

EXAMPLE: ACKNOWLEDGMENT OF RECEIPT Including notice

DATE
COMPLAINANT'S CONTACT INFORMATION

Dear Sir or Madam:

RE: (Complaint file No.)

We acknowledge receipt of your complaint received at our offices on X.

Your complaint has been entrusted to the person in charge of complaint examination within our firm. You may contact X, if necessary, at the following address and telephone number: (indicate the contact information of the person in charge of examining complaints).

NOTICE

In accordance with our complaint examination policy, we will inform you in writing of our final position concerning your complaint received on X, within X days (time period stated in your policy for examining complaints). In the meantime, we may need to contact you for more information.

We would also like to inform you that if you are still not satisfied with the outcome or with the examination of your complaint, you can request that your file be transferred to the *Autorité des marchés financiers* (AMF).

Once your file is transferred, the AMF will examine it and recommend dispute resolution services, if deemed appropriate.

Lastly, please note that transferring your file to the AMF does not interrupt the prescriptive period for civil remedies.

For your information, enclosed please find a copy of our complaint examination policy.

Yours truly,