

Procedure for submitting a complaint

- Send a written complaint by email to: client@barragecapital.com
- A complaint may also be validly submitted using the complaint form available on the website of the Autorité des marchés financiers.
- You may receive assistance in preparing your complaint.

Steps in processing a complaint

1. Receipt and recording of your complaint in the complaints register;
2. Sending of an acknowledgement of receipt within 10 days;
3. Analysis of your complaint;
4. Sending of a final response as soon as possible, but no later than the 60th day following receipt of your complaint;
5. In exceptional or uncontrollable circumstances, a final response will be sent no later than the 90th day following receipt of your complaint.

Information regarding complaint processing

At any time, you may contact the Complaint Processing Officer at client@barragecapital.com for information regarding the handling of complaints.

Review of the file

If you are dissatisfied with the processing of your complaint or the outcome, you may request a review of the complaint file:

- by the [Autorité des marchés financiers](#) (for residents of Québec)
- by the [Ombudsman for Banking Services and Investments](#) (for residents of other provinces)

by submitting a request on their respective websites.