



DISPUTE 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 your matter of concern is not resolved, or you are dissatisfied with the resolution, you may file a complaint with us in writing, at the address below.

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

We will send you an acknowledgement of receipt, in writing, within 5 days of receiving your complaint.

You will be provided a final, written response, within 90 days, outlining our analysis of your complaint and what led us to our decision.

If you are not satisfied with the resolution to this matter, you may submit a complaint to the Ombudsman for Banking Services and Investments ("OBSI"). OBSI is an independent dispute-resolution service that investigates unresolved disputes at no charge to you. Please feel free to visit their website for more information on this option. Please refer to one of the below methods of communication to contact OBSI.

Telephone: 1-888-451-4519
Fax: 1-888-422-2865
Email: ombudsman@obsi.ca
Website: www.obsi.ca

If you choose this option, complaints must be submitted to OBSI within 180 days of the date of receiving a response from Morgan Meighen & Associates.