



Summary of Our Complaint Process

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Summary of Our Complaint Process

Fiera Capital Corporation understands that an investment management relationship requires trust, and it is our responsibility to uphold our reputation and values, for the benefit of our clients. We treat your complaints seriously and are committed to resolving any issues carefully and efficiently.

What is a Complaint?

A **Complaint** is the communication of a *reproach* or *dissatisfaction* in respect of a service or product we offer, and an expectation that we respond and/or take action.

How to Make a Complaint

If you experience an issue with a Fiera Capital Corporation service or product, we encourage you to raise the issue as soon as it comes up with your servicing representative. If you are unhappy with the response, you can ask to escalate the matter to our formal complaints process.

Contact us by:

Mail: 1981 McGill College Avenue
Suite 1500
Montreal, Quebec,
H3A 0H5
Attn: Head of Compliance-Canada

Phone: 514 954-3300 / 1 800 361-3499 (toll free)

email: info@fieracapital.com

We can help you prepare your complaint, if needed. You may also complete this complaint [form](#) provided by our regulator, the Autorité des marchés financiers (AMF).

Steps in the Complaint Process

1. We acknowledge receipt of your complaint

We send you a written acknowledgement of receipt and provide some useful information such as the contact details for the person responsible for investigating your complaint, and the date by which you can expect to receive our final response.

2. We analyze the complaint

We make sure we understand your complaint and what you expect from us. If you have any supporting documentation, please make sure to include this with your complaint. We will also review all relevant information held by the firm, including correspondence, signed account documents and meeting notes.

3. We provide a written final response

We provide you with a final response in writing within **90 days**. In our response, we explain how we analyzed your complaint and what led to our conclusion and, if possible, the proposed solution to your complaint. Contact us if you have any questions or comments regarding our response.

4. Assessment of the response

Take time to review our response or assess our offer to resolve your complaint. If we present an offer, we give you time to assess and respond to it. The amount of time we give you should provide you with sufficient opportunity to seek the advice you need to make an informed decision.

Once we reach an agreement with you to resolve your complaint, we have to give effect to the offer within **30 days** unless we agree upon a different time period with you when it is in your interest to do so.

Simplified process for certain complaints

We may follow a simplified process for certain complaints. This process is for complaints that we can resolve to the client's satisfaction within **20 days**. We consider a complaint to be resolved to your satisfaction when you accept our proposed solution to your complaint or when the explanations we provide to you are sufficient to resolve your complaint.

Under the simplified process, complaints may be referred to a member of our client service team and handled verbally (e.g., in a phone call).

If we cannot propose a satisfactory solution or provide explanations sufficient to resolve your complaint under this process, we will notify you in writing. Your complaint will continue to be processed, but in accordance with the steps in the complaint process described earlier.

The time that we take when trying to resolve your complaint under the simplified process does not have any effect on our obligation to provide you with our written final response within the required time period.

If you are not satisfied

If you are not satisfied with the outcome of a complaint or did not receive a final response on time, you can:

- 1. Request to transfer the complaint record to our regulator, the AMF, for review**
Complete this [form](#) and return it to us. We are obligated to send a complete copy of the complaint record, including any information that was used in the processing of your complaint, to the AMF within **15 days** following receipt of your request.
- 2. Submit your complaint to the Ombudsman for Banking Services and Investments (OBSI)**
The OBSI offers an independent dispute resolution service to our clients; however, you must contact them within **180 days** of receiving our final response.

The OBSI can recommend compensation of up to **\$350,000**. If you want to recover more than \$350,000, you may want to consider another option, such as legal action, to resolve your complaint.

You can submit a complaint to the OBSI on their [website](#) or contact them by phone at 416 287-2877 / 1 888 451-4519 (toll free).

You always have the right to speak to a lawyer or seek other ways of resolving your dispute at any time.

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