

# Complaint Resolution Policy

## COERENTE CAPITAL MANAGEMENT

### Our complaint process

#### Filing a complaint with us

If you have a complaint about our services or a product, contact us at:

Marc Trottier  
Coerente Capital Management  
630 Rene Levesque Blvd West, Suite 2860  
Montreal, Quebec H3B 1S6  
514-360-7940 ext 103 or [mtrottier@coerente.ca](mailto:mtrottier@coerente.ca)

#### We will acknowledge your complaint

We will acknowledge your complaint in writing, as soon as possible, typically within 5 business days of receiving your complaint.

#### We will provide our decision

We normally provide our decision in writing, within 60 days of receiving a complaint.

#### If you are not satisfied with our decision

You may be eligible for the independent dispute resolution service offered by the Ombudsman for Banking Services and Investments (OBSI). The service is free of charge and Independent.

You may be eligible for OBSI's dispute resolution service.

#### If you are a Québec resident

You may consider the free review and mediation service offered by the Autorité des marchés financiers. CCM can provide you assistance do file the complaint at the AMF.

#### A word about legal advice

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. There are time limits for taking legal action. Delays could limit your options and legal rights later on.

## **Taking your complaint to OBSI**

OBSI can recommend compensation of up to \$350,000.

### **Who can use OBS**

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

- your complaint relates to a trading or advising activity of our firm or by 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, and
- you file your complaint with OBSI according to its time limits below

### **Filing a complaint with OBSI**

#### **Contact OBSI**

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

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

#### **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.

**For more information about OBSI, visit [www.obsi.ca](http://www.obsi.ca)**