

QWEST INVESTMENT FUND MANAGEMENT LTD. (“QIFM”)

RELATIONSHIP DISCLOSURE INFORMATION

November 2020

Contents:

1. PURPOSE.....	2
2. AN OVERVIEW OF QWEST INVESTMENT FUND MANAGEMENT LTD.	2
3. THE PRODUCTS AND SERVICES WE OFFER	2
4. DELIVERY OF DISCLOSURE	2
5. YOUR ACCOUNTS WITH US.....	2
6. OPERATING CHARGES ASSOCIATED WITH YOUR ACCOUNTS.....	4
7. TRANSACTION CHARGES	6
8. COMPENSATION PAID TO US	6
9. RISKS TO CONSIDER WHEN MAKING AN INVESTMENT DECISION	6
10. RISK OF USING BORROWED MONEY TO FINANCE AN INVESTMENT	7
11. FAIR ALLOCATION OF INVESTMENT OPPORTUNITIES.....	7
12. REFERRAL ARRANGEMENTS.....	7
13. CONFLICTS OF INTEREST	8
14. EXEMPT MARKET DEALER.....	10
15. OUR TRADING AND BROKERAGE PRACTICES.....	10
16. CANADA’S ANTI-SPAM LEGISLATION.....	10
17. TAX INFORMATION	10
18. COMPLAINTS AND DISPUTE RESOLUTION	11
19. YOUR RELATIONSHIP WITH US.....	11

1. PURPOSE

This document sets out important information concerning our relationship with you. It contains information about us, the services that we offer and your account(s) with us. Other important information you need to know about your relationship with us is contained in other documents that are provided to you as a client, such as the subscription agreement that you complete and the term sheet, offering memorandum or other disclosure document that you receive when you purchase units of our funds, and the periodic account statements, reports and updates about changes to information that will be provided to you from time to time.

2. AN OVERVIEW OF QWEST INVESTMENT FUND MANAGEMENT LTD.

Qwest Investment Fund Management Ltd. is an investment fund manager, portfolio manager and exempt market dealer with head office in Vancouver, British Columbia (Corporate head office). We are registered as a Portfolio Manager (“PM”), Investment Fund Manager (“IFM”) and Exempt Market Dealer (“EMD”) in the provinces of Alberta, British Columbia, Nova Scotia, Saskatchewan, Québec and Ontario. The firm is also registered solely as an IFM in the province of Newfoundland.

We are a wholly owned subsidiary of Qwest Investment Management Corp., an investment management company and parent company for the Qwest group of companies.

3. THE PRODUCTS AND SERVICES WE OFFER

We offer investment management services through investment funds managed, for the most part, created by us. In addition, through our Hoovest Wealth Management division, we may offer our investment management services to individuals and institutions through discretionary managed accounts.

As an EMD, we offer trading services to clients who purchase securities of our funds directly from us or who purchase other securities through us (i.e., and not through another registered dealer). As an exempt market dealer, we are only permitted to trade in securities distributed under a prospectus exemption (for example, to “accredited investors” within the meaning of applicable securities laws) or that are distributed under a prospectus but in transactions for which a prospectus exemption is available but not relied upon. When we provide these services, our relationship with our clients will generally not extend beyond the completion of each particular transaction. For further information, see below under “Your Accounts With Us”.

We also act as an investment fund manager for investment funds which may be created and advised by us or other third parties.

The investment funds created, managed and advised by us (**our funds**) are described on our website at www.qwestfunds.com.

4. DELIVERY OF DISCLOSURE

This document will be provided to you at the time you open your account(s) with us or before we begin providing trading services to you. If there is a significant change to the information contained in this document, we will provide you with updated information as soon as possible.

5. YOUR ACCOUNTS WITH US

Account agreement documentation:

For clients who receive our investment management services, information about the account(s) you have with us will be contained in the investment management agreement or other similar agreement that we enter with you, and the periodic account statements and updates about changes to information that will be provided to you from time to time.

For clients purchasing securities of our funds or other issuers directly from us, specific information about the account(s) you have with us is contained in the subscription agreement that you complete, the term sheet, offering memorandum or other disclosure document that you receive. When we provide these services to

you, you will have a non-discretionary account investment account with us for the purposes of completing a particular transaction. Our relationship with you is limited to the completion of each particular transaction and will not extend beyond the completion of a transaction or otherwise involve an ongoing or continued client relationship. This means that when a transaction is completed and we have provided you with the reporting required in connection with that transaction (see below under 'Account Statements' and 'Trade Confirmation') your account with QIFM will be closed and your relationship with QIFM as a client will end.

In addition, the information referred to as know-your-client (**KYC**) information (such as information necessary to establish your identity and information regarding your investment needs, financial circumstances and risk tolerance) which we are required to collect under applicable securities laws can be found in the above documents applicable to your account(s) with us.

How securities are registered and held: Securities purchased by you through your account(s) with us will be registered in your name or another name you direct (but not in our name). If you purchase securities of our funds or other issuers and certificates evidencing those securities are issued, the certificate will be provided to you or the person or company you direct. When you purchase securities of our funds or other issuers and certificates evidencing those securities are not issued, your ownership of the securities will be reflected in the records of the applicable fund or issuer. In no circumstances will securities be held by us.

Account statements: We will provide statements to you about your account(s) as follows:

For clients purchasing securities of our funds directly from us, or to whom we provide investment management services – quarterly or monthly, if you have requested statements on a monthly basis or if a transaction (other than an automatic transaction) was effected in your account during the preceding month.

For clients purchasing securities of our funds or other issuers directly from us for a particular transaction – QIFM will send you an account statement within three months of the transaction.

If there is no dealer of record for your account – in our capacity as investment fund manager, if there is no dealer of record for you on our records, we will deliver a statement to you every 12 months. The statements that we provide to you will contain:

- (a) information about each transaction conducted for you during the time period covered by the statement; and
- (b) information about each security held, and the cash balance, in your account at the end of the time period covered by the statement.

Trade confirmations: Where we have acted on your behalf in connection with a purchase or sale of a security, we will promptly deliver to you, or if you consent in writing, to a registered adviser acting for you, a written confirmation of the trade. A trade confirmation delivered to you will include certain transaction information such as the quantity and description of the security purchased or sold, the price paid or received by you, the commission, sales charge or any other amount charged, the name of the dealing representative and the settlement date of the transaction.

Obligation to assess suitability: As a portfolio manager, we have an obligation to you to assess whether a purchase or sale of a security is suitable for you prior to making a recommendation to or accepting instructions from you. To meet this suitability obligation, we collect KYC information from you at the time you open an account with us and we update this information on a periodic basis, and we are knowledgeable about the securities and products that we buy and sell for, or recommend to, you. The KYC information includes information necessary to establish your identity and information regarding your investment needs, financial circumstances and risk tolerance, and will generally be collected in a questionnaire or other documentation that you complete when you retain us. These requirements do not apply to clients who are registered firms, Canadian financial institutions or Schedule III banks, or to clients who qualify as "permitted clients" under applicable securities laws and have waived these requirements in writing.

An explanation of certain terms used in our KYC information collection form is as follows:

“investment objectives” refers to your financial or investment goals in relation to your investment portfolio. Knowing your investment objectives helps us determine the types of investments that would be appropriate for your account(s). *“Safety”* means that your primary objective is preservation of capital. *“Income”* means that your objective is for the portfolio to provide a regular stream of cash flow. *“Growth”* means that your primary objective is to achieve capital appreciation over time over current income. *“Aggressive Growth”* means that your primary objective is to achieve substantial capital appreciation over time.

“investment knowledge” refers to your knowledge and experience about investments and the capital markets generally. *“Limited”* means that you have little knowledge of the markets and are new to investing. *“Fair”* means that you have a basic knowledge of the markets and some experience with certain types of investments. *“Good”* means that you have a good working knowledge of the markets and experience with various types of investments. *“High”* means that you are very knowledgeable and experienced in all aspects of the markets, including the inherent risks involved with aggressive investment products.

“risk tolerance” refers to the degree of variability in investment returns that you are willing to accept. Factors that will impact your risk tolerance will include the time horizon that you have for your investments, when you may require access to your investment capital, your future earning capacity, and the other assets that you may have. A *“low”* risk tolerance means that you are unwilling to take any financial risks to earn investment returns. A *“medium”* risk tolerance means that you are willing to take an average amount of risk and would expect to earn average investment returns. A *“high”* risk tolerance means that you are willing to take a higher than average amount of risk in order to try to earn higher than average returns. An *“aggressive”* risk tolerance means that you are willing to take substantial financial risk and would expect to earn substantial investment returns.

If you have questions regarding these terms or any other terms used in our KYC information collection form or other documents provided to you, please let us know.

Performance benchmarks: An investment performance benchmark is a standard against which the performance of your investments is compared. We may use investment performance benchmarks to assess the performance of your investments (including your investments in our funds) and to allow you to assess their performance against an index of securities reasonably reflective of the composition of your investment portfolio or the portfolios of the funds in which you hold investments. When comparing your investment returns to the returns of an investment performance benchmark, keep in mind that:

- (1) the composition of your investment portfolio or the portfolios of the funds in which you hold investments, reflects the investment objectives and strategies you have agreed upon or the investment objectives and strategies of the funds, resulting in the composition of the investment performance benchmark differing; and
- (2) investment performance benchmarks do not generally include charges and other expenses.

Further information about investment performance benchmarks is available upon request.

6. OPERATING CHARGES ASSOCIATED WITH YOUR ACCOUNTS

We do not currently charge clients any amounts in respect of the operation, transfer or termination of their account(s) with us. These types of charges are referred to as **“operating charges”**. If we decide to impose any operating charges, we will advise you at the time your account is opened in the documents described above (see section 5 of this document) that are applicable to your account(s). After your account is opened, we will provide you with at least 60 days written notice before we impose any new or increased operating charges.

If you invest in securities of our funds, other investment funds or other pooled investment vehicles, you will indirectly bear the fees and expenses paid by those funds or other vehicles. These fees and expenses will be disclosed in the offering memorandum or other disclosure document that you receive.

You may also be charged other amounts by third parties, such as custodians, who play a role in relation to your account(s). You should obtain information from those parties directly.

Our current list of custodians, in alphabetical order:

1. Aviso Wealth Inc. (Qtrade Securities Inc. and Credential Financial Strategies Inc.)
2. Interactive Brokers Canada Inc.
3. National Bank Independent Network
4. Royal Bank of Canada (Investor & Treasury Services)

Our current list of approved brokers:

1. Acumen Capital Finance Partners
2. AltaCorp Capital
3. Aviso Wealth Inc. (Qtrade Securities Inc. and Credential Financial Strategies Inc.)
4. BMO Capital Markets
5. Beacon Securities
6. Canaccord Genuity
7. CIBC World Markets
8. Clarus Securities
9. Cormark Securities
10. Echelon Wealth Partners
11. GMP Securities
12. Haywood Securities
13. Interactive Brokers
14. Mackie Research Capital
15. National Bank Independent Network
16. Peters & Co
17. PI Financial
18. Raymond James

19. RBC Capital Markets

20. Scotia Capital

21. TD Securities

22. VIII Capital

7. TRANSACTION CHARGES

We do not currently charge clients commissions, short-term trading fees, redemption charges or other amounts in connection with the purchase or sale of securities through their account(s) with us. These types of charges are referred to as “**transaction charges**”. If we decide to impose transaction charges, the charges applicable to securities purchased by you will be described in the subscription agreement or other documentation that you complete or receive prior to completion of the transaction and in the periodic account statements that you receive.

If you invest in securities of our funds, other investment funds or other pooled investment vehicles, you will indirectly bear the fees and expenses borne by those funds or other vehicles. These fees and expenses will be disclosed in the offering memorandum or other disclosure document that you receive.

You may also be charged other amounts by third parties, such as your dealer or custodian, who play a role in relation to your account(s). You should obtain information from those parties directly.

8. COMPENSATION PAID TO US

We may receive certain compensation in relation to the securities or other products you purchase through your account(s) with us, including a commission based on a percentage of the value of the securities purchased and/or a management fee, performance fee or other similar compensation in relation to our role as the fund manager or portfolio manager of our funds, or for the other services we agree to provide to you in the account agreement documentation we have with you.

Clients who retain us to provide investment management services will generally pay us compensation that is based on a percentage of the value of the assets under our management, which may be subject to a minimum fee.

9. RISKS TO CONSIDER WHEN MAKING AN INVESTMENT DECISION

Securities laws require us to provide all clients with a description of risks that you should consider when making an investment decision. This information is set out below.

You should carefully consider whether an investment is appropriate for you in light of your experience, objectives, financial resources and other relevant circumstances. You should understand the nature of the investment and the extent of your exposure to risk. Depending on the nature of your investment, the type of investment risk will vary. Investment risks include:

Capital risk – the risk that you may lose the money you invest.

Business risk – the risk inherent in the operations of the entity or industry in which you have invested.

Financial risk – the risk associated with the amount of leverage or debt that the entity in which you have invested used to finance assets.

Currency risk – the risk that currency movements alone may affect the value of your investment if it is held in another currency.

Interest rate risk – the risk that the principal of a debt instrument that you’ve invested in will go up or down as the interest rates in the economy go up and down.

Liquidity risk – the risk that your investment may not be readily saleable.

Market risk – the risk that your investment in securities traded on a stock exchange or other public market may be affected by general changes in the market.

Foreign market risk – the risk that foreign investments may experience larger or more frequent price changes in the short term due to different financial, political and social factors.

Securities purchased through us are typically referred to as “exempt market securities”. They are called exempt market securities because the issuer is not required to provide you with a prospectus (a document that describes the investment in detail and gives you some legal protections). There will be restrictions on your ability to resell exempt market securities. Exempt market securities are generally regarded as more risky than other securities.

The specific risks associated with an investment in our funds or in other securities purchased from or through us will be described in the applicable offering memorandum or other disclosure document under the heading “Risk Factors” or another similar heading.

10. RISK OF USING BORROWED MONEY TO FINANCE AN INVESTMENT

When you use borrowed money to purchase a security or make other investments, that investment is subject to certain additional risks. You may purchase securities using available cash, or a combination of available cash and borrowed money. If you use available cash to pay for the securities in full, the percentage gain or loss will equal the percentage increase or decrease in the value of the securities. Using borrowed money to purchase securities can magnify the gain or loss on the cash invested. The effect of this is called “leveraging”.

If you are considering borrowing money to purchase securities, you should be aware that a leveraged purchase involves greater risk than a purchase using available cash resources only. To what extent a leveraged purchase involves undue risk is a decision that needs to be made by you and will vary depending on your personal circumstances. In particular, you should be aware of the terms of any loan that is secured by the securities. The lender may require that the amount outstanding on the loan does not rise above an agreed percentage of the market value of the securities. Should this occur, you may be required to pay down the loan or sell the securities so as to return the loan to the agreed percentage relationship. Money is also required to pay interest on the loan. Under these circumstances, investors who leverage their investments are advised to have adequate financial resources available both to pay interest and also to reduce the loan if borrowing arrangements require such a payment.

11. FAIR ALLOCATION OF INVESTMENT OPPORTUNITIES

The size and mandate of the various funds and other accounts managed by us differ and the portfolios are not identical. As a consequence, we may purchase or sell a security for one account prior to other accounts. This could occur, for example, as a result of the specific investment objectives of the account, different cash resources arising from contributions or withdrawals, or the purchase of a small position to assess the overall investment desirability of a security. If the availability of any particular security is limited and that security is appropriate for the investment objective of one or more other accounts, any purchase of that security will be allocated on an equitable basis in accordance with our Fair Allocation Policy. A copy of our Fair Allocation Policy is available upon request.

12. REFERRAL ARRANGEMENTS

We may enter into referral arrangements from time to time pursuant to which we refer clients to another entity and receive a fee or another entity refers clients to us for which we pay referral fees. The details of these referral arrangements, including the parties to the referral arrangement, the manner in which the referral fee for referral services is calculated and the party to whom it is paid, will be provided to you in writing when required. All services resulting from a referral arrangement relating to your account(s) which require registration under applicable securities legislation will be provided by the registrant receiving the referral.

13. CONFLICTS OF INTEREST

In this document, we have identified conflicts of interest that arise in the ordinary course of our business. Some of these conflicts are inherent in the business model that we use. We seek to avoid or minimize conflicts where reasonably possible. However, some conflicts cannot be avoided and, although others could be avoided, we have chosen to manage them. We have policies and procedures in place to manage the conflicts of interest that we believe are sufficient to protect the interests of our clients and fulfill our obligations to our clients.

The following are some of the more significant conflicts of interest that may affect the service we provide to you.

13.1 Related and Connected Issuers

For the purposes of this summary, (i) the word “connected” is intended to involve a state of indebtedness to, or other relationship with, us or those “related” to us that, in connection with a distribution of securities, would be material to a purchaser of the securities; and (ii) the word “related” is intended to involve positions permitting, through ownership or otherwise, a controlling influence, and would include all companies under a common controlling influence.

We may provide you with services related to the purchase or sale by you of securities of our funds or other issuers that are connected to us. In most cases, the connection to our funds will be obvious to you because the names of the funds will be sufficiently similar to our name. For example, most of our funds will include the word “Qwest” as part of their name or this name will be included in the fund’s disclosure documents. If we believe that the name of any fund or any other issuer is not similar enough to convey the fund’s or other issuer’s relationship to us, we will provide you with specific disclosure regarding that relationship at the appropriate time. We will only engage in these types of transactions where they are permitted under applicable securities laws and by applicable securities regulatory authorities, and where we believe they are in your best interests.

We may advise our clients (including our funds) with respect to the purchase or sale of securities of the related and/or connected issuers described above, or other issuers which may, from time to time, become related and/or connected issuers, but only if we are confident that such activities are in the best interests of our clients and are in compliance with all requirements imposed by applicable securities law.

We act as a Portfolio Manager and/or Investment Fund Manager for the following funds, in order:

- 1) Qwest Funds Corp.: AlphaDelta Canadian Momentum Equity Class
- 2) Qwest Funds Corp.: AlphaDelta Growth of Dividend Income Class
- 3) Qwest Funds Corp.: AlphaDelta Canadian Growth of Dividend Income Class
- 4) Qwest Funds Corp.: AlphaDelta Tactical Growth Class
- 5) Qwest Productivity Media Income Trust
- 6) Equicapita Income Trust
- 7) Hoovest Core Fund
- 8) Hoovest Smart Indexing Fund
- 9) Hoovest Private Securities Fund

- 10) Hoovest Securitization Bond Fund
- 11) Hoovest Intelli Atrium Senior Housing Income Fund
- 12) InvestX Global Growth Equity Trust
- 13) InvestX Global Growth Equity Trust-II
- 14) InvestX Series 19-06 Limited Partnership
- 15) LM Asset Fund Limited Partnership
- 16) Probity Mining 2019-II Short Duration Flow-Through Limited Partnership
- 17) Probity Mining 2020-I Short Duration Flow-Through Limited Partnership
- 18) Probity Mining 2020-II Short Duration Flow-Through Limited Partnership
- 19) The Last Waltz Limited Partnership
- 20) Closing Time Limited Partnership
- 21) Proof Capital Alternative Income Fund
- 22) Proof Capital Alternative Growth Fund
- 23) Proof Capital Balanced Income and Growth Fund
- 24) INP Technology FOF II Limited Partnership
- 25) Durum Industrial REIT
- 26) foreGrowth NNN Fund Limited Partnership

In addition to the above listed issuers, QIFM is related/connected to Proof Capital Inc. The advising representative to the Proof Capital funds (see above) is a director and shareholder of Proof Capital Inc. Proof Capital Inc. is a corporate advisory firm. The Proof Capital funds (see above) may invest in deals brokered by Proof Capital Inc, including, but not limited to, the following companies:

- 1) Plexus Technology Inc
- 2) Halo Exploration Ltd.
- 3) Barrel Oil Corp.
- 4) Rhodium 30MW LLC
- 5) Printing Capital I LP
- 6) Islander Oil & Gas Inc.

Code of Conduct

We have a Code of Conduct, which sets out certain expected standards of conduct of our employees and includes restrictions and controls on outside activities of our employees and on personal trading of our employees. The Code of Conduct is designed to ensure that our employees act in accordance with applicable Canadian securities laws and other applicable laws, that they act in the best interests of Qwest Investment Fund Management Ltd. and our clients, that they avoid actual or potential conflicts of interest, and that they do not engage in personal securities transactions that are prohibited by law, such as insider trading, or that negatively impact our clients.

13.2 Personal Trading Activities

Each of our employees, officers and directors put the interests of our clients first, ahead of their own personal self-interests. In particular, any individual who has, or is able to obtain access to, non-public information concerning the portfolio holdings, the trading activities or the ongoing investment programs of our clients, is prohibited from using such information for his or her direct or indirect personal benefit or in a manner which would not be in the best interests of our clients. These individuals also must not use their position to obtain special treatment or investment opportunities not generally available to our clients or the public. These individuals are only allowed to make a personal trade if it falls within our personal trading policy or if our Chief Compliance Officer has determined that such trade will not conflict with the best interest of our clients.

14. EXEMPT MARKET DEALER

We, as an exempt market dealer, are obligated to make a suitability assessment for our transactional clients before investing/trading on their accounts.

15. OUR TRADING AND BROKERAGE PRACTICES

We use third party dealers to execute trades on behalf of clients, but we also may have many other relationships with them. It is possible that we may be biased in our selection of dealers based on these relationships, or by certain incentives offered by some dealers. This may result in the commissions paid by our clients being somewhat higher than those that might be charged by different dealers. However, we will endeavour to select dealers to execute trades on behalf of our clients based on their quality of research and ability to execute trades, and will do so in accordance with our Broker Allocation and Best Execution Policy. A copy of our Broker Allocation and Best Execution Policy is available upon request.

16. CANADA'S ANTI-SPAM LEGISLATION

Under Canada's anti-spam legislation we are required to obtain your consent to send you e-mails and other electronic messages. We will generally seek this consent from you at the time you open your account. You may withdraw your consent at any time by following the unsubscribe mechanism in the communications we send to you.

17. TAX INFORMATION

Under Part XVIII of the *Income Tax Act* (Canada) and the proposed Part XIX of the *Income Tax Act* (Canada), we are required to identify certain clients that have a connection to foreign jurisdictions, and are required to report information about those clients to the Canada Revenue Agency (the **CRA**). The CRA will provide the information to the tax authorities in the relevant foreign jurisdiction if the foreign government has entered into an agreement with Canada for the exchange of financial information. In order to comply with these requirements, we will collect certain information from you at the time you open your account and at other times as needed.

18. COMPLAINTS AND DISPUTE RESOLUTION

If we receive a complaint from you relating to trading or advising activities provided by us or a representative of our firm, we will provide you with a written acknowledgement of the complaint containing the following information:

- (a) a description of our obligation, if any, under National Instrument 31-103 *Registration Requirements, Exemptions and Ongoing Registrant Obligations* to make an independent dispute resolution or mediation service available to you;
- (b) the steps that you are required to take in order for an independent dispute resolution or mediation service to be made available to you; and
- (c) the name of the independent dispute resolution or mediation service that will be made available to you and contact information for the service.

In addition, if we decide to reject a complaint or to make an offer to resolve a complaint, we will provide you with written notice of that decision.

We will make an independent dispute resolution or mediation service available to you at our expense if:

- (a) after 90 days of our receipt of the complaint, we have not given you written notice of our decision in respect of the complaint and you have notified the independent dispute resolution or mediation service specified by us that you wish to have the complaint considered by the service; or
- (b) within 180 days of your receipt of written notice of our decision in respect of the complaint, you have notified the independent dispute resolution or mediation service specified by us that you wish to have the complaint considered by the service.

There are limitations on your ability to have a complaint resolved at our expense by an independent dispute resolution or mediation service. We are only required to follow this procedure if the complaint is received by us within six years of the day when you first knew or reasonably ought to have known of an act or omission that is a cause of or contributed to the complaint. Also, you must agree that, for the purpose of the independent service's consideration of the complaint, the amount claimed (if any) will be no greater than \$350,000.

We may follow other procedures in relation to a complaint made by a "permitted client" within the meaning of applicable securities laws that is not an individual.

Further information regarding these matters is attached as **Schedule A**.

19. YOUR RELATIONSHIP WITH US

It is important that you actively participate in our relationship. In particular, we encourage you to:

- Keep us fully and accurately informed regarding your personal circumstances, and promptly advise us of any change to information that could reasonably result in a change to the types of investments appropriate for you, such as a change to your income, investment objectives, risk tolerance, time horizon or net worth.
- Review the documentation and other information we provide to you regarding your account, transactions conducted on your behalf and the holdings in your portfolio.
- Ask questions of and request information from us to address any questions you have about your account, transactions conducted on your behalf or the holdings in your portfolio, or your relationship with us or anyone acting on our behalf.

[Remainder of page intentionally blank]

SCHEDULE B

QWEST INVESTMENT FUND MANAGEMENT LTD.

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:

Qwest Investment Fund Management Ltd.
1055 Dunsmuir St, Vancouver
Suite 732, PO Box 49256
Vancouver, BC V7X 1L2
Telephone: 1-866-602-1142
E-mail: cbower@qwestfunds.com

You may want to consider using a method other than e-mail for sensitive information.

Tell us:

- what went wrong;
- when it happened; and
- 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 five business days of receiving your complaint. We may ask you to provide clarification or more information to help us resolve your complaint.

Help us resolve your complaint sooner

- Make your complaint as soon as possible.
- Reply promptly if we ask you for more information.
- Keep copies of all relevant documents, such as letters, e-mails and notes of conversations with us.

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.

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.

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.

Taking your complaint to OBSI

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

- 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.

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 if:

- 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

E-mail: 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.

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