

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. Mutual Fund Dealers Association (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 the receipt of the complaint. It is helpful if your complaint is in writing.

Contact the MFDA. The MFDA 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 toll-free at 1-888-466-6332 or in Toronto at 1-416-361-6332;
- > by emailing complaints@mfda.ca;¹
- > by fax at 1-416-361-9073; or
- > by mail to: **Mutual Fund Dealers Association of Canada**
121 King Street West – Suite 1000
Toronto, ON M5H 3T9

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):

After the dealer's compliance department has responded to your complaint, you may contact OBSI. You may also contact OBSI if the dealer's compliance department has not responded within 90-days of the date you complained.

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:

- > Email: ombudsman@obsi.ca
- > Toll-free: 1-888-451-4519
- > In Toronto: 1-416-287-2877

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 provinces pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgement 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.sfsc.gov.sk.ca

Québec: The Autorité des marchés financiers (AMF) pays indemnities to victims of fraud, fraudulent tactics or embezzlement where those responsible are individuals or firms authorized to practice under the legislation governing the provision of financial services in Québec. It also rules on the eligibility of claims and sets the amount of the indemnities to be paid to victims. Consumers can thus be compensated to a maximum of \$200,000 per claim, through funds accumulated in a financial services compensation fund. For more information, please visit www.lautorite.qc.ca.

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