

ABOUT OUR COMPLAINT PROCESS AND INDEPENDENT DISPUTE RESOLUTION SERVICE

WHAT TO DO IF YOU HAVE A COMPLAINT

Our complaint process

Your satisfaction is important to us. With this in mind, we have policies and procedures in place to bring a thorough and timely response to complaints.

Filing a complaint with us

If you have a complaint about our services or a product, contact us at:

Email: info@cefi.ca

Telephone: 1-800-246-1203

Mail or In Person: 3221 North Service Road, Burlington ON L7N 3G2

You may want to consider using a method other than email for sensitive information.

You can file a complaint with us by whichever means is convenient for you. If you are a resident of Quebec, you may also complete the form from the Autorité des marchés financiers (AMF).

Tell us:

- what went wrong
- when it happened
- what you expect (e.g., money back, an apology, account correction)

We will acknowledge your complaint

We will acknowledge your complaint in writing, as soon as possible, typically within 5 business days of receiving your complaint.

We may ask you to provide clarification or more information to help us resolve your complaint.

We will provide our decision

We normally provide our decision in writing, within 90 days of receiving a complaint (or 60 days for residents of Quebec). It will include:

- a summary of the complaint
- the results of our investigation
- our decision to how to resolve the complaint or deny it, and an explanation of our decision

If our decision is delayed

If we cannot provide you with our decision within 90 days (or 60 days for residents of Quebec), we will:

- inform you of the delay
- explain why our decision is delayed, and
- give you a new date for our decision

You may be eligible for the independent dispute resolution service offered by the Ombudsman for Banking Services and Investments (OBSI).

If you are not satisfied with our decision

Help Us Resolve Your Complaint Sooner

- Make your complaint as soon as possible.
- Reply promptly if we ask you for more information.
- Keep copies of all relevant documents, such as letters, emails and notes of conversations with us.

A Word About Legal Advice

You always have the right to go to a lawyer or seek other ways of resolving your dispute at any time. A lawyer can advise you of your options. There are time limits for taking legal action. Delays could limit your options and legal rights later on.

You may be eligible for OBSI's dispute resolution service.

Assessment of the proposed solution and resolution of the complaint

If we propose a solution, we give you time to consider and respond to it. We will give you enough time to seek the advice you need to make an informed decision. You can decide to accept or refuse our solution, or you can present something else.

Once we reach an agreement with you to resolve your complaint, if you are a resident of Quebec, we will implement the terms of the agreed solution within 30 days unless we agree upon a different time period with you, and it is in your interest to do so

Simplified process in Quebec for certain complaints

If you are a resident of Quebec, we may follow a simplified process for certain complaints.

- This process is for complaints that we can resolve to your satisfaction within 20 days.
- These complaints may be referred to a member of our client service team and handled verbally (e.g., in a phone call).

We consider a complaint resolved to your satisfaction when

- you accept our proposed solution to your complaint, or
- the explanations we provide to you are sufficient to resolve your complaint.

When A Complaint Isn't Resolved Using The Simplified Process

If we cannot resolve your complaint to your satisfaction under this process, we will notify you in writing.

Your complaint will continue to be processed, but in accordance with the steps in the complaint process described earlier.

The time that we take trying to resolve your complaint under the simplified process does not impact our obligation to provide you with our written final response within the required time period.

Taking your complaint to the AMF (Quebec)

If you are a resident of Quebec, you can request that our complaint record be examined by the AMF. The AMF will examine the complaint record and may, with the parties' consent, act as conciliator or mediator regarding the complaint or designate a person to act as such. Applicable Quebec securities laws provides that conciliation or mediation may not, alone or in combination, continue for more than 60 days after the date of the first conciliation or mediation session unless the parties consent.

Taking your complaint to OBSI

You may be eligible for OBSI's free and independent dispute resolution service if:

- we do not provide our decision within 90 days after you made your complaint, or
- you are not satisfied with our decision

OBSI's service is available to clients of our firm. This does not restrict your ability to take a complaint to a dispute resolution service of your choosing at your own expense, or to bring an action in court. Keep in mind there are time limits for taking legal action.

Who can use OBSI

You have the right to use OBSI's service if:

- your complaint relates to a trading or advising activity of our firm or by one of our representatives
- you brought your complaint to us within 6 years from the time that you first knew, or ought to have known, about the event that caused the complaint, and

- you file your complaint with OBSI according to its time limits below

Time limits apply

- If we do not provide you with our decision within 90 days, you can take your complaint to OBSI any time after the 90-day period has ended.
- If you are not satisfied with our decision, you have up to 180 days after we provide you with our decision to take your complaint to OBSI.

Filing a complaint with OBSI**Contact OBSI**

Email: ombudsman@obsi.ca

Telephone: 1-888-451-4519 or 416-287-2877 in Toronto

OBSI will investigate

OBSI works confidentially and in an informal manner. It is not like going to court, and you do not need a lawyer.

During its investigation, OBSI may interview you and representatives of our firm. We are required to cooperate in OBSI's investigations.

OBSI will provide its recommendations

Once OBSI has completed its investigation, it will provide its recommendations to you and us. OBSI's recommendations are not binding on you or us.

OBSI can recommend compensation of up to \$350,000. If your claim is higher, you will have to agree to that limit on any compensation you seek through OBSI. If you want to recover more than \$350,000, you may want to consider another option, such as legal action, to resolve your complaint.

For more information about OBSI, visit www.obsi.ca

Information OBSI needs to help you OBSI can help you best if you promptly provide all relevant information, including:

- your name and contact information
- our firm's name and contact information
- the names and contact information of any of our representatives who have been involved in your complaint
- details of your complaint
- all relevant documents, including any correspondence and notes of discussions with us