

# CAREVEST SENIOR MORTGAGE INVESTMENT CORPORATION

## Directions for Completing Retraction Requests

This package is **ONLY** for Class A shareholders of **CAREVEST SENIOR MORTGAGE INVESTMENT CORPORATION**.

Contents of this package (5 pages):

- Instructions for completing your retraction request
- Retraction Request form for CareVest Senior Mortgage Investment Corporation

**The 2025 February Monthly Retraction Notice Period opens on February 10<sup>th</sup> and closes on February 14<sup>th</sup> at 4:00 pm (Calgary time).** Any Retraction Requests received outside of the Monthly Retraction Notice Period will **NOT** be valid and cannot be acted upon.

**Notice: If you made a retraction request in 2024 you will need to submit a new request in 2025.**

### NOTE:

Our Calgary office is open 8:30 am - 4:00 pm on Monday, February 10<sup>th</sup>, through to Friday, February 14<sup>th</sup>. **If you choose to hand deliver your form, please look for instructions in the lobby of our building as to where the form should be placed.** Emailed and faxed retraction forms will be accepted at all times during this period of February 10<sup>th</sup> to February 14<sup>th</sup> (4 pm Calgary Time).

**Address change:** Note that we have moved floors in our building (as of April 2024) so our new address is **Suite 1450, 555 – 4 Avenue SW Calgary Alberta T2P 3E7**

**Website forms** - When completing the retraction forms found on the Carecana website, please download and save the PDF form on your computer, fill out the form and send to us.

**Email forms** – as a cybersecurity measure, we will not accept forms by email that are provided using a link.

**Joint Holders** - We have received several inquiries regarding completing the forms where there are two or more joint holders. In this case, include all joint holders as the Registered Shareholder. All joint holders must sign the form. Only one form needs to be completed to retract the joint position.

**Payment** - Any payments of retraction proceeds will be made in accordance with the banking instructions currently on file for the Registered Shareholder. **Do not submit a Direct Deposit form unless it is for NEW banking information.** Any shares surrendered for retraction will automatically be removed from the Dividend Reinvestment Plan.

**Signature** – We are not accepting e-signatures at this time. The signature supplied must match the signature we have on file.

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## Directions for Completing Retraction Requests

It is the Registered Shareholder's responsibility to correctly complete and deliver a retraction request. For a retraction request to be eligible the below items must be properly completed when submitting one's retraction request. Each Registered Shareholder in **CareVest Senior Mortgage Investment Corporation** must complete a separate form. If you hold shares both directly and through an intermediary, forms will need to be completed for each position. If you are the beneficial owner contact your broker, trustee, financial institution or other nominee so they can submit a retraction request.

The following must be completed:

- 1) Registered Shareholder – Must be completed with the exact name of the Registered Shareholder. If you hold your shares through a broker, trustee, financial institution or other nominee, (for example, shares are held in an RRSP, TFSA, RRIF, LIFA, Brokerage Account holding Non-Registered shares, etc.), then you are a BENEFICIAL OWNER and not the Registered Shareholder. The name of the Registered Shareholder is the only one listed in our records. You will need to contact your intermediary to instruct them on your behalf. Clients of Olympia Trust Company should review item 6 below.
- 2) Indicate All or A Specified Whole Number of Shares – Must clearly indicate whether requesting all shares for retraction or a partial number of shares. For partial retraction, one must clearly denote the exact whole number of shares being requested. Dollar values or fractional share amounts will not be accepted. Only one option can be requested.
- 3) Signed by Registered Shareholder(s) – each Registered Shareholder must sign and print their name. If you hold your shares through a broker, trustee, financial institution or other nominee, (for example, shares are held in an RRSP, TFSA, RRIF, LIFA, Brokerage Account holding Non-Registered shares, etc.), then you are a BENEFICIAL OWNER and not the Registered Shareholder. We are required to take instructions from the Registered Shareholder only, and the Registered Shareholder must sign the retraction request.  
If the Registered Shareholder is a Corporation - we will require a corporate resolution dated within the last 6 months. Sample resolutions are available on the [www.carecanacorp.com](http://www.carecanacorp.com) website.
- 4) Physical Share Certificates - Most shareholders are recorded electronically in our direct registration system, but if at some time since January 1, 2013 you requested physical share certificates for your holdings, those physical share certificates must be attached to the retraction request or alternatively the share certificate(s) may be delivered to us prior to the retraction notice period for cancellation.
- 5) Retraction Request Delivery
  - In accordance with the share terms, to be eligible for retraction during the next retraction date, the retraction request must be received only during the Monthly Retraction Notice Period:
    - From** - the 10th day of each month (other than December and January)
    - Until** - 4:00 p.m. (Calgary time) on the 15th day of such month, **or** the immediately preceding business day in the event that such 15th day is not a business day.
  - Any Retraction Requests received outside of the Monthly Retraction Notice Period will **NOT** be valid and cannot be acted upon.
  - Fully executed Retraction Requests must be submitted to Carecana Management Corp., Suite 1450, 555-4th Avenue SW, Calgary, Alberta, T2P 3E7, Attn: Investor Relations, or, Facsimile: (403)262-9520 or Email: [retraction@carecanacorp.com](mailto:retraction@carecanacorp.com). Acceptable delivery methods include mail (least reliable), courier, hand delivery, facsimile or scanned and emailed PDF files. Any Retraction Requests delivered to any other address or location will not be valid and will not be acted upon.

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### 6) Beneficial Shareholders of Olympia Trust Company

Please contact either custodian directly for instructions to correctly complete a retraction form as requests submitted must provide the proper name in which shares are held, the custodian account number for the shares subject to retraction request, and the shares subject to the retraction request must be in the correct number. Also failing to provide a signed retraction form in addition to the information noted above will result in an invalid retraction request. See below for sample:

<b>REGISTERED SHAREHOLDER NAME(S):</b> <u>Olympia Trust Company ITF John Smith # 123456</u> <small>Print registered shareholder's name as it appears on the share certificate or in the corporation's direct registration system. Complete a separate form for each registered shareholder.</small>	<b>CARECANA INVESTOR STATEMENT ID#:</b> <u>19999</u> <small>As it appears on the monthly Carecana statement (optional)</small>
<b>Indicate the number of Class A Shares you would like to retract (only one option can be requested):</b> <input checked="" type="checkbox"/> All or <input type="checkbox"/> Partial (specify whole number of shares): _____	
<small>The undersigned hereby requests that CAREVEST SENIOR MORTGAGE INVESTMENT CORPORATION retract the shares indicated above registered in the name of the undersigned and hereby agrees to immediately surrender and return any original certificates issued for such shares. The undersigned further acknowledges that he, she or it has received a retraction term for the shares, is aware of the retraction terms of the shares and that the shares will be retracted in accordance with the applicable retraction terms and limitations.</small>	
<u>[Signature]</u> Signature #1- of Registered Shareholder	DATED this _____ of _____, 20____
<u>John Smith</u> Please print full name #1	_____ Name of Non-individual (Corporation, LP, Trust)
_____ Signature #2- of Registered Shareholder	Per: _____
_____ Please print full name #2	_____ Please print name and title of above

## Payment

**Any payments of retraction proceeds will be made in accordance with the banking instructions currently on file for the Registered Shareholder.** Any shares surrendered for retraction will automatically be removed from the Dividend Reinvestment Plan.

## Notification

You will only be notified of valid delivery and acceptance by March 31, 2025 through the e-mail address entered on your form. We will **NOT** be able to confirm receipt of your retraction form prior to this date. Any requests for confirmation made to investor relations prior to notification will not receive a response.

## Common Errors That Will Invalidate Retraction Requests

It is the Registered Shareholder's responsibility to complete the form accurately and deliver it in accordance with the instructions provided. In the past, CareVest Senior Mortgage Investment Corporation has been unable to accept retraction requests for one or more of the following errors. This is not a complete list of all possible errors, but below are some of the most common examples.

- **Incorrect Registered Shareholder**
  - o For example, the request would be rejected if only one shareholder was specified when the shares are held jointly by two individuals. Both holders would need to be listed, and both Registered Shareholders would need to sign-off.
  - o For example, the request would be rejected if the shares are held in an RRSP/RESP/TFSA or some type of Brokerage Account where a trustee or another institution is the Registered Shareholder, but they are not identified on the Retraction Notice form.

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- **Request signed by a Beneficial Owner, but not signed by the Registered Shareholder**
  - For example, the request would be rejected if the shares are held in an RRSP/RESP/TFSA or some type of Brokerage Account where a trustee or another institution who is the Registered Shareholder has not signed the request.
- **Form submitted outside the notice period**
  - An otherwise valid retraction request submitted outside of the notice period will be rejected.
  - For example, the request would be rejected if it is submitted in January prior to the opening of the February notice period or after the notice period has closed.
- **Form delivered to a location other than the specified location or acceptable delivery method(s) noted on the retraction notice form**
- **Signature does not match one on file or there is no signature supplied on the form**
  - This includes signature(s) not matching corporate resolutions for a shareholder who is a corporation.
- **Request to retract a dollar value rather than the number of shares (applicable only for partial retraction requests)**
- **Where a physical share certificate exists, it is not supplied along with the retraction request**
  - This only applies in the case where a physical share certificate has been issued. The MIC operates under a Direct Registration System that allows its shares to be owned, reported and transferred electronically without using a physical share certificate. Instead of receiving a physical share certificate to represent your shares, your shares are held in your name and recorded electronically in the books and records of the MIC. However, some shareholders may have requested a physical share certificate representing any or all of their Class A shares. The shareholder holding the original physical share certificate is required to present the original physical share certificate to facilitate any dealings with your shares, including a retraction request.
  - Registered Shareholders holding physical share certificates cannot fax or email a copy of the share certificate in conjunction with submission of a retraction request. Original share certificates must be presented with retraction requests if applicable.
- **Incorrect form submitted**
  - Only the 2025 retraction form supplied will be accepted. Previous forms will not be accepted.
  - Only the correct form for the correct MIC will be accepted. Please refer to your monthly Carecana statement to confirm which retraction form must be submitted.



RECEIVED  
DATE TIME FORM OF DELIVERY  
  
FOR OFFICE USE ONLY

# CAREVEST SENIOR MORTGAGE INVESTMENT CORPORATION RETRACTION REQUEST

Fully executed Retraction Requests must be received **ONLY** during the Monthly Retraction Notice Period and addressed and delivered to Carecana Management Corp., Suite 1450, 555-4<sup>th</sup> Avenue SW, Calgary, Alberta, T2P 3E7, Attn: Investor Relations, Facsimile: (403)262-9520 or Email: [retraction@carecanacorp.com](mailto:retraction@carecanacorp.com). Acceptable delivery methods include mail, courier, hand delivery, facsimile or scanned PDF files. **Any Retraction Requests delivered to any other address or location OR received outside of the Monthly Retraction Notice Period will NOT be valid and cannot be acted upon.**

Instructions for completing this request are available on the Carecana website at [www.carecanacorp.com](http://www.carecanacorp.com) or via email at [investor@carecanacorp.com](mailto:investor@carecanacorp.com). If you are a Beneficial Shareholder with Olympia Trust Company, please read the retraction instructions and refer to the specific instructions set out at #6. **Any payments of retraction proceeds will be made in accordance with the banking instructions on file for the registered shareholder.**

<b>REGISTERED SHAREHOLDER NAME(S):</b>	<b>CARECANA INVESTOR STATEMENT ID#:</b>
<i>Print registered shareholder's name as it appears on the share certificate or in the corporation's direct registration system. Complete a separate form for each registered shareholder.</i>	<i>As it appears on the monthly Carecana statement (optional)</i>
<b>Indicate the number of Class A shares you would like to retract (only one option can be requested):</b>	
<input type="checkbox"/> <b>All</b> or <input type="checkbox"/> <b>Partial (indicate whole number of shares):</b> _____	
<p>The undersigned hereby requests that <b>CAREVEST SENIOR MORTGAGE INVESTMENT CORPORATION</b> retracts the shares indicated above registered in the name of the undersigned and hereby agrees to immediately surrender and return any original certificates issued for such shares. <b>The undersigned further acknowledges that he, she or it has received the retraction terms of the shares, is aware of the retraction terms of the shares and that the shares will be retracted in accordance with the applicable retraction terms and limitations.</b></p>	
Signature #1- of Registered Shareholder	DATED this _____ day of _____, 20_____
Please print full name #1	Name of Non-individual (Corporation, LP, Trust)
Signature #2- of Registered Shareholder	Per: _____
Please print full name #2	Signature, Authorized Signatory
	Please print name and title of above

If you would like to receive an email confirmation that your Retraction Request has been validly delivered during the Monthly Retraction Notice Period, please provide your email address below. Confirmation of valid delivery will be provided by email only to the email address listed below by March 31, 2025.

**Email address:** \_\_\_\_\_

**PRIVACY NOTICE:** The CareVest Mortgages group of companies values your privacy. To that end, personal and financial information collected from you in relation to your stock transfers, dividend reinvestment plans and subscriptions will remain private and will only be used and disclosed to process your transaction or to service your investment as permitted by law, in accordance with our privacy policy, a copy of which is available on [www.carecanacorp.com](http://www.carecanacorp.com). By providing your personal information to us and signing this form, we will assume, unless we hear from you to the contrary, that you have consented and are consenting to the use and disclosure.

**FOR OFFICE USE**

SC:	CR:
Reviewed and recorded:	Confirmed: