

Client Complaints

What to do if you have a complaint or question

If you have any complaints or questions about dealing with Sagard Wealth, please phone or write to us at the contact information provided below. Sagard Wealth has a documented process to deal with client complaints and we seek to resolve any complaints through that process.

Sagard Wealth
Attn: Chief Compliance Officer
326 11th Avenue SW Suite 801
Calgary, Alberta T2R 0C5
email: Compliance@sagardwealth.com
Telephone: 1-877-665-9951

To report a complaint with Sagard Wealth

- **Reporting a complaint:** Please tell us what went wrong, when it happened and what you expect from us (for example, money back, an apology, account correction).
- **Sagard Wealth acknowledgement:** We will acknowledge your complaint in writing and inform you of the availability of the Ombudsman for Banking Services and Investments (OBSI), an independent service for resolving investment disputes as soon as possible, typically within 5 business days of receiving your complaint.
- **Sagard Wealth investigation:** Sagard Wealth will investigate your complaint and during this time, we may ask you to provide clarification or more information to help us resolve your complaint. If we are unable to provide you with our decision within 90 days, 60 days for Quebec residents, we will inform you of the delay, explain why our decision is delayed and provide you with a new date for our decision.
- **Sagard Wealth decision:** We will make every effort to provide our decision in writing, within the specified time frames noted. Our response will include: a summary of the complaint, the results of our investigation and our decision to make an offer to resolve the complaint or deny it, and an explanation of our decision.

To report a complaint to OBSI

Sagard Wealth is a participant in the OBSI, an independent service for resolving investment disputes. OBSI's service is available to clients of our firm. If you are not satisfied with our decision or if we do not provide you with our decision within 90 days, you may be eligible to refer your complaint to OBSI's free and independent dispute resolution service.

You have the right to use OBSI's dispute resolution service if:

- your complaint relates to an investment or advising activity of our firm or one of our representatives,
- you brought your complaint to us within 6 years from the time that you first knew, or ought to have known, about the event that caused the complaint,
- you file your complaint with OBSI according to OBSI's time limits,
- we do not provide you with our decision within 90 days, you can take your complaint to OBSI any time after the 90-day period has ended, and
- you are not satisfied with our decision, you have up to 180 days after we provide you with our decision to take your complaint to OBSI.

OBSI will investigate your complaint. OBSI works confidentially and in an informal manner. It is not like going to court, and you do not need a lawyer. During its investigation, OBSI may interview you and representatives of our firm. We are required to cooperate in OBSI's investigations.

To file a complaint at OBSI:

Email: ombudsman@obsi.ca

Telephone: 1-888-451-4519 or 416-287-2877 in Toronto

Information OBSI needs to help you

OBSI can help you best if you promptly provide all relevant information, including:

- your name and contact information,
- our firm's name and contact information,
- the names and contact information of any of our representatives who have been involved in your complaint,
- details of your complaint, and
- all relevant documents, including any correspondence and notes of discussions with Sagard Wealth.

OBSI will provide its recommendations

Once OBSI has completed its investigation, it will provide its recommendations to you and us. OBSI's recommendations are not binding on you or us. OBSI can recommend compensation of up to \$350,000. If your claim is higher, you will have to agree to that limit on any compensation you seek through OBSI. If you want to recover more than \$350,000, you may want to consider another option, such as legal action, to resolve your complaint. **For more information about OBSI, visit www.obsi.ca.**

Quebec Residents

If you are a Québec resident, you may file a complaint by using the complaint form on the Autorité des marchés financiers ('AMF') website and providing a link to that form to Sagard Wealth. Additionally, at any time during the complaint process you have the right to request the AMF to examine the compliant record. The AMF also provides free mediation service to residents of Quebec.

Other dispute resolution

This does not restrict your ability to take a complaint to a dispute resolution service of your choosing at your own expense, or to bring an action in court. Keep in mind there are time limits for taking legal action. You always have the right to go to a lawyer or seek other ways of resolving your dispute at any time. A lawyer can advise you of your options.