



Summary of Complaint Policy and Dispute Resolution for Clients

At Lester Asset Management, we are committed to treating client concerns with fairness, diligence, and care. We have implemented a formal Complaint Handling Policy that meets the standards required by Québec's Regulation respecting complaint processing and dispute resolution and the National Instrument 31-103.

How to File a Complaint

Clients may submit a complaint in writing to:

Lester Asset Management
Stephen Takacsy, Chief Compliance Officer
1800 McGill Collège Ave., Suite 2102
Montréal (Québec) Canada
H3A 3J6

OR via other methods of communication:
Montreal Area: 514-849-5566
Toll Free: 1-866-849-5566
Via website : www.lesterasset.com
Via email : reception@lesterasset.com

OR Directly with the AMF via www.lautorite.qc.ca

All complaints received verbally will be properly documented by the receiving employee and forwarded to the Chief Compliance Officer. Please let us know if you have any questions about how we process complaints.

What is a Complaint?

A complaint is any written expression of dissatisfaction regarding:

- A reproach concerning a service or product;
- Real or potential harm suffered;
- A request for remedial action.

Comments, service requests, insurance claims, or corrections of clerical errors are not considered complaints under our policy.

Our Complaint Process

1. **Acknowledgment:** You will receive written confirmation of your complaint within **10 days**, unless it is resolved more quickly through our simplified process.
2. **Simplified Resolution (within 20 days):** For straightforward matters that can be resolved quickly to your satisfaction, we may handle the matter informally and provide a prompt resolution.
3. **Full Review:** For other complaints, we will complete a thorough review and provide a **final written response within 60 days** (or within 90 days under exceptional circumstances).
4. **Supporting You:** Throughout the process, we will ensure clear communication and fair treatment. If we offer a settlement, you'll have at least **30 days** to consider it.



What You Can Expect

Our Chief Compliance Officer acts as our designated complaints officer and will be in communication with you throughout the process. Please direct all communications, questions or concerns to this person specified in the How to File a Complaint section.

If we cannot reach agreement or if at any point during the process you are not satisfied with how your complaint is being handled, you may ask us to transfer the file to the AMF to be examined. Lester will ensure the complaint file is transferred within **15 days** of the receipt of request.

External Dispute Resolution Options

If you are not satisfied with our response:

Québec residents may request their file be transferred to the **Autorité des marchés financiers (AMF)**.

Visit www.lautorite.qc.ca or call **1-877-525-0337**.

→ The AMF may act as conciliator or mediator regarding the complaint or designate a person to act as such.

Clients residing outside Québec may contact the **Ombudsman for Banking Services and Investments (OBSI)**.

Visit www.obsi.ca or call **1-888-451-4519**.

→ Available if you are not satisfied with our decision or you have not received a decision within 90 days after making a complaint and the value of the complaint is \$350k or less.

These services are available **at no cost** and can provide independent mediation or conciliation.

Our Commitment

- We maintain a **complaint register** and review complaints for recurring issues.
- Our **Chief Compliance Officer** oversees the process and ensures regulatory compliance.
- We submit **annual reports** to the AMF through the Complaint Reporting System (CRS), as required.
- We will ensure a **fair and easy process** for all complaints.
- We will implement **solutions** to improve our services and correct problem situations.

For a copy of our full Complaint Handling Policy or if you need help submitting a complaint, please contact us directly. We are here to help and take your concerns seriously.