Client Complaint Process

Lightyear Capital Inc. ("Lightyear") is committed to providing you with a level of service you have come to expect of us, including the prompt and fair resolution of any concern or complaint you may have about the handling of your account. Service-related or administrative concerns should first be discussed with your Investment Advisor to determine if it may be resolved quickly and satisfactorily. We may respond to your service related complaint either verbally or in writing.

If a retail client, or a person authorized to act on their behalf, wishes to submit a complaint alleging misconduct in the handling of their account(s) and this complaint alleges misconduct such as breach of confidentiality, theft, fraud, misappropriation or misuse of funds or securities, forgery, unsuitable investments, misrepresentation, unauthorized trading relating to your account, other inappropriate financial dealings with clients and engaging in securities related activities outside of Lightyear, we encourage you to submit full details to the attention of our Designated Complaints Officer ("DCO"), Suite 660, 202 6th Avenue SW, Calgary, AB, T2P 2R9, (403) 218-1400. For verbal expressions of dissatisfaction alleging misconduct where a preliminary investigation indicates that the allegation may have merit, the complaint will be treated in the same manner as a recorded expression of dissatisfaction.

Lightyear will acknowledge receipt of all complaints or inquiries and provide you with a copy of the CIRO's "How to Make a Complaint" which was also provided at the time of account opening. We will advise you that you will receive a substantive response to your complaint within 90 calendar days or if we are unable to provide you with a final response within this timeline, we will advise you of the reasons for the delay and the new estimated time of completion. We may request additional information regarding your complaint in this letter.

We will then review the issue(s) you have raised and ensure the employee has been provided with a copy of the complaint and asked to submit a written reply to the DCO. After we have completed our review, we will provide you with a written response to your inquiry which will include a summary of the complaint, the results of our investigation, our recommendation for resolution, including our reasons and a statement describing the options available if you are not satisfied with our response. These options include arbitration through the CIRO program, submitting a complaint to the ombudsperson service, submitting a regulatory complaint to CIRO for an assessment of whether disciplinary action is warranted, litigation/civil action and other applicable options.