

# What to do if you have a complaint?

## Our complaint process

### Filing a complaint with us

If you have a complaint about our services or a product, contact us at:

Barometer Capital Management Inc.  
Compliance Department  
1 University Avenue, Suite 1800  
Toronto, Ontario  
M5J 2P1

You may want to consider using a method other than email for sensitive information.

### Tell us:

- what went wrong
- when it happened
- what you expect, for example, money back, an apology, account correction

### We will acknowledge your complaint

We will acknowledge your complaint in writing, as soon as possible, typically within 5 business days of receiving your complaint.

We may ask you to provide clarification or more information to help us resolve your complaint

### We will provide our decision

We normally provide our decision in writing, within 90 days of receiving a complaint.

It will include:

- a summary of the complaint
- the results of our investigation
- our decision to make an offer to resolve the complaint or deny it, and an explanation of our decision

### If our decision is delayed

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

- inform you of the delay
- explain why our decision is delayed, and
- give you a new date for our decision

### 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.*

You may be eligible for the independent dispute resolution service offered by the Ombudsman for Banking Services and Investments (OBSI).

### If you are not satisfied with our decision

You may be eligible for OBSI's dispute resolution service.

### If you are a Québec resident

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

### Taking your complaint to OBSI

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

- we do not provide our decision within 90 days after you made your complaint, or
- you are not satisfied with our decision

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

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OBSI's service is available to clients of our firm. This does not restrict your ability to 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.

### Who can use OBSI

You have the right to use OBSI's service

- your complaint relates to a trading or advising activity of our firm or by one of our representatives
- you brought your complaint to us within 6 years from the time that you first knew, or ought to have known, about the event that caused the complaint, and
- you file your complaint with OBSI according to its time limits below

### Time limits apply

- If we do not provide you with our decision 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 decision, you have up to 180 days after we provide you with our decision to take your complaint to OBSI.

## Filing a complaint with OBSI

### Contact OBSI

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Telephone: 1-888-451-4519 or 416-287-2877 in Toronto

### OBSI will investigate

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 in OBSI's investigations.

### OBSI will provide its recommendations

Once OBSI has completed its investigation, it will provide its recommendations to you and us. OBSI's recommendations are not binding on you or us.

OBSI can recommend compensation of up to \$350,000. If your claim is higher, you will have to agree to that limit on any compensation you seek through OBSI. If you want to recover more than \$350,000, you may want to consider another option, such as legal action, to resolve your complaint.

For more information about OBSI, visit [www.obsi.ca](http://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*
- *the names and contact information of any of our representatives who have been involved in your complaint*
- *details of your complaint*
- *all relevant documents, including any correspondence and notes of discussions with us*

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# New Canadian Securities Regulations

## What this means to you

The Canadian financial services industry is a highly regulated and evolving environment. Increased regulation is intended to protect investors and promote the integrity of the industry. Following is a summary of some key new regulations which may impact you as our client.

### Foreign Account Tax Compliance Act (FATCA)

Beginning July 1, 2014, non-US financial institutions, like Barometer, have an obligation to identify and report on accounts of certain “US persons” considered indicia of US status (please refer to the List of US Indicia). This is a result of US legislation, known as FATCA, aimed at addressing perceived tax abuse by US persons through the use of offshore accounts. When opening a new account, our clients will be asked about their status as a US person. Barometer is also required under FATCA to review existing accounts in order to identify and report information on individuals deemed as US persons. Any reporting on these accounts will be made to the Canada Revenue Agency, based on the Intergovernmental Agreement entered into with the U.S. After reviewing the attached list of indicia, if you are uncertain about your status as a US person under FATCA or have general questions regarding US tax reporting, we encourage you to consult with your tax adviser.

### Independent Dispute Resolution

Effective August 1, 2014, the Canadian Securities Administrators will require that all registered firms, such as Barometer, become members of the Ombudsman for Banking Services and Investments (OBSI) in order to provide independent dispute resolution to investors who have a complaint about their registered firm. Attached, please find a copy of Barometer’s Relationship Disclosure Document which provides additional information regarding our complaint handling process and the OBSI.

### Client Relationship Model (CRM)

At Barometer, we pride ourselves on our transparency to service and reporting. Consistent with our philosophy, we welcomed a series of rules, referred to as CRM, which are designed to increase the level of transparency and disclosure to clients. Changes under CRM will be phased in over the next two years and, as a result, you will receive enhanced pre-trade disclosure and account statements.

Should you have any questions regarding how the above regulations impact you, please contact your Relationship Manager.

### List of US Indicia FATCA Final Regulations

1. Designation of the account holder as a U.S. citizen or resident;
2. A US place of birth;
3. A current US residence address or US mailing address (including a US post office box);
4. A current US telephone number (regardless of whether such number is the only telephone number associated with the account holder);
5. Standing instructions to pay amounts from the account to an account maintained in the U.S.;
6. A current power of attorney or signatory authority granted to a person with a US address; or
7. An “in-care-of” address or a “hold mail” address that is the sole address the FFI (non-US financial institution) has identified for the account holder.

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