

## SUMMARY OF THE COMPLAINT HANDLING PROCEDURE DESJARDINS ONLINE BROKERAGE<sup>1</sup>

In collaboration with Desjardins Securities Inc., the Complaint Handling Team ("Team") established an effective, fair and free framework for handling customer complaints. This framework meets with the quality standards set out by the applicable regulations. Specifically, the Team's role is to examine client complaints in a neutral manner and take all the relevant facts into account.

Details on how the Team handles complaints can be found below. The Desjardins Securities Designated Complaint Officer oversees the application of this procedure. He also liaises with the Investment Industry Regulatory Organization of Canada ("IIROC").

### » Before sending a complaint to the Team

---

If you're not satisfied with the service provided by Desjardins Securities or have an administrative issue, we invite you to first speak with an investment advisor or a branch manager to obtain explanations and, if need be, the resolution of the problematic situation. If you remain dissatisfied after their intervention, you can file a complaint.

However, if you believe that an investment advisor has acted improperly or has breached their legal or regulatory obligations, you can file a complaint directly with the Team.

### » What is a complaint?

---

A complaint occurs:

- When dissatisfaction regarding customer service or an administrative issue has not been resolved to your satisfaction by Desjardins Securities.
- When you suspect that Desjardins Securities or one of its employees has violated the law or an IIROC rule or committed misconduct.

### The following are generally grounds for a complaint:

- Violation of the confidentiality of the client's personal information
- Theft, fraud, misappropriation or misuse of the client's funds or securities
- Forgery or misrepresentation of information
- Unauthorized or excessive transactions in the client's account
- Personal financial dealings with the client, such as borrowing money from or lending money to the client, or acting as the client's proxy holder, trustee or liquidator
- Unauthorized activities conducted outside of Desjardins Securities
- Unreported conflicts of interest

### » How to fill a complaint with the Team

---

Complaints can be mailed to:

**Complaint Handling Team**  
100, des Commandeurs Street  
Levis (Quebec) G6V 7N5

Or fax to:

418 835-2551 or 1 877 833-5985 (toll-free)

We invite you to describe in your complaint the alleged misconduct (i.e., what led you to complain) the damage sustained and the corrective action requested (i.e., the outcome you are hoping for).

However, if you are unable to submit a written complaint, you can contact one of our advisors at 514 985-1883 or at 1 877 985-1883 (toll-free).

You can visit the Autorité des marchés financiers ("AMF") website which provides you with tools to help you file a complaint: <https://lautorite.qc.ca/en/general-public/assistance-and-complaints/making-a-complaint>.

### » What will happen next?

---

- An acknowledgment of receipt within five (5) business days following the receipt of your complaint.
- Shortly after the acknowledgment is sent, a compliance advisor for the Team will contact you to discuss your file and make sure that you've submitted all the documentation required to review your complaint.
- The compliance advisor assigned to your file will review your case.
- After your file has been reviewed, a detailed response containing our findings and decision will be sent to you within 90 days following the receipt of your complaint.
- If you received a settlement offer, you must sign a release to accept it.
- If you're not satisfied with the decision, we invite you to consult the list of other options for recourse along with copied of the IIROC's investor guides enclosed with the confirmation and decision letter.

<sup>1</sup> Desjardins Securities Inc. uses the trade name "Desjardins Online Brokerage" for its discount brokerage activities.

- This process may not apply if there is a pending legal proceeding or if a ruling or settlement has already been reached regarding the allegations.
- If the Team isn't able to provide a detailed response within 90 days, they will contact you to let you know the reasons for the delay and when the review should be completed.

#### » Recourses available to you

---

Many recourses are available to you if you're not satisfied with the handling of your complaint by our Team or its outcome. Below is a summary of the main recourses available.

Among the main recourses, you can request the transfer of your complaint file to the Investment Industry Regulatory Organization of Canada ("IIROC") or choose to use an independent dispute resolution service, such as those offered by the Autorité des marchés financiers ("AMF") or the Ombudsman for Banking Services and Investments ("OSBI").

#### **Investment Industry Regulatory Organization of Canada ("IIROC")**

IIROC will review your file and determine whether to initiate an investigation. If a contravention of their rules has been committed, IIROC may impose sanctions, such as fine, suspension or permanent prohibition.

Upon your written request, our team will forward a copy of your complaint file to IIROC. You can also complete an online complaint form on IIROC's website or send your file directly to the following address:

Complaints and Inquiries Department  
601-525, Viger Avenue West  
Montreal (Quebec) H2Z 0B2  
Telephone: 1 877 442-4322 (toll-free)  
Fax: 1 888 497-6172 (toll-free)  
E-mail: [investorinquiries@iiroc.ca](mailto:investorinquiries@iiroc.ca)  
[www.ocrcvm.ca](http://www.ocrcvm.ca)

---

#### **Autorité des marchés financiers ("AMF")**

The AMF will examine your file. If deemed appropriate, the AMF could offer conciliation or mediation services to resolve the conflict. This process is on a voluntary basis. A party cannot be forced into it.

Upon written request, we can forward a copy of your complaint file to the AMF. You can also send your file directly to:

Complaints and Compensation Department  
Place de la Cité, Cominar Tower  
400-2640, Laurier Boulevard  
Quebec City (Quebec) G1V 5C1  
[www.lautorite.qc.ca](http://www.lautorite.qc.ca)

---

#### **Ombudsman for banking services and investments ("OSBI")**

OBSI offers an independent service for resolving investment and banking disputes with participating firms and may recommend, on a non-binding basis, compensation up to \$350,000.

You may submit your complaint to OSBI if you have not received our final response within 90 days of filing your initial complaint or if you are not satisfied with our final response. In this case, you have a period of 180 days following the receipt of our final response.

You must file your complaint directly with OBSI who will then contact us for the transfer of your file by completing the online complaint form on OBSI's website or by writing to:

2400-20, Queen West Street, C.P. 8  
Toronto (Ontario) M5H 3R3  
Telephone: 1 888 451-4519 (toll-free)  
Fax: 1 888 422-2865 (toll-free)  
E-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
[www.obsi.ca](http://www.obsi.ca)

Finally, please note that the filing of your complaint, including the transfer to the AMF, does not interrupt the prescriptive period for civil remedies.