

Summary of Complaint Handling Policy

Desjardins Funds and other exclusive titles to Desjardins 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). As 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 DFSF, the complaints team (the “Team”) has established a framework for managing DFSF member and client complaints fairly and efficiently, at no cost to members and clients. This framework complies with the quality standards set out in the applicable regulations. Specifically, the Team’s role is to examine complaints in an impartial manner and take all relevant facts into account.

If you’re dissatisfied with a service or recommended product, we invite you to first contact your mutual fund representative or their manager, who will review the source of your dissatisfaction and attempt to resolve it. If you’re dissatisfied with their response, you can submit a complaint.

The following are generally grounds for a complaint

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

How to file a complaint with the Team

Complaints can be mailed to: **Desjardins Complaints Handling Team**
100 Rue Des Commandeurs
Lévis QC G6V 7N5

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

Please describe the alleged breach or misconduct (the circumstances that led to your complaint), any harm caused and the requested corrective measure (your desired outcome).

If you can’t submit your complaint in writing, please call 418-838-8184 or 1-888-556-7212 (toll-free) to speak to a Team member.

You can also refer to the Autorité des marchés financiers (AMF) website, which provides other tools to help you with the complaint process:

<https://lautorite.qc.ca/en/general-public/assistance-and-complaints/making-a-complaint>.

What will happen next?

- You’ll receive an acknowledgement of receipt within 5 business days after we receive your complaint.
- Shortly after the acknowledgement of receipt is sent, a compliance advisor from the Team will contact you to discuss your complaint and make sure we have all the documentation required to review it. The advisor’s contact information will be sent to you.
- The compliance advisor assigned to your complaint will review it.
- After your file has been reviewed, a final response containing our findings and decision will be mailed to you within 90 days following receipt of the complaint.
- If you receive a settlement offer, you will have to sign a release to accept it.
- If you are dissatisfied with the Team’s final response, the next option for recourse will be included in the acknowledgement of receipt and in the response.
- 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.

Other option for recourse

Another option is available if you are dissatisfied with how the Team handles your complaint, or with its final response. At your request, the Compliance Team can send a copy of your complaint file to the AMF. Finally, please note that filing a complaint, including transferring your file to the AMF, does not have any bearing on the time you have to file a civil claim.

Autorité des marchés financiers

At your request, the AMF will verify your file. If appropriate, the AMF could suggest mediation services to resolve the conflict. This is a voluntary process. The AMF cannot force the parties to participate. Upon request, our Team will forward a copy of your complaint file. You can also fill out an online complaint form on the AMF’s website or send your file to the following address:

Direction des plaintes et de l’indemnisation

Place de la Cité, Cominar Tower
2640 Boulevard Laurier, Suite 400
Quebec City QC G1V 5C1
lautorite.qc.ca

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 of Canada (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 the bylaws, 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 3 months of receipt of the complaint. It is helpful if your complaint is in writing.
- Contact the 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 416-287-2877, or toll-free at 1-888-451-4519
 - ✓ By email at complaints@mfda.ca
 - ✓ 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 should 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.
 - ✓ 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 Quebec:**
 - ✓ 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 Quebec), or toll-free at 1-877-525-0337
 - Visit www.lautorite.qc.ca/en

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