

**MUTUAL FUND DEALERS ASSOCIATION OF CANADA****Client Complaint Information Form**

Clients of a mutual fund dealer who are not satisfied with a financial product or service have a right to make a complaint and to seek resolution of the problem. MFDA Member dealers have a responsibility to their clients to ensure that all complaints are dealt with fairly and promptly. If you have a complaint, these are some of the steps you can take:

- Contact your mutual fund dealer. Member firms are responsible to you, the investor, for monitoring the actions of their representatives to ensure that they are in compliance with by-laws, rules and policies governing their activities. The firm will investigate any complaint that you initiate and respond back to you with the results of their investigation within the time period expected of a Member acting diligently in the circumstances, in most cases within three months of receipt of the complaint. It is helpful if your complaint is in writing.
- Contact the Mutual Fund Dealers Association of Canada (“MFDA”), which is the self-regulatory organization in Canada to which your mutual fund dealer belongs. The MFDA investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate. You may make a complaint to the MFDA at any time, whether or not you have complained to your mutual fund dealer. The MFDA can be contacted:
  - ✓ By completing the on-line 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 e-mail at [complaints@mfda.ca](mailto:complaints@mfda.ca) <sup>1</sup>
  - ✓ In writing by mail to 121 King Street West, Suite 1000, Toronto, ON M5H 3T9 or by fax at 416-361-9073

**COMPENSATION:**

The MFDA does not order compensation or restitution to clients of Members. The MFDA exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry. If you are seeking compensation, you may consider the following:

- **Ombudsman for Banking Services and Investments (“OBSI”):** You may make a complaint to OBSI after you have complained to the dealer, at either of the following times:
  - ✓ If the dealer’s Compliance Department has not responded to your complaint within 90 days of the date you complained, or;
  - ✓ After the dealer’s Compliance Department has responded to your complaint and you are not satisfied with the response.  
**Please note that you have 180 calendar days to bring your complaint to OBSI after receiving the dealer’s response.**
- OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to clients. OBSI can make a non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:
  - ✓ By telephone in Toronto at 416-287-2877, or toll free at 1-888-451-4519
  - ✓ By e-mail at [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)
- **Legal Assistance:** You may consider retaining a lawyer to assist with the complaint. You should be aware that there are legal time limits for taking civil action. A lawyer can advise you of your options and recourses. Once the applicable limitation period expires, you may lose rights to pursue some claims.
- **Manitoba, New Brunswick and Saskatchewan:** Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgment of the superior court in that province. For more information, please visit:
  - ✓ Manitoba: [www.msc.gov.mb.ca](http://www.msc.gov.mb.ca)
  - ✓ New Brunswick: [www.nbsc-cvmnb.ca](http://www.nbsc-cvmnb.ca)
  - ✓ Saskatchewan: [www.fcaa.gov.sk.ca](http://www.fcaa.gov.sk.ca)
- **In Québec:**
  - ✓ If you are not satisfied with the outcome or with the examination of a complaint, the Autorité des marchés financiers (“AMF”) can examine your complaint and may provide dispute resolution services.
  - ✓ If you think you are a victim of fraud, fraudulent tactics or embezzlement, you can contact the AMF to see if you meet the eligibility to submit a claim to the *Fonds d’indemnisation des services financiers* (“Financial Services Compensation Fund”). An indemnity up to \$200,000 can be payable through monies accumulated in the fund for an eligible claim.
  - ✓ For more information:
    - Contact the AMF by telephone at 418-525-0337 (in Québec), or toll free at 1-877-525-0337
    - Visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca)

<sup>1</sup> You may wish to consider issues of internet security when sending sensitive information by standard e-mail.

## WHAT YOU SHOULD KNOW ABOUT THE HANDLING OF COMPLAINTS AT DESJARDINS FINANCIAL SERVICES FIRM INC.

Desjardins funds, permanent shares, Federation capital shares, and investments held in a strategic investment account available in the Desjardins caisse network, as well as investment recommendations, are offered by mutual fund representatives and/or financial planners registered with Desjardins Financial Services Firm Inc. (DFSF), a mutual fund dealer and financial planning services firm. The firm is required by law to handle all complaints received in respect of its current or former registered professionals.

DFSF, in cooperation with Desjardins Group's Ombudsman, has established an efficient, equitable and free procedure for handling client complaints that complies with the quality standards set out by the applicable regulations.

**DFSF's complaint handling procedure allows clients who allege they were victims of misconduct to appeal to an impartial review and investigation service for dispute settlement and to obtain a response within a clearly defined time limit.**

This document is a summary of the procedure that DFSF gives to each new client and to a client who has filed a complaint. It is also available on the Desjardins website at: [www.desjardins.com](http://www.desjardins.com).

### Grounds for a complaint include:

- A dissatisfaction handled in the normal course of business where the client remains dissatisfied
- Poor investment advice
- Recommendations to borrow for investment purposes (financial leverage)
- Any recommendation made by a financial planner
- Investment losses
- False or misleading information or a promise of return
- An unauthorized transaction in one or more client accounts
- Personal financial transactions with a client
- A violation of client privacy
- Theft, fraud, misappropriation or misuse of funds or securities, forgery, falsification
- Price manipulation and insider trading
- Money laundering
- Engaging in securities-related activities outside of DFSF
- An undisclosed or prohibited conflict of interest
- A violation of an order of a securities commission or of the MFDA
- Any other situation similar to the foregoing, regardless of whether or not the complainant alleges financial prejudice, and regardless of whether or not the complainant is a client or a non-client

### The following are not grounds for a complaint:

- A dissatisfaction concerning customer service that is not the subject of securities legislation or regulatory requirements
- Any procedure to rectify a problem due to an error or an omission in good faith negotiations

For any dissatisfaction in connection with the latter two issues, please contact your caisse. However, if you are still dissatisfied with the handling of your dissatisfaction, you can send your complaint to the address provided in the next paragraph.

**To file a complaint with DFSF:** Written complaints can be sent by regular mail to: Desjardins Financial Services Firm Inc.  
100 des Commandeurs Street  
Lévis, Quebec G6V 7N5

It is recommended that you describe the alleged misconduct, the prejudice suffered, and the requested corrective measure.

However, if you are unable to write your complaint, you can contact your mutual fund representative, your financial planner, his or her supervisor, or the compliance officer of your caisse.

If you are having difficulty formulating your complaint, you can consult the Autorité des marchés financiers (AMF) website for tools to help you in this regard: <http://www.lautorite.qc.ca/en/file-complaint-conso.html>

### After you file a complaint:

- An advisor with the Compliance department will be put in charge of your file. Within five (5) business days following receipt of your complaint, you will receive an acknowledgement of receipt, which will include the advisor's contact information.
- The Compliance advisor will examine your file and conduct an investigation.
- After your file has been analyzed, a detailed reply will be sent to you by regular mail as soon as possible, but no later than 90 calendar days following receipt of your complaint. This reply will contain a summary of your complaint, the outcome of the investigation, and the final decision along with an explanation.
- If the Compliance department is unable to send you a detailed response within the 90-day timeframe, it will contact you before the 90-day period expires to inform you of the reasons for the delay and the expected investigation end date.
- If a financial settlement is offered, we may ask you to sign a release and waiver for legal reasons.
- If you are not satisfied with the result, a list of appeal processes available to you is sent along with the acknowledgement of receipt and the final decision.

**Other recourses available to you:** If you are not satisfied with the handling of your complaint by the Compliance department, several other recourses are available to you:

#### • Desjardins Group Ombudsman

Upon written request on your part, the Compliance department can forward a copy of your file to the Ombudsman, which will serve as your final recourse within Desjardins Group. Once it has received all the necessary information, the Ombudsman will review your file and send you a detailed reply within approximately 90 days.

You can also send your file directly to the Ombudsman at: Desjardins Group Ombudsman  
P.O. Box 7, Desjardins Station  
Montreal, Quebec H5B 1B2  
Email: [bureau.ombudsman@desjardins.com](mailto:bureau.ombudsman@desjardins.com)

For more information, please consult the "Client Complaint Information Form" on the front of this document.