact debt servicing, their bank approved a $200,000 purchase mortgage with monthly payments of just $1,100.

Now, Jack and Diane are enjoying their dream vacation property without touching their savings or compromising their lifestyle.

*Calculations are for illustration purposes only. These assumptions are not necessarily indicative of future market performance or interest rates. External factors are not accounted for in the calculations and are based on certain assumptions, which may affect future projections. This information is not intended as specific financial, legal or tax advice for any individual and should not be relied on as such. HomeEquity Bank does not make any representations or warranties with respect to the illustrations.

Work with us and get personalized support

Referring a client to HomeEquity Bank is simple, and we take care of the details. When you choose to refer a client to HomeEquity Bank, you retain full ownership of the relationship while your dedicated Business Development Manager (BDM) will handle everything related to their reverse mortgage. Our BDMs provide personalized support during the application process to make it simple for you and your clients.

Here is how we aim to make your job easier:

Expert sales team

HomeEquity Bank BDMs specialize exclusively in reverse mortgages, offering unmatched expertise to support your client conversations and help grow your business.

You maintain client relationships

You own the client relationship; HomeEquity Bank does all the work and does not compete with additional product offerings.

Full service field support

We meet with the client to make the referral process a seamless experience. Independent Legal Advice (ILA) further supports compliance objectives.

Additional product offering

It’s great to have another financial solution tailored directly for Canadians 55+. The more solutions you can offer clients, the better!

Understanding the process

You've seen some ways HomeEquity Bank's reverse mortgage solutions can help your clients succeed in retirement. Now, it's time to get started. Here are some things that you and your clients can expect to happen.

1. Reach out to your Bank Business Development Manager (BDM). If you don't have one, use **hebadvisor.ca/bdm/** to find your closest BDM.

2. Your client will need to provide consent for a credit check, and HomeEquity Bank will order an appraisal on their behalf. To help keep the application process moving smoothly, please provide, or ask your client to provide, the following documents as early as possible:

    i. Client Identification

    ii. Property Tax Statement (current year)

    iii. Home Insurance Policy (current year)

    iv. Void Cheque in all borrowers' names (no third parties)

    v. Additional documents may be required if applicable.

3. Once the total approved reverse mortgage amount is confirmed, the HomeEquity Bank mortgage specialist will discuss with your client what amount they would like to initially draw. Your client will choose the interest rate option they prefer (6 months, 1 year, 3 years, 5 years, or variable). Clients will receive a disclosure package shortly afterward to confirm the accuracy and allow for adjustments.

4. Your client should select a lawyer to obtain independent legal advice (ILA) to review the final contract.

5. The contract is reviewed and signed with the help of the client's ILA lawyer.

6. Once all documents are returned to HomeEquity Bank, the funds are deposited into the client's Canadian bank account.

> "I wasn't sure what to expect when I began the process with HomeEquity Bank, however, my BDM was very knowledgeable, patient as well as prompt with their replies. **They made the experience smooth and removed the stress factor**."
>
> **- M. Palmer**

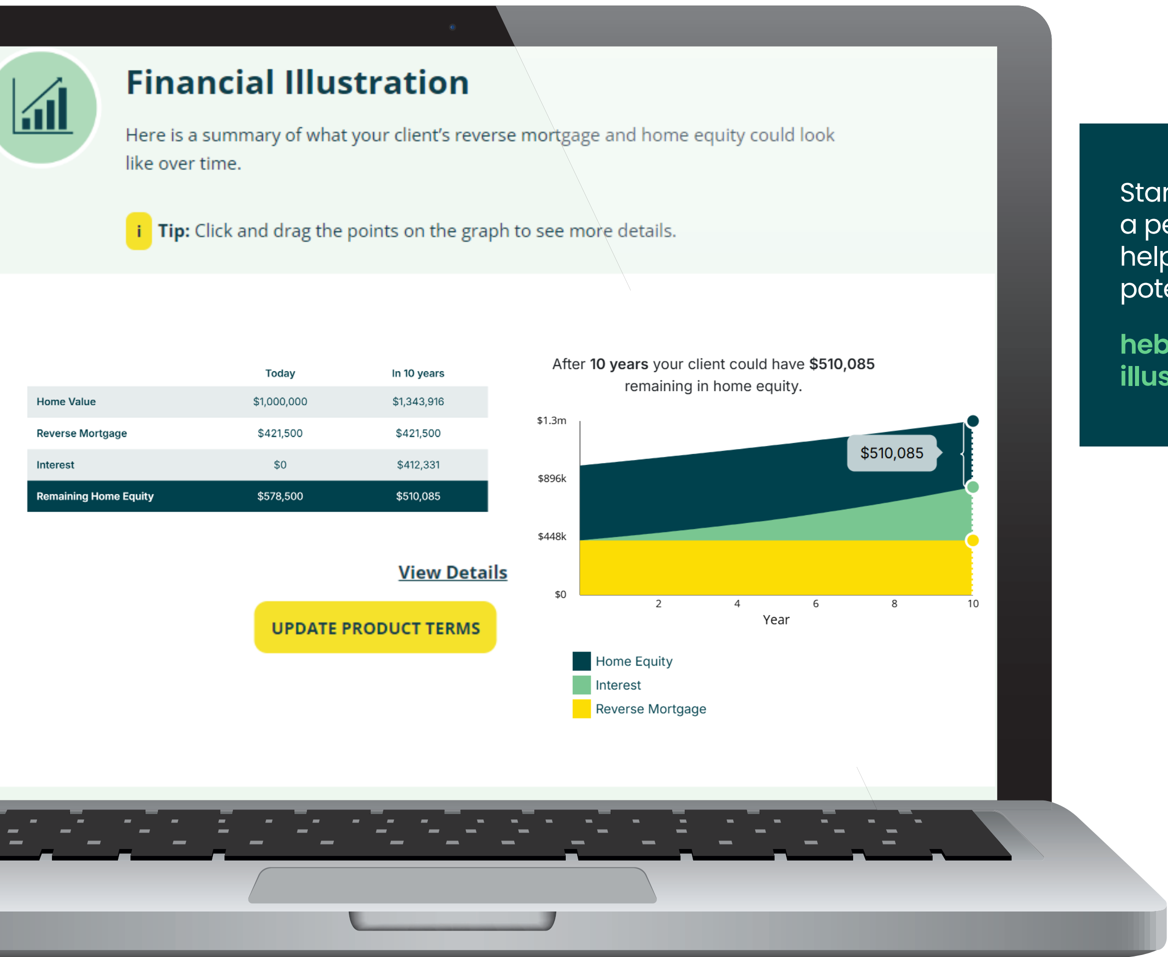
Estimate how much equity your client can access

Use our interactive reverse mortgage calculator at **hebadvisor.ca/financial-illustration-calculator/** to create a customized solution that aligns with your client's retirement goals. Whether they're looking for a lump sum, scheduled advances, or both, the calculator allows you to tailor the illustration based on their unique situation.

With HomeEquity Bank, your clients have flexible options to make the most of their home equity, helping them enjoy a more comfortable and secure retirement.

What You Can Do with the Calculator:

- Estimate the reverse mortgage loan amount based on client details
- Generate a personalized financial illustration showing how your client's reverse mortgage and equity could evolve over time by inputting key factors like:
  - Estimated mortgage amount
  - Current home value
  - Interest rate and rate type (Variable, 6-month, 1-year, 3-year, 5-year)
  - Years to display
  - Projected annual home appreciation



Start planning with confidence—run a personalized scenario today and help your clients see the long-term potential of their home equity.

hebadvisor.ca/financial-illustration-calculator/

Frequently asked questions

Will the bank own the home?

No. The homeowner always maintains title ownership and control of their home. HomeEquity Bank will never require a homeowner to move or sell their home. Homeowners are responsible for paying property taxes, maintaining home insurance, and keeping the property well maintained.[1]

Do homeowners have to make any payments?

No payments are required on the principal loan or interest. However, homeowners can make payments over time if they wish. Please connect with a HomeEquity Bank BDM or visit **HEBAdvisor.ca** for more details.

Can the homeowner still get a reverse mortgage if they have an existing mortgage?

The homeowner will need to pay off their existing mortgage first with the funds they will receive from their HomeEquity Bank reverse mortgage. The remaining proceeds can be used however they may choose[1].

Will government benefits be affected?

No, a HomeEquity Bank reverse mortgage will not affect any government benefits, such as Old Age Security (OAS), Canada Pension Plan (CPP), or Guaranteed Income Supplement (GIS).

How does a reverse mortgage impact a homeowner's equity over time?

On average, HomeEquity Bank customers have over 50%[1] of the value of their home left to enjoy after repaying the loan. Check out our **calculator online** to see how home equity may change over time.

What are the fees associated with securing a HomeEquity Bank reverse mortgage?

In addition to the interest charged on the money borrowed, a reverse mortgage will typically involve paying the following nominal fees[2]:

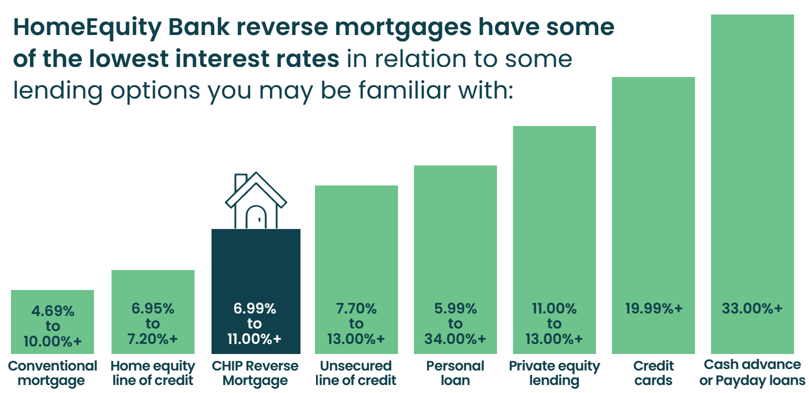
- Appraisal Fee: Paid to an external property appraiser
- Independent Legal Advice: Paid to a lawyer/notary for independent legal advice
- Closing Cost: Fee collected by HomeEquity Bank, financed through the proceeds of the reverse mortgage

Why are reverse mortgage rates higher than other lending options?

HomeEquity Bank reverse mortgages don't require monthly payments—homeowners repay the loan only when they move, sell, or pass away. This added flexibility means the bank takes on more long-term risk, which is reflected in the rate.

As shown in the chart, HomeEquity Bank reverse mortgage rates may be higher than a conventional mortgage but remain lower than many other borrowing options.

HomeEquity Bank reverse mortgages have some of the lowest interest rates in relation to some lending options you may be familiar with:



This graph is for illustration purposes only. Rates may vary.

[1]Some conditions apply.
[2]Additional fees may apply depending on individual circumstances

Trustpilot

4.8 out of 5

“This review is very easy to write. **I was amazed at how smooth and organized the process was, and felt totally confident that I was doing the right thing.** It is going to be life changing for me to have my equity available as I need it, and to have peace of mind and a better quality of life. My mortgage specialist, was wonderful - knowledgeable and thorough, providing all the information I needed with a very caring attitude throughout. My Business Development Manager was also very helpful and knowledgeable at my signing appointment and made me comfortable. I would have no hesitation recommending HomeEquity Bank as they create an atmosphere of trust and that is important, as well as being so professional and efficient.”

- Barbara

“The process was made extremely straight forward with the guidance and assistance of my Business Development Manager and Mortgage Specialist. They never pressured me, but reviewed my options and answered all my questions. They willingly accommodated my erratic schedule. **I can’t say enough about how easy they made the process for me.”**

- Pauline Robert

“Definitely an experience I would recommend to others looking for a similar product. Although nervous about the process, my mortgage specialist was very patient while I weighed in on all the pros and cons. I felt listened to and understood. **Professional and courteous with an excellent command of the products and process, I never once felt pressured and always felt extremely well looked after.** Thank you, it was a pleasure.”

- Susan Mcloughlin

“We needed to help our daughter buy her dream house and thanks to the CHIP Reverse Mortgage, we were able to, without much hassle or difficulty. The Specialist did everything for us, the house inspection, a list of potential lawyers in our area who have experience with CHIP, some documents to fill out, and 4 weeks later money in our account to hand over to our daughter for her closing date on her new house! This was something we never thought could happen, but it did, and **we are very happy parents and very satisfied customers**.”

- C. Kawasaki

Meet our partners

In 1986, HomeEquity Bank became the first reverse mortgage provider in Canada. Today, we continue to lead the category with our reverse mortgage solutions. By partnering with the organizations below, we empower Canadians 55+ to live retirement on their terms.

*HomeEquity Bank's Chief Financial Commentator, **Pattie Lovett-Reid***

Acquired by Ontario Teachers' Pension Plan

In July 2022, the Ontario Teachers' Pension Plan Board acquired HomeEquity Bank. The acquisition by Ontario Teachers' represents the organization's continued vision for investing in successful Canadian financial services businesses like HomeEquity Bank, which is focused on serving Canadians 55+ through pioneering approaches to building wealth and financial security.

Canada Deposit Insurance Corporation (CDIC)

HomeEquity Bank is a proud member of Canada Deposit Insurance Corporation (CDIC).

Better Business Bureau

HomeEquity Bank has an A+ rating from the Better Business Bureau*.

Canadian Association of Retired Canadians (CARP)

HomeEquity Bank has been a proud partner of CARP, Canada's leading advocacy organization for older Canadians, since 2017. CARP endorses and recommends HomeEquity Bank's reverse mortgage solutions as a trusted option to help support Canadians in retirement.

The Royal Canadian Legion

Since 2019, HomeEquity Bank has partnered with the Royal Canadian Legion, the country's largest organization supporting Veterans and their families. The Legion endorses HomeEquity Bank's reverse mortgage solutions as a viable and comprehensive tool for Canadians planning for retirement.

HomeEquity Bank is recognized as a Schedule 1 Canadian Bank

HomeEquity Bank is a federally regulated Schedule 1 Canadian Bank and a proud member of the Equity Release Council, reflecting our commitment to the highest standards of consumer protection and responsible lending.

*As at June 26, 2026

HomeEquity Bank™

South Tower, 200 Bay St., Suite 3500, Toronto, ON M5J 2J1
HEBAdvisor.ca

For more information, please contact me.

Jean Smith, Company #
jsmith@heb.ca
123.456.7890