FAQ - FONDACTION MOBILE APP

USING THE APP

Why should I download the app?

The app lets you quickly access your account, track your savings, and stay informed, all from your cell phone.

Does the app replace the website?

No. The app does not provide access to all the information on the website. Among other things, it allows you to:

- view your account;
- follow savings-related news;
- to use a shortcut to access your online account.

Can I perform transactions directly through the app?

No. You can access your online account through the app by clicking the “My Account” button with a small padlock icon in the top right corner of the screen.

DOWNLOAD AND COMPATIBILITY

Where can I download the app?

The app is available for free in the App Store (iPhone) and on Google Play (Android).

Here are the direct links:





Is the app free?

Yes, the app is free to download and use. Depending on your plan, however, you may incur mobile data charges.

Which devices are compatible?

The app is compatible with most recent iOS and Android devices. Check the app’s listing in your app store for technical requirements.

“DOWNLOAD. DISCOVER. WIN.” FONDACTION CONTEST

What is the contest period?

November 25, 2026, to February 12, 2027

What are the prizes?

Four winners will each receive one of the following prizes of their choice:

- $250 to invest in a Fondaction RRSP account
- $250 to invest in a Bâtirente TFSA account
- A $250 gift card redeemable at Metro

What are the requirements for entering the contest?

Download the Fondaction mobile app, complete the entry form, and answer the question.

What are the drawing dates?

One (1) drawing every two weeks during the contest period, for a total of four (4) drawings, which will take place on the following dates:

- December 14, 2026
- January 5, 2027
- January 25, 2027
- February 15, 2027

To learn more about the contest, refer to the rules.

SUPPORT

I’m having a technical problem. What can I do?

Make sure you have the latest version of the app installed. If the problem persists, please contact Fondaction Customer Service.

How can I reach Customer Service?

Customer Service contact information is available on the Fondaction website.