

SUMMARY OF COMPLAINT HANDLING POLICY FOR CLIENTS RESIDING IN QUEBEC

Foyston, Gordon & Payne ("FGP") has developed policies and procedures to respond to client complaints promptly and in such a manner that remains objective and considers the interests of the client. In accordance with the requirements for handling complaints of clients residing in Quebec, under the Quebec Securities Act, the following is a summary of the complaint policy for Quebec clients.

Appointment of a Complaints Officer

FGP has appointed the Firm's Chief Compliance Officer as the Firm's Complaints Officer. Personnel within the Compliance Department may be appointed as a delegate to handle the processing of client complaints, with oversight by the Complaints Officer.

Making a Complaint

Complaints may be made orally or in writing by any current or former client or a representative of the client by contacting their assigned Client Service Manager, Relationship Manager or Portfolio Manager or by contacting FGP's Complaints Officer.

Clients may also make a complaint by completing the complaint form provided by the Autorité des marchés financiers ("AMF") at the below link and sending it to FGP's Complaints Officer through the mail or email:

https://lautorite.qc.ca/fileadmin/lautorite/formulaires/grand-public/GP-plainte_formulaire-plainte-an.pdf

Once the complaint has been received by FGP, clients residing in Quebec can expect a written acknowledgement from the Complaints Officer or delegate within 10 days. The acknowledgement will note the date that the complaint was received, who the client can contact to receive updates or information about their complaint, the expected timeline for a final response, and information about the client's right to request that the complaint record be examined by the AMF.

Assistance with the Complaints Procedure

FGP is committed to supporting clients through the complaint process by making available the Complaints Officer or delegate to assist with lodging the complaint. For ease of access, all complaints can be made orally directly to the Complaints Officer or delegate. FGP will further ensure that requests by the client to have a support person, such as a relative or other type of representative, included in the process are accommodated.

To contact the Complaints Officer, please find the contact details below under “Contacting the Complaints Officer”.

For clients who require assistance with the complaint process but wish to be supported by a third-party, they may complete the complaint form and submit it directly to the AMF using the contact information at the bottom of the complaints form or they may contact the AMF by phone at 1-877-525-0337.

Investigation and Final Response

All complaints will be thoroughly investigated by the Complaints Officer or delegate. During the investigation, the facts and circumstances of the complaint and the interests of the client will be considered. The Complaints Officer or delegate may contact the client for more information.

A final response will be provided in writing to the client within 60 days of the complaint having been received. If for any reason the final response cannot be provided within 60 days, the client will be notified immediately and in all circumstances, the final response will be provided no later than 90 days from the date the complaint was received.

A final response will be provided to the client in writing which will provide a summary of the complaint, the conclusion and reasoning for the conclusion of the investigation, information about the client’s right to have the complaint record examined by the AMF and the name and contact information of the person who processed the complaint. The final response will also include information about how to accept the resolution to the complaint if one has been offered. Resolutions accepted by the client will be implemented within 30 days of the acceptance.

Examination of Complaint Record by the AMF

Every client has the right to request that the AMF examine the complaint record, even if the client also accepts FGP’s offer to resolve the complaint. To request that the record be sent to the AMF, the client must contact the Complaints Officer or delegate responsible for processing their complaint. The record will be sent to the AMF within 15 days of the request.

Contacting the Complaints Officer

FGP’s Complaints Officer can be contacted by telephone at (416) 362-4725 or toll-free at 1-844-369-7866 or by email at compliance@foyston.com