

National Bank Investments Inc. ("NBI") has adopted a procedure to treat all complaints received in an impartial and fair manner. All complaints will be handled in accordance with the Acts, Regulations, Standards and Policies to which BNI is subject to.

### **How to file your complaint**

If you wish to file a complaint with NBI, or obtain detailed information on the complaint process, you can contact our head office Customer Service by calling at 514-871-2082 or 1-888-270-3941 or contact the Compliance Officer at a National Bank branch. All complaints are forwarded to a compliance person with whom you can contact as needed. Whenever possible, we invite you to submit your complaint in writing. If necessary, do not hesitate to inform us and we can help you. For confidentiality purposes, be aware that we will only deal with you or any other person you have authorized in writing.

### **Summary of the complaints procedure**

A written acknowledgment is sent generally within five working days of receiving your complaint. We will analyze the complaint considering the information and documents obtained. During the process, we will contact you if clarification or additional information is required.

Subsequently, we will notify you in writing, the results of our analysis and our decision, no later than 90 working days after receipt of the complaint. If the delay cannot be met due to a particular situation, you will be informed in writing. The response letter will also include a reminder of the complaint, the next steps in case of dissatisfaction as well as an offer of a financial settlement where appropriate. If necessary, we may ask you to sign a Payment agreement and full and final release.

### **In case of dissatisfaction**

If you are dissatisfied with the processing of your complaint or our decision or if we have not been able to respond to your complaint within the required time, you can contact:

#### **Client Complaint Appeal Office**

Telephone: 1-888-300-9004

Email address: [complaintappel@nbc.ca](mailto:complaintappel@nbc.ca)

#### **Province of Quebec:**

Autorité des marchés financiers (for Quebec resident)

Place de la Cité, Cominar Tower

2640 Laurier Boulevard, Suite 400, Quebec, Quebec G1V 5C1

Telephone: 514-395-0337 or 1-877-525-0337

Fax: 1-877-285-4378

[www.lautorite.qc.ca](http://www.lautorite.qc.ca)

You can file a complaint with the Ombudsman for Banking Services and Investments ("OBSI") in the following cases:

- NBI did not respond to your complaint in writing within 90 days of receiving it;
- You are dissatisfied with the response, you have 180 calendar days to submit your complaint to OBSI upon receipt of the response.

In addition, be aware that the time limit for filing a civil law appeal continues to run while the AMF or the Ombudsman is analyzing your complaint, which could affect your rights to bring a civil suit.

#### **Ombudsman for Banking Services and Investments**

401 Bay Street, Suite 1505, P.O. Box 5, Toronto, Ontario M5H 2Y4

Telephone: 416-287-2877 or 1-888-451-4519 Fax: 416-225-4722 or 1-888-422-2865

[ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

#### **Others Canadian provinces:**

Mutual Fund Dealers Association of Canada (for resident living in a province other than Quebec)

121 King West Street, Suite 1000, Toronto, Ontario M5H 3T9

Telephone: 416-361-6332 ou 1-888-466-6332 Fax: 416-361-9073

[www.mfda.ca](http://www.mfda.ca)

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## MUTUAL FUND DEALERS ASSOCIATION OF CANADA

### Clients Complaint Information Form

Clients of mutual fund dealers who are not satisfied with a product or financial service have the right to make a complaint and request that the problem be solved. Dealers who are members of the MFDA must ensure that all complaints from their clients are handled fairly and quickly. If you have a complaint to make, here are some of the steps you could take:

- Contact your mutual fund dealer. Member firms have the responsibility for you, the investor, to monitor the conduct of their representatives to ensure that they comply with the regulations, rules and policies governing their activities. The Company will review any complaint you file and provide you with the results of its investigation within the time frame that can be expected from a member acting diligently in the circumstances, in most cases within a reasonable period of time, three months after receiving your complaint. It is helpful to make your complaint in writing.
- Contact the Mutual Fund Dealers Association of Canada ("MFDA"), which is the Canadian self-regulatory organization to which your mutual fund dealer belongs. The MFDA investigates complaints about mutual fund dealers and their representatives and takes enforcement action that may be required in the circumstances. You can file a complaint with the MFDA at any time, whether or not you have filed a complaint with your mutual fund dealer. You can contact the MFDA in one of the following ways:
  - By completing the online complaint form at [www.mfda.ca](http://www.mfda.ca),
  - By telephone in Toronto at 416-361-6332 or toll-free at 1-888-466-6332. By email at [complaints@mfda.ca](mailto:complaints@mfda.ca) <sup>1</sup>,
  - By mail, by writing to 121 King Street West, Suite 1000, Toronto, Ontario M5H 3T9 or by fax at 416-361-9073.

#### Compensation:

The MFDA does not order its members to compensate or restitution to clients of Members. The MFDA was created to regulate the activities, standards of practice and professional conduct of its members and their representatives and is designed to enhance the protection of investors and enhance public confidence in the securities industry. mutual funds. If you are seeking compensation, you should consider contacting the following organizations:

- Ombudsman for Banking Services and Investments ("OBSI"): You may file a complaint with OBSI after contacting your broker on one of the following occasions:
  - If your broker's compliance service has not responded to your complaint within 90 days of receipt, or
  - After your broker's compliance service has responded to your complaint, but you are not satisfied with the response.**You have 180 calendar days to submit your complaint to OBSI following receipt of the broker's response.**
- OBSI implements an independent and impartial process to review and resolve complaints about financial services provided to clients. OBSI may recommend, in a non-binding manner, that your broker will compensate you (up to a maximum of \$350,000) if it determines that you have been treated unfairly, taking into account financial services criteria and appropriate business practices. relevant codes of practice or conduct, industry regulations and the law. OBSI offers you these services at no cost and in strict confidence. You can contact OBSI:
  - By telephone in Toronto at 416-287-2877 or toll-free at 1-888-451-4519.
  - By email to [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca).
- Lawyer Services: You may want to consider hiring a lawyer to help you file your complaint. You must take into account that there are prescribed time limits in which you must bring civil suits. A lawyer can explain the choices and remedies available to you. Once the applicable limitation period has passed, you may lose the right to pursue certain remedies.
- Manitoba, New Brunswick and Saskatchewan: Securities regulators in these provinces have the power, in specific circumstances, to order a person or corporation that has contravened provincial securities laws to pay compensation to an applicant. The applicant may then enforce such an order as if it were a judgment of a superior court in that province. For more information, please visit:
  - Manitoba: [www.msc.gov.mb.ca](http://www.msc.gov.mb.ca)
  - Nouveau-Brunswick: [www.nbsc-cvmnb.ca](http://www.nbsc-cvmnb.ca)
  - Saskatchewan: [www.fcaa.gov.sk.ca](http://www.fcaa.gov.sk.ca)
- Quebec:
  - If you are dissatisfied with the results or the examination of a complaint, the Autorité des marchés financiers ("AMF") may review your complaint or offer you dispute resolution services.
  - If you believe that you are the victim of fraud, fraudulent tactics or misappropriation of funds, you can contact the AMF to find out if you are eligible to submit a complaint to the Financial Services Compensation Fund. The maximum amount of compensation is \$200,000. It is payable using the sums accumulated in the fund if the claim is deemed eligible.

For more information:

- Please call the AMF at 418-525-0337 (in Quebec) or toll free at 1-877-525-0337.
- Please visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca).

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<sup>1</sup> You must consider issues related to the security of electronic transmissions when transmitting confidential information via an unsecured email.