

COMPLAINTS

The Chief Compliance Officer (“CCO”) is the designated Complaints Officer for M Partners Inc. You are welcome to contact us with any type of complaint and we will endeavour to resolve the complaint immediately. If we are not able to resolve your verbal complaint immediately, we will acknowledge your complaint in writing and request that you provide a written complaint. Written complaints will then commence an inquiry into whether the complaint is service-related or compliance-related (in the case of potentially improper activity).

Service-related complaints

Written service-related complaints may be resolved quickly and easily, and we will respond to such complaints in writing in a timely manner.

Compliance-related complaints

M Partners Inc will provide an acknowledgement letter for all written compliance-related complaints, within 5 business days, to advise we have initiated an investigation. You will be provided with the name of the Designated Complaints Officer, and we request you do not contact other individuals in the firm once the investigation has begun. We will also provide you with information regarding various other options available to you in the event that our response is not to your satisfaction, such as arbitration, the financial industry ombudsperson service and making a complaint to the Investment Industry Regulatory Organization of Canada.

The Designated Complaints Officer will complete the regulatory reporting required, investigate the complaint and provide you with a written response, within 90 days of

receiving your written complaint. This final letter to your written compliance-related complaint will provide you with a summary of your complaint, the results of our investigation, our decision (including the reasons for the decision) and a statement reminding you of the options available to you.

During the course of the investigation, you may be contacted to request additional information. You are welcome to contact the Designated Complaints Officer to provide us with additional information and/or if you wish to inquire about the status of the investigation.

If we expect that the investigation into your written complaint will take longer than 90 days, we will advise you in writing and provide you with an estimated completion date.