



COMPLAINT RESOLUTION PROCEDURES

Our clients' best interest is the cornerstone of Morgan Meighen & Associates' business and we are committed to providing excellent customer service at all times. To enhance that commitment, we have developed an efficient and effective process of resolving any complaint you may have.

Speak to your Portfolio Manager about your concerns and they will work with you to find a satisfactory solution. If a resolution cannot be found, the matter will be escalated to senior management and you will be required to document your concerns in writing.

Written complaints should be addressed to:

Morgan Meighen & Associates Limited
10 Toronto Street, Toronto, Ontario M5C 2B7
Attention: Chief Compliance Officer
Main Phone: 416-366-2931
Toll Free: 1-888-443-6097
Email: cco@mmainvestments.com

Within a maximum of 90 days of receipt of your complaint, Morgan Meighen & Associates will investigate and provide you with a reasoned decision in writing.

If you are not satisfied with Morgan Meighen & Associates' decision and best efforts, you may contact the Ombudsman for Banking Services and Investments (OBSI) at:

Ombudsman for Banking Services and Investments
401 Bay Street, Suite 1505, P.O. Box 5, Toronto ON M5H 2Y4
Telephone: 1-888-451-4519
Fax: 1-888-422-2865
Email: ombudsman@obsi.ca
Website: www.obsi.ca

The OBSI provides free and independent dispute resolution services to clients who are dissatisfied with their firm's complaint resolution process. If this option is chosen, complaints must be submitted within six months of the date of receiving a response from Morgan Meighen & Associates, since OBSI reserves the right to decline investigating a complaint beyond that timeframe.