

Summary of Complaint Handling Procedures

Fernhill Financial has procedures in place to handle any written or verbal complaints received from clients in a fair and prompt manner. This is a summary of those procedures which we provide to new clients or clients should they file a complaint.

The Client Complaint Information Form

The Client Complaint Information Form ("CCIF") provides clients with general information about their options for making a complaint.

How to File a Complaint with Fernhill Financial

Clients wishing to complain to us may make their complaint to our head office by contacting the Chief Compliance Officer, any branch manager or representative of our company. All complaints are forwarded to qualified staff to be handled. We encourage clients to make their complaint in writing or by email¹ where possible. Where clients have difficulty putting their complaint in writing, they should advise us so that we can help. Confidentiality requires us to only deal with the client or another individual who has the client's express written authorization to deal with us.

Complaint Handling Procedures

We will acknowledge receipt of complaints promptly, generally within five (5) business days. We review all complaints fairly, considering all relevant documents and statements obtained from the client, our records, our representative(s), other staff members and any other relevant source. Once our review is complete, we provide clients a written response. Our response may be an offer to resolve your complaint, a denial of the complaint with reasons or another appropriate response. Where the complaint relates to certain serious allegations², our initial acknowledgement will include copies of this summary and the CCIF. Our response will summarize your complaint, our findings and will contain a reminder about your options with the Ombudsman for Banking Services and Investments.

Response Times

We will generally provide our response within ninety days, unless we are waiting for additional information from you, or the case is novel or very complicated.

We will respond to communications you send us after the date of our response to the extent necessary to implement a resolution or to address any new issues or information you provide.

Settlements

If we offer you a financial settlement, we will ask you to sign a release and waiver for legal reasons.

Contacting Fernhill Financial

Clients may contact us at any time to provide further information or to inquire as to the status of their complaint, by contacting the individual handling their complaint or by contacting the Chief Compliance Officer at head office.



303-830 Shamrock Street
Victoria BC V8X 2V1

1. Clients who choose to communicate by email should be aware of possible confidentiality issues regarding internet communications.
2. As defined in the policies of the Mutual Fund Dealers Association of Canada of which we are a Member.

Client Complaint Information Form

Your Rights & Our Responsibilities

Clients who are not satisfied with a financial product or service have a right to make a complaint and to seek resolution of the problem. Fernhill has a responsibility to ensure that all client complaints are dealt with fairly and promptly. If you have a complaint, these are some of the steps you can take: Contact Fernhill's Compliance Officer. Fernhill is responsible to you, the investor, for monitoring the actions of our representatives to ensure that they follow all 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 3 months of receipt of the complaint. It is helpful if your complaint is in writing.

Contact the **Mutual Fund Dealers Association of Canada** ("MFDA"), the self-regulatory organization to which Fernhill Financial Corporation, 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 on-line complaint form at www.mfda.ca
- By telephone: 1.888.466.6332
- By e-mail: complaints@mfda.ca¹
- By fax: 1.416.361.9073
- By mail to 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:

- By telephone: 1.888.451.4519
- By e-mail at ombudsman@obsi.ca¹

Legal Assistance

You may consider retaining a lawyer to assist with the complaint and 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.

Canadian Life and Health Insurance OmbudService (CLHIO)

CLHIO provides services to clients with complaints related to life and health insurance companies and provides information through the website (www.olhi.ca). They can also be contacted:

- By telephone: 1.888.295.8112

1. You may wish to consider issues of internet security when sending sensitive information by standard e-mail.