

If you have a complaint...

Please contact us at WDS

If you have a complaint about our investment advisory services, please let us know. Contact Stephen Watson, Chief Compliance Officer, in person or through one of these channels:

By email: swatson@wdsinvest.com

By mail, telephone, toll-free telephone, fax, and online:

Watson Di Primio Steel (WDS) Investment
Management Ltd.
Carling Executive Park
1545 Carling Avenue, Suite 100
Ottawa, ON K1Z 8P9

Tel 613 725 1800 X 224

TF 1 866 581 1800 X 224

Fax 613 725 1900

www.wdsinvest.com

Tell us

- What went wrong
- When it happened
- How you'd like your concern to be handled. For example, a correction should be made to your account, money returned to you, an apology sent from us, etc.

What to expect from us

We'll acknowledge your complaint

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

We'll conduct a review of your concerns and investigate as necessary. We may ask you to provide more information or clarification to help us resolve your issue.

We'll provide our coherent response

We will normally provide our response in writing, within 90 days of receiving a complaint. This will include:

- a summary of your complaint;
- the results of our investigation;
- a full explanation of our response; and
- our decision to make an offer to resolve your complaint or deny it.

If our response is delayed

If we cannot provide you with a decision within 90 days, we will immediately:

- inform you of the delay;
- explain why our response is delayed; and
- give you a new time at which you may expect our response.

If you are not satisfied with our reply

You may be eligible to call on the independent dispute resolution services offered by the Ombudsman for Banking Services and Investments (OBSI). OBSI is Canada's independent ombudsman for consumers with unresolved complaints with their investment firms. Thousands of financial services firms participate in OBSI, which now includes portfolio managers.

If you are a Quebec resident

You may consider the free mediation service offered by the Autorité des marchés financiers.

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.

Help us resolve your complaint promptly

- Make your complaint when the issue arises, or as soon as possible.
- Reply quickly if we ask you for more information.
- Keep copies of all relevant documents, such as letters, emails and notes of conversations with us.

Taking your complaint to the Ombudsman for Banking Services and Investments

You may be eligible for OBSI's **free and independent** dispute resolution service if:

- we do not provide you with our decision within 90 days of you making your complaint; or
- you are not satisfied with our firm's resolution.

OBSI's service is available to WDS clients, effective August 1, 2014. However, should you wish, you may still take a complaint to a dispute resolution service of your choosing at your own expense, or to bring an action in court. Keep in mind there are time limits for taking legal action.

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

Who can use OBSI

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

- your complaint relates to a trading or advising activity by our firm or one of our representatives;
- you brought your complaint to us within six years of the time that you first knew, or ought to have known, about the event that caused the problem; and
- you file your complaint with OBSI according to its time limits below.

Time limits that apply

- If WDS does not provide you with our final response within 90 days, you can take your complaint to OBSI any time after the 90-day period has ended.
- If you are not satisfied with our response, you have up to 180 days after WDS has given you its decision to take your complaint to OBSI.

How to get started with OBSI

You may contact them through one of these channels:

By email: ombudsman@obsi.ca

By mail, telephone, fax, and online:

OBSI
401 Bay Street, Suite 1505, P.O. Box 5
Toronto, ON M5H 2Y4

TF Tel 1 888 451 4519

TF Fax 1 888 422 2865

www.obsi.ca

Information OBSI needs to help you

OBSI can help you best if you promptly provide all relevant information, including:

- your name and contact information;
- our firm's name and contact information;
- details of your problem;
- the names and contact information of any of our representatives who have been involved in your complaint;
- all relevant documents, including any correspondence and notes of discussions with us.

How OBSI investigates your complaint

OBSI works confidentially and in an informal manner. It is not like going to court, and you do not need a lawyer.

During its investigation, OBSI may interview you and representatives of our firm. We are required to cooperate with OBSI's investigations.

OBSI provides its recommendations

Once its independent review is complete, OBSI's staff provides recommendations to you and us. OBSI's recommendations are not binding on either you or our firm.

OBSI can recommend compensation of up to \$350,000, and you must agree to that limit on any compensation you seek through OBSI. If you wish to recover more than \$350,000, you may want to consider another option to resolve your dispute, such as legal action.

For more information about OBSI, visit www.obsi.ca