

CLIENT COMPLAINTS

Clear Street Canada, as a Canadian Investment Regulatory Organization (CIRO) regulated firm, must comply with CIRO rules for complaint handling. We must explain to you how to make a complaint and provide you with the proper contact information.

Under CIRO's requirements, dealer members must:

- distribute the CIRO official brochure "How CIRO protects investors (pdf)" to new retail clients at account opening and existing retail clients upon request.
- provide CIRO's "How to Make a Complaint (pdf)" brochure to all new clients, clients who have submitted a written complaint, and when Members respond to a client complaint.

We are committed to handling client complaints in a fair and equitable manner.

The following is a summary of our procedure for responding to client complaints for **residents outside of Quebec**:

- Upon receipt of a client complaint (apart from service complaints), CSC will send an acknowledgement letter to the complainant within five business days. CSC may request that you provide or clarify your complaint in writing.
- After analyzing the complaint, a detailed response letter and a copy of CIRO complaints brochure, "How to Make a Complaint", will be sent as soon as possible or 90 calendar days following the date of receipt of the complaint. This response will include the results of the investigation and CSC's final decision on the complaint.
- If CSC are not able to send a final response within 90 days, you will be informed of the reason for the delay and of the new timeline for completion of the process.
- If you are not satisfied with our final response, you can bring your complaint to the Ombudsman for Banking Services and Investments ("OBSI") within 180 days of receiving our final response. Link to OBSI website: <https://www.obsi.ca/en/index.aspx>.

The following is a summary of our procedure for responding to client complaints for **residents of Quebec**:

- Upon receipt of a complaint (as defined by the Autorité des marchés financiers (AMF)) CSC will send you a letter of acknowledgment within five business days.
- After analyzing the complaint, a detailed response letter will be sent to you within 60 calendar days following receipt of the complaint. If in certain circumstances we are unable to send a final response within 60 calendar days, we will inform you of the delay, the reason for the delay, and that we will send the response letter within an additional 30 calendar days.
- If we present an offer to you, we will give you time to assess and respond to it. You can decide whether to accept or refuse the offer, or you can present a counteroffer. Once we reach an agreement with you to resolve your complaint, we will settle the offer within 30 calendar days, unless we agree to a different period with you when it is your interest to do so.
- (If you are not satisfied with the outcome or with the examination of a complaint, the Autorité des marchés financiers ("AMF") can examine your complaint and may provide dispute resolution services. CSC is required to send the complaint file to the AMF within 15 calendar days of your request.
- CSC may use a simplified process for certain complaints that we are able to resolve to your satisfaction in 20 calendar days. We consider a complaint to be resolved to your satisfaction when you accept our proposed solution to your complaint or when the explanation we provide to you is sufficient to resolve your complaint. If this complaint cannot be resolved within 20 calendar days (for example, the complaint is more complex than initially expected or you are not satisfied with the proposed solution), we will notify you in writing and provide you with a final response letter within 60 calendar days following receipt of the complaint. The simplified process does not extend the deadline for providing you with our final response letter.
- If you think you are a victim of fraud, fraudulent tactics or embezzlement, you can contact the AMF to see if you are eligible to submit a claim to the Fonds d'indemnisation des services financiers (financial services compensation fund). An indemnity of up to \$200,000 may be paid for eligible claims from monies accumulated in the financial services compensation fund.
- For more information, you may contact the AMF by telephone at 418-525-0337 (in Québec), or toll free at 1-877-525-0337, or visit the AMF website at www.lautorite.qc.ca.

CLIENT COMPLAINTS SHOULD BE DIRECTED TO CLEAR STREET CANADA'S HEAD OFFICE AT:

CLEAR STREET CANADA INC
Attention: Complaints Officer.
30 Adelaide Street East, 12th Floor
Toronto, Ontario, M5C 3G8
EMAIL: ComplianceCanada@clearstreet.io

The following brochures are available on the CICO Website (www.cico.ca):

- How CICO protects investors (pdf) (mandatory distribution) This brochure informs investors about CICO's regulatory mandate and responsibilities and specifically its role in investor protection. Dealer Members must distribute this brochure, in print or electronic format, to new retail clients at account opening and existing retail clients upon request.
- How to Make a Complaint (pdf) (mandatory distribution) This brochure explains how to make a complaint to both CICO-regulated firms and CICO as well as the various options for pursuing compensation. Under Rule 3216, this brochure must be provided by Member firms to all new clients, existing clients who have submitted a written complaint, and when members respond to a client.
- Opening an Investment Account: A Guide for Investors (pdf) (optional distribution) This brochure provides investors with detailed information on the required documentation and personal information they are required to provide firms during the account application process.