

DESJARDINS FINANCIAL SERVICES FIRM'S COMPLAINT HANDLING PROCEDURE

Desjardins Funds, permanent shares, Federation capital shares, and investments held in a strategic investment account available through the Desjardins caisse network, as well as investment advice, 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. DFSF is required by law to handle all complaints made against its current or former registered professionals.

In collaboration with the Desjardins Group Ombudsman, DFSF has established a framework for handling client complaints fairly and efficiently at no cost to clients. This framework complies with the quality standards set out by the applicable regulations.

For any problematic situation, we invite you to contact your Caisse. If you are dissatisfied with how your file is handled by your Caisse, you may send your written request to:

Desjardins Financial Services Firm inc.
100 rue des Commandeurs
Lévis QC G6V 7N5

However, if you do not wish to submit a written complaint, you can contact the supervisor of your mutual fund representative or financial planner, or your Caisse's compliance officer to have your complaint forwarded to DFSF.

You can visit the Autorité des marchés financiers' website at any time. It has resources to facilitate the process: <https://lautorite.qc.ca/en/general-public/>.

The following are generally grounds for a complaint:

- ✓ All client statements alleging misconduct with respect to a product distributed by DFSF that the client has/had or with respect to a recommendation given by a current or former mutual fund representative/financial planner.
- ✓ A dissatisfaction handled in the normal course of business where the client remains dissatisfied.
- ✓ Bad investment advice, recommendations to borrow for investment purposes (financial leverage), false/misleading information or a promise of return.
- ✓ Unauthorized transactions in a client's account(s).
- ✓ Breach of client confidentiality.
- ✓ Unreported or prohibited conflicts of interest.
- ✓ Theft, fraud, misappropriation or illicit use of funds or securities, forgery, falsification, market manipulation or insider trading, money laundering.

After your complaint is submitted to DFSF:

- ✓ The contact details of the analyst assigned to your file will be in the acknowledgement of receipt, which will be sent to you within five business days of receiving your complaint.
- ✓ The advisor will review and analyze your file.
- ✓ After your file has been analyzed, a detailed response will be mailed to you within 90 calendar days of receiving your complaint.
- ✓ If you are offered a financial settlement, we may ask you to sign a release and waiver for legal reasons.
- ✓ If you are dissatisfied with the response, a list of other options for recourse is included in the acknowledgement of receipt and in the response.

For your information, among the recourse available, there is the Desjardins Group Ombudsman and the Autorité des marchés financiers (AMF). At your request, DFSF will send a copy of your complaint file to the Ombudsman or the AMF. Please note that filing a complaint at any step in the process does not have any bearing on the time you have to file a civil claim.

Desjardins Group Ombudsman

The Ombudsman is your last option for recourse within the Desjardins Group. Once all the necessary information has been received and reviewed, the Ombudsman will send you a response within 90 days. You can also send your file directly to the Ombudsman by writing to:

Desjardins Group Ombudsman
PO Box 7, STN Desjardins
Montreal QC H5B 1B2
Email: ombudsman@desjardins.com

Autorité des marchés financiers

The AMF will verify your file. If appropriate, the AMF could suggest mediation services to resolve the conflict. You can also send your file to:

Direction des plaintes et de l'indemnisation
Place de la Cité, Cominar Tower
400-2640 boulevard Laurier
Quebec City QC G1V 5C1

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 online complaint form at www.mfda.ca.
 - ✓ By telephone in Toronto at 416-361-6332, or toll-free at 1-888-466-6332.
 - ✓ By email at complaints@mfda.ca¹.
 - ✓ 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 email at 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
 - ✓ New Brunswick: www.nbsc-cvmnb.ca
 - ✓ Saskatchewan: 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.

¹ You may wish to consider issues of internet security when sending sensitive information by standard email.