

Summary of our Complaints and Dispute Resolution Procedure

SUBMIT A COMPLAINT ABOUT OUR SERVICES

We are committed to ensuring that complaints are dealt with quickly and resolved as quickly as possible.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction or discontent with a product or service we offer. It comes with your expectation that we take action to correct the situation.

HOW DO I MAKE A COMPLAINT?

You can send your complaint by the means of communication that is most convenient for you (email, mail). You may also use the online **form** of the Autorité des marchés financiers ("the AMF"). We can help you with this.

Contact Us

Email: info@optimumgam.ca

Address: 425, boul. De Maisonneuve O., Suite 1620

Montreal, Quebec H3A 3G5, CANADA

WHAT ARE THE STEPS IN HANDLING A COMPLAINT?

Some complaints can be resolved through a streamlined process, which aims to provide you with a quick solution. This process is described in more detail below. If your complaint cannot be resolved in this manner due to its nature or complexity, it will then be dealt with in accordance with the following steps.

1. **Acknowledgement of receipt**

Within 10 days of receipt, we will send you a written acknowledgement of receipt.

2. **Analysis**

We will carefully review your complaint and understand your expectations. If necessary, we will contact you for further information.

3. **Final written response**

Within a maximum of 60 days, we will send you a written response explaining our analysis, the decision taken and, if applicable, the proposed solution. You can contact us if you have any questions or comments about this.

Extension of the deadline to provide our final response

If the analysis requires more time, an additional period (maximum 30 days) may be necessary. You will then be informed in writing of the reasons for this extension.

4. Assessment and settlement

You have a reasonable period of time to review our response and decide whether to accept or decline the offer, or to make a counter-offer. If agreed, we will implement the solution within 30 days, unless we agree on another time frame.

5. Recourse to the AMF

Each complaint is the subject of a file containing the relevant information. If you are not satisfied with the handling of your complaint or the response received, you can request that the AMF review your file at any time. We will send it to the AMF within 15 days of your request.

IS THERE A STREAMLINED PROCESS?

Some complaints can be resolved within 20 days through a simplified process, usually handled by our customer service (e.g., during a phone call).

A complaint is considered resolved if:

- you agree to the proposed solution, or
- our explanations address your concerns.

If we cannot resolve the complaint through this process, we will notify you in writing and continue to process the complaint in accordance with the steps described above. The time spent on the streamlined process does not affect our obligation to provide you with a final written response within the required time frame.

NEED HELP?

Do not hesitate to contact us if you have any questions about the handling of your complaint.