

**CLIENT ACCOUNT FORM  
EXEMPT MARKET TRANSACTIONS**

**PLEASE COMPLETE SECTION 1 FOR INDIVIDUALS / JOINT ACCOUNTS:**

SECTION 1 - CLIENT INFORMATION FOR INDIVIDUALS / JOINT ACCOUNTS			
TITLE: <input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MISS <input type="checkbox"/> MS. <input type="checkbox"/> DR. <input type="checkbox"/> OTHER:			
FULL NAME:		INITIAL:	BIRTH DATE: (DD/MM/YYYY)
HOME ADDRESS:		HOME TELEPHONE NUMBER:	BUSINESS TELEPHONE NUMBER:
CITY:	PROVINCE:	POSTAL CODE:	E-MAIL ADDRESS:
CITIZENSHIP:		OCCUPATION:	
NAME OF EMPLOYER:			
SPOUSE'S NAME:		NUMBER AND AGE OF DEPENDANTS:	
SPOUSE'S EMPLOYER:		SPOUSE'S OCCUPATION:	

IF OPENING A JOINT ACCOUNT - COMPLETE FOR JOINT CLIENT			
TITLE: <input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MISS <input type="checkbox"/> MS. <input type="checkbox"/> DR. <input type="checkbox"/> OTHER:			
FULL NAME:		INITIAL:	BIRTH DATE: (DD/MM/YYYY)
HOME ADDRESS:		HOME TELEPHONE NUMBER:	BUSINESS TELEPHONE NUMBER:
CITY:	PROVINCE:	POSTAL CODE:	E-MAIL ADDRESS:
CITIZENSHIP:		OCCUPATION:	
NAME OF EMPLOYER:			

**JOINT ACCOUNT (ONLY IF OPENING ACCOUNT AS A JOINT ACCOUNT):**

It is the express intention of the undersigned that ownership of this account be vested as: (CHECK ONE)

- Joint tenants with rights of survivorship and not as tenants in common.** (Applicable only to those persons residing and domiciled in jurisdictions permitting beneficiary designations other than by will). In the event of the death of either or any of the undersigned, the entire interest in the joint account shall be vested in the survivor or survivors on the same terms and conditions as therefore held.
- Tenants in common.** In the event of the death of either or any of the undersigned, the interests in the tenancy as of the close of business on the date of death of the decedent (or on the following business day if the date of death is not a business day) shall be equal unless otherwise specified immediately below.

If the interests are not to be equal, please designate the percentage interest of each tenant:

NAME OF SUBSCRIBER OR HIS OR HER ESTATE	%	NAME OF SUBSCRIBER OR HIS OR HER ESTATE	%
_____		_____	

Any taxes, costs, expenses or other charges becoming a lien against or payable out of the account as the result of the death of the decedent, or through exercise by his or her estate or representative of any rights in the account shall, so far as possible, be deducted from the interest of such decedent. This provision shall not release the decedent's estate from the liability provided for elsewhere.

**CLIENT SIGNATURES FOR INDIVIDUALS / JOINT ACCOUNTS**

By signing below, the Client acknowledges that the Client (i) has been given the opportunity to obtain independent legal advice and has either done so or chosen not to obtain such advice; (ii) has sufficient investment knowledge and experience in financial and business affairs to understand and appreciate the sophisticated nature of exempt market investments; (iii) has received, reviewed and fully understands the offering documentation and, in particular, has read and understands the risk factors outlined in such offering documentation, and has had the opportunity to ask and have answered any and all questions the Client may have in relation to this investment; (iv) confirms that such investment is consistent with the Client's current investment objectives; and (v) is able to bear the economic risk of loss of this investment.

By signing below, the Client furthermore certifies that the information provided herein is true and complete.

PRINCIPAL ACCOUNT HOLDER	JOINT ACCOUNT HOLDER SIGNATURE
X _____ CLIENT SIGNATURE	X _____ CLIENT SIGNATURE
_____ NAME OF CLIENT	_____ NAME OF CLIENT
DATE: _____, 20____	DATE: _____, 20____

**PLEASE COMPLETE SECTION 2 FOR CORPORATIONS / TRUSTS/ OTHER NON-INDIVIDUAL ENTITIES:**

SECTION 2 – CLIENT INFORMATION FOR CORPORATIONS / TRUSTS / OTHER NON-INDIVIDUAL ENTITIES			
ENTITY TYPE: <input type="checkbox"/> CORPORATION <input type="checkbox"/> TRUST <input type="checkbox"/> OTHER:			JURISDICTION OF ENTITY:
ENTITY NAME:			BUSINESS OR TAX IDENTIFICATION NUMBER:
ADDRESS:			TELEPHONE NUMBER:
CITY:	PROVINCE:	POSTAL CODE:	FAX NUMBER:
PERSON(S) AUTHORIZED TO PROVIDE INSTRUCTIONS:			
NAME (LAST, FIRST):		TITLE:	
E-MAIL ADDRESS:		PHONE NUMBER:	
NAME (LAST, FIRST):		TITLE:	
E-MAIL ADDRESS:		PHONE NUMBER:	

CLIENT SIGNATURES FOR NON-INDIVIDUAL ENTITIES	
<p>By signing below, the Client acknowledges that the Client (i) has been given the opportunity to obtain independent legal advice and has either done so or chosen not to obtain such advice; (ii) has sufficient investment knowledge and experience in financial and business affairs to understand and appreciate the sophisticated nature of exempt market investments; (iii) has received, reviewed and fully understands the offering documentation and, in particular, has read and understands the risk factors outlined in such offering documentation, and has had the opportunity to ask and have answered any and all questions the Client may have in relation to this investment; (iv) confirms that such investment is consistent with the Client's current investment objectives; and (v) is able to bear the economic risk of loss of this investment.</p> <p>By signing below, the Client furthermore certifies that the information provided herein is true and complete.</p>	
<p>X _____ SIGNATURE OF AUTHORIZED PERSON</p>	
<p>_____ NAME OF AUTHORIZED PERSON</p>	<p>_____ TITLE OF AUTHORIZED PERSON</p>
<p>DATE: _____, 20__</p>	

**SECTION 3 - CONSENT TO ELECTRONIC DELIVERY OF DOCUMENTS**

The following documents will be delivered electronically pursuant to this consent:

- a. Trade confirmations in respect of the purchase of securities and Account statements relating to your account, as required by applicable legislation
- b. Subscription documents relating to any offering of securities;
- c. New account documentation;
- d. Such other documents, reports, investment commentary or other communication that relates to the operation of the Client's account.

All documents will be delivered by e-mail to the address on file. The Client acknowledges that the Client may receive from Tactex a paper copy of any documents delivered electronically at no cost if electronic delivery fails or if the Client contacts Tactex by email or regular mail at: operations@tactex.ca or Tactex Asset Management Inc., 642 Rue de Courcelle, Suite 404, Montréal (Québec) H4C 3C5.

The Client understands that the Client's consent may be revoked or changed, including changing the e-mail address to which documents are delivered (if the Client has provided an e-mail address) at any time by notifying the Manager of such revised or revoked consent by telephone, regular mail or electronic mail.

The Client is not required to consent to electronic delivery. It is the Client's express wish that the documents to be delivered under this consent be drawn up in English. *C'est la volonté expresse du client que les documents à remettre en vertu de ce consentement soient rédigés en anglais seulement.*

In addition to the above, the Client understands that as a result of the Client's opening of this account, and by consenting to receive documents by email below, the Client may receive e-mail correspondence from Tactex from time to time, including general communications and other commercial electronic messages. The Client also understands that the Client may withdraw the Client's consent to receiving such email communications related to the account.

**X** \_\_\_\_\_  
SIGNATURE OF AUTHORIZED PERSON



642 Rue de Courcelle, Suite 404  
Montréal (Québec) H4C 3C5

## **SUBSCRIPTION AGREEMENT**

(Attached)

**APPENDIX A**

**ACCREDITED INVESTOR CERTIFICATE**  
**INCLUDED IN SUBSCRIPTION AGREEMENT**

## APPENDIX B

### PERMITTED CLIENT CERTIFICATE

[This Appendix should be completed and executed if the Investor is a “permitted client” that has elected to waive the dealer’s obligation to determine whether this investment is suitable for the Investor.]

In connection with the purchase by the undersigned purchaser (the “Investor”) of Units of Ait Long/Short Global Equity Fund (“The Trust”), the Investor (or the authorized signatory on behalf of the Investor) certifies for the benefit of the Trust that the Investor is a permitted client within the meaning of National Instrument 31-103 – *Registration Requirements, Exemptions and Ongoing Registrant Obligations* (“NI 31-103”), and hereby waives the dealer’s obligation to determine suitability of the Investor’s investment in the Trust in accordance with sections 13.2(2)(c) and 13.3 of NI 31-103. Specifically, the Investor is:

**[PLEASE CHECK THE BOX OF THE APPLICABLE CATEGORY]:**

- (a) a Canadian financial institution or a Schedule III bank;
- (b) the Business Development Bank of Canada incorporated under the Business Development Bank of Canada Act (Canada);
- (c) a subsidiary of any person or company referred to in paragraph (a) or (b), if the person or company owns all of the voting securities of the subsidiary, except the voting securities required by law to be owned by directors of the subsidiary;
- (d) a person or company registered under the securities legislation of a jurisdiction of Canada as an adviser or dealer, other than as a scholarship plan dealer or a restricted dealer;
- (e) a pension fund that is regulated by either the federal Office of the Superintendent of Financial Institutions or a pension commission or similar regulatory authority of a jurisdiction of Canada or a wholly-owned subsidiary of such a pension fund;
- (f) an entity organized in a foreign jurisdiction that is analogous to any of the entities referred to in paragraphs (a) to (e);
- (g) the Government of Canada or a jurisdiction of Canada, or any Crown corporation, agency or wholly-owned entity of the Government of Canada or a jurisdiction of Canada;
- (h) any national, federal, state, provincial, territorial or municipal government of or in any foreign jurisdiction, or any agency of that government;
- (i) a municipality, public board or commission in Canada and a metropolitan community, school board, the *Comité de gestion de la taxe scolaire de l’île de Montréal* or an intermunicipal management board in Québec;

- (j) a trust company or trust corporation registered or authorized to carry on business under the Trust and Loan Companies Act (Canada) or under comparable legislation in a jurisdiction of Canada or a foreign jurisdiction, acting on behalf of a managed account managed by the trust company or trust corporation, as the case may be;
- (k) a person or company acting on behalf of a managed account managed by the person or company, if the person or company is registered or authorized to carry on business as an adviser or the equivalent under the securities legislation of a jurisdiction of Canada or a foreign jurisdiction;
- (l) an investment fund if one or both of the following apply:
  - (i) the fund is managed by a person or company registered as an investment fund manager under the securities legislation of a jurisdiction of Canada;
  - (ii) the fund is advised by a person or company authorized to act as an adviser under the securities legislation of a jurisdiction of Canada;
- (m) in respect of a dealer, a registered charity under the Income Tax Act (Canada) that obtains advice on the securities to be traded from an eligibility adviser, as defined in section 1.1 of NI 45-106, or an adviser registered under the securities legislation of the jurisdiction of the registered charity;
- (n) in respect of an adviser, a registered charity under the Income Tax Act (Canada) that is advised by an eligibility adviser, as defined in section 1.1 of NI 45-106, or an adviser registered under the securities legislation of the jurisdiction of the registered charity;
- (o) an individual who beneficially owns financial assets, as defined in section 1.1 of NI 45-106, having an aggregate realizable value that, before taxes but net of any related liabilities, exceeds \$5 million;
- (p) a person or company that is entirely owned by an individual or individuals referred to in paragraph (o), who holds the beneficial ownership interest in the person or company directly or through a trust, the trustee of which is a trust company or trust corporation registered or authorized to carry on business under the Trust and Loan Companies Act (Canada) or under comparable legislation in a jurisdiction of Canada or a foreign jurisdiction;
- (q) a person or company, other than an individual or an investment fund, that has net assets of at least \$25 million as shown on its most recently prepared financial statements;
- (r) a person or company that distributes securities of its own issue in Canada only to persons or companies referred to in paragraphs (a) to (q);



**APPENDIX C**

**COPORATE INFORMATION CERTIFICATE**

**{To Be Completed By Corporations, Trusts and Partnerships Only}**

\_\_\_\_\_ *{insert name of corporation, partnership, trust or other entity above}*

**CERTIFICATE**

I, \_\_\_\_\_ *{Name of Signatory}*,

of \_\_\_\_\_ *{Name of Entity}* (the “**Entity**”), do hereby certify for and on behalf of the Entity, but without personal liability, to the best of my knowledge, as follows:

1. I am the \_\_\_\_\_ *{Title}* of the Entity, and as such have knowledge of the matters certified to herein and have the power to bind the Entity
2. the primary business of the Entity is: \_\_\_\_\_
3. the current [**directors**] [**trustees**] [**managing partners**] of the Entity and their occupations are listed below: *{Insert Names and Occupations<sup>1</sup> – attach separate sheet if necessary}*


4. the names, addresses and occupations of all individuals who
  - in the case of a corporation, own or control directly or indirectly 25% or more of the total equity of the corporation, and
  - in the case of any other Entity, own or control directly or indirectly 25% or more of the interests in the Entity or otherwise exercise control over the affairs of the Entity
 are listed below: *{Insert Names, Addresses and Occupation<sup>1</sup> – attach separate sheet if necessary}*

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<sup>1</sup> When providing an occupation, please be specific (i.e. instead of “Doctor”, specify “Family Physician”). For retired individuals, please provide your former occupation.


5. if the Entity is a trust, the names and addresses of all known trustees, beneficiaries and settlors are as follows:

Name	Title	Signature

**APPENDIX D**  
**INVESTOR QUESTIONNAIRE**

1. Are you (or any director, officer and beneficial owner of the Investor unless the entity is specifically exempted), or any of your mother or father, child, spouse or common-law partner, spouse's or common-law partner's mother or father, or brother, sister, half-brother or half-sister, or close associate thereof, a member of a "Risk Group" as defined below.  Yes  No The Investor will immediately notify the Manager if the status of any such person in this regard changes.
2. Do you or your spouse (or the directors, officers, trustees, managing partners or beneficial owners of the Investor, if not an individual) own or control, directly or indirectly, 20% or more of the voting rights of a publicly-traded company?  Yes  No If yes, name of issuer(s):  
\_\_\_\_\_
3. Do you or your spouse (or the directors, officers, trustees, managing partners or beneficial owners of the Investor, if not an individual) act as a director or a senior officer (i.e., an officer or one of the five highest paid employees) of a reporting issuer or other issuer whose securities are publicly traded?  Yes  No If yes, name of issuer(s):  
\_\_\_\_\_
4. Are you or your spouse (or the directors, officers, trustees, managing partners or beneficial owners of the Investor, if not an individual) an insider (i.e., hold 10% or greater interest in a reporting issuer or other issuer whose securities are publicly traded)? (as those terms are defined under applicable securities legislation).  Yes  No If yes, name of issuer(s):  
\_\_\_\_\_
5. Will a third party be providing instructions to you on how to handle the account?  Yes  No If yes, complete the below.

Name of Third Party	Date of Birth, if applicable	Business Identification Number, if applicable
Primary Business/Occupation	Relationship with Investor	Jurisdiction of Incorporation, if applicable
Street Address, City, Province and Postal Code		

**Risk Group**

A member of a "Risk Group" is an individual who holds or has ever held one of the following offices or positions:

Foreign Politically Exposed Person	Domestic Politically Exposed Person	Head of an International Organization
a head of state or government	Governor General, lieutenant governor or head of government	the head of an international organization established by the governments of states
a member of the executive council of government or member of a legislature	member of the Senate or House of Commons or member of a legislature	the head of an institution established by an international organization
a deputy minister (or equivalent)	deputy minister or equivalent rank	
an ambassador or an ambassador's attaché or counsellor	ambassador, or attaché or counsellor of an ambassador	
a military general (or higher rank)	military officer with a rank of general or above	

a president of state-owned company or bank	president of a corporation that is wholly owned directly by Her Majesty in right of Canada or a province	
a head of a government agency	head of a government agency	
a judge	judge of an appellate court in a province, the Federal Court of Appeal or the Supreme Court of Canada	
a leader or president of a political party in a legislature	leader or president of a political party represented in a legislature	
	mayor	

<b>INVESTMENT KNOWLEDGE</b> Which of the following categories best describes your knowledge of investing:	
<input type="checkbox"/>	Extensive - you have good business and economic knowledge, follow the markets regularly and have traded in and understand most types of investment securities, including securities sold by way of exemption from prospectus requirements.
<input type="checkbox"/>	Good – you have some knowledge of the basic characteristics of both fixed income securities and common shares, as well as a basic understanding of the degree of risk and reward inherent in these types of securities.
<input type="checkbox"/>	Limited – you have only invested in simple securities such as GICs (guaranteed investment certificates) or well-known common shares traded on an exchange, largely based on the advice of others.
<input type="checkbox"/>	Nil.

<b>INVESTMENT EXPERIENCE</b>					
<input type="checkbox"/> Stocks	<input type="checkbox"/> Bonds	<input type="checkbox"/> GICs	<input type="checkbox"/> Mutual Funds	<input type="checkbox"/> Exempt Securities	<input type="checkbox"/> Derivatives
<input type="checkbox"/> Mortgage backed securities	<input type="checkbox"/> Segregated funds (insurance product)	<input type="checkbox"/> Nil	<input type="checkbox"/> Other		

<b>CURRENT CLIENT ASSET ALLOCATION</b>					
Stocks %	_____	Mutual funds %	_____	Mortgage backed securities %	_____
Bonds %	_____	Exempt Securities %	_____	Segregated funds %	_____
GICs %	_____	Derivatives %	_____	Other %	_____

<b>CLIENT INCOME</b> Please note your approximate gross annual income from all sources:	
Total annual income: \$ _____	
<input type="checkbox"/> My annual income is relatively stable	<input type="checkbox"/> My annual income is variable
<b>SPOUSAL INCOME</b> (provide here if needed for client to meet exemption criteria, otherwise separate form required for spouse's individual account or joint account) Approximate annual income from all sources.	
<input type="checkbox"/> (N/A) OR \$ _____	
<input type="checkbox"/> Annual income is relatively stable	<input type="checkbox"/> Annual income is variable

<b>CLIENT NET WORTH</b> (includes spouse <input type="checkbox"/> ) Please provide an estimate of the value of your assets and liabilities:	
<i>Estimated Financial Assets</i> - Examples – cash/savings accounts; GICs; mutual funds, stocks, exempt securities, other (List type of financial asset and estimate of amount owned):	
	(A) <b>Total Financial Assets</b> \$ _____
Line of credit or other debt to facilitate investments or secured against financial assets	
	– (B) <b>Liabilities related to Financial Assets</b> \$ _____
	= <b>Estimated Net Financial Assets (A-B)</b> \$ _____

<i>Estimated Non-Financial Assets:</i>	
Home _____	Other Real Estate _____
Autos _____	Business Assets _____
	Other (list type and amount) _____
	+ (C) <b>Total Non-Financial Assets</b> \$ _____
<i>Estimated Other Liabilities:</i>	
Mortgage _____	Car loan _____
Credit Card Debt _____	Other debts _____
	- (D) <b>Other Liabilities.</b> \$ _____
	= <b>Estimated Net Worth (A-B+C-D)</b> \$ _____
Total "Exempt Securities" purchased using the offering memorandum exemption in last 12 months:	\$ _____
Concentration: current transaction as a percentage of estimated net financial assets:	_____ %
Concentration: total exempt securities currently held as a percentage of estimated net financial assets:	_____ %

<b>RISK TOLERANCE</b> This section documents your willingness and ability to assume risk:	
Low	I am comfortable accepting lower returns for a higher degree of liquidity and/or stability. I am seeking to minimize risk and loss of principal.
Medium	I value higher long-term returns and I am willing to accept the risk of moderate losses. The ability to sell or redeem my investment ( <b>liquidity</b> ) is a secondary concern.
High	I wish to maximize returns and I can accept the significant risk that entails. I can endure significant potential for loss. Liquidity is generally not a concern to me.
My General Risk Tolerance: ___% Low ___% Medium ___% High	
This Account's Risk Tolerance: ___% Low ___% Medium ___% High	

<b>TIME HORIZON FOR THIS ACCOUNT</b> Indicate the period from now to when you will need to access a significant portion of the money you invest in this account:
<input type="checkbox"/> Need these funds in case of emergency <input type="checkbox"/> Less than 1 yr. <input type="checkbox"/> 1 – 3 yrs. <input type="checkbox"/> 4 – 5 yrs. <input type="checkbox"/> 6 – 9 yrs. <input type="checkbox"/> 10 yrs. or more

<b>INVESTMENT OBJECTIVES FOR THIS ACCOUNT</b>
<input type="checkbox"/> Income - My objective is to generate fixed income from investments. I am less concerned with an increase in value of my investment (capital appreciation or capital gains).
<input type="checkbox"/> Growth - My objective is capital gains over time. I do not have income requirements from my investments.
<input type="checkbox"/> Balanced - My objective is a blend of growth and income.
<input type="checkbox"/> Capital Preservation – My objective is to save money with the least risk of loss.
<input type="checkbox"/> Other _____

Source of Investment Funds: \_\_\_\_\_ (Please indicate)

Use of Leverage?  Yes  No

**NOTES**

**APPENDIX E**

**CANADA REVENUE AGENCY - TAX RESIDENCY**

INCLUDED as A SEPARATE FORM



## APPENDIX F

### CLIENT IDENTIFICATION

*Capitalized terms used but not defined herein shall have the same meaning assigned to them as in the Subscription Agreement.*

In order to assist the dealer to discharge its client identification obligations under applicable anti-money laundering and anti-terrorist legislation, the Canadian Investor must complete one of, option 1, 2, or 3 of this Client Identification Schedule depending on the verification method used to identify the Canadian Investor. If the Canadian Investor is an entity, then option 1, 2, or 3 must be completed **for each individual** (up to a maximum of three individuals) who is authorized to provide instructions on behalf of the Canadian Investor.

#### **IDENTIFICATION BY DEALER – Options 1 to 3:**

A Canadian Investor may be identified by the dealer using either the photo identification method, the credit file identification method or the dual process method. If the photo identification method is used, complete Option 1. If the credit file information method is used, complete Option 2. If the dual process method is used, complete Option 3.

#### **Option 1 – Photo Identification**

\_\_\_\_\_ *[name of individual]* has attended in person before an officer or employee of the dealer, who has ensured that the name and photograph on the government issued photo identification match the individual. The individual has produced and allowed the dealer to make a photocopy of one of the following government issued photo identification documents: *[check one and attach a copy of the documentation]*

- driver's license                       passport                       other: \_\_\_\_\_

<b>[To be completed by Dealer:]</b>		
Name of Individual:	_____	
Identifier No. on ID:	_____	
Place of Issue:	_____	<i>[country and city, province, territory, or state]</i>
Expiry Date:	_____	<i>[document must NOT be expired]</i>
Examined by:	_____	<i>[name of employee of Dealer]</i>
Date of Verification:	_____	

**Option 2 – Credit File Identification**

\_\_\_\_\_ *[name of individual]* has been identified using a Canadian credit file in existence for at least three years. The search of the Canadian credit file was conducted at the time the individual's identity was ascertained and with their consent. The credit file was obtained directly from a Canadian credit bureau or a third-party vendor authorized by a Canadian credit bureau that provided an original and valid Canadian credit file. The name, address and date of birth match with those provided by the individual.

<b>[To be completed by Dealer:]</b>		
Name of Individual:	_____	
Name of Credit Bureau or credit file source:	_____	<i>[e.g. Equifax Canada or TransUnion Canada]</i>
Reference Number:	_____	
Examined by:	_____	<i>[name of employee of Dealer]</i>
Date of Verification:	_____	

**OPTION 3 – DUAL PROCESS METHOD OF VERIFICATION**

\_\_\_\_\_ *[name of individual]* has been identified using the dual process method of identification, using two authentic, valid and current documents or information from independent and reliable sources.

An original document can be either an original paper document or an original electronic document. It must not be a copy. An original document is one that is received from the issuer of the document either by posted mail or electronically. If the document to be relied upon is an electronic document, it must be received via email directly from the issuer of the document or be obtained directly from the website of the issuer of the document. If an electronic document is used, it can be shown to the dealer on an electronic device, sent to the dealer by email, or printed and shown to the dealer in person. If a paper document is used, it can be shown to the dealer in person or sent to the dealer in the mail. Original documents do not include those that have been photocopied, faxed or digitally scanned.

A reliable source includes a government, crown corporations, financial entities or utility providers.

The information gathered must be two of the following: (1) name and address, (2) name and date of birth, (3) name and confirmation of financial account. The individual does not need to be physically present at the time identity is verified.

**[To be completed by dealer:]**

**There are three types of identification information listed below. Two separate types must be verified. In the column on the right, select the document consulted to verify each of the two types of identification information used:**

Name of Individual: \_\_\_\_\_

1. Name and address: select the type of document used to verify name and address:

- Canada Pension Plan statement
- Property tax assessment
- Provincial vehicle registration
- Benefits statement
- CRA notice of assessment
- GST refund letter
- Canadian credit file in existence for a minimum of 6 months (individual must consent)
- Utility bill
- T4 statement
- Record of employment
- Investment account statements (eg RRSP or GIC)
- other: \_\_\_\_\_

Name the source of the information: \_\_\_\_\_

Account or reference Number: \_\_\_\_\_

2. Name and date of birth: select the type of document used to verify name and date of birth:

- Canadian Pension Plan statement
- Original birth certificate
- Marriage certificate or government proof of marriage document
- Divorce documentation
- Permanent resident card or citizenship certificate
- Temporary driver's license (non-photo)
- Insurance documents
- Canadian credit file in existence for a minimum of 6 months (individual must consent)
- Identification product from a Canadian credit bureau (individual must consent)
- other: \_\_\_\_\_

3. Name and confirmation of financial account: select the type of document used to verify name and confirm a financial account:

- Credit card statement
- Bank statement
- Loan account statement (e.g. mortgage)
- Cheque processed by a financial institution
- Telephone call, email or letter from a financial entity holding a deposit account, credit card or loan account
- Identification product from a Canadian credit bureau (individual must consent)
- Use of micro-deposits
- other

Name the source of the information: \_\_\_\_\_

Account or reference Number: \_\_\_\_\_

Examined by: \_\_\_\_\_

Date of Verification: \_\_\_\_\_

## APPENDIX G

### PERMITTED CLIENT WAIVER AND ACKNOWLEDGEMENT

**TO: Tactex Asset Management Inc. (the “Dealer”)**

**WHEREAS** In connection with the purchase of units (the “**Subscription**”) of **Ait Long/Short Global Equity Fund** (the “**Trust**”) the Investor (“**Investor**”) warrants that it is a permitted client, as that term is: (i) defined under National Instrument 31-103 *Registration Requirements, Exemptions and Ongoing Registrant Obligations* (“**NI 31-103**”); and (ii) as set out in Appendix C of the Representation Letter completed in contemplation of the Subscription (a “**Permitted Client**”);

**WHEREAS** the Investor has been advised that that pursuant to subsection 13.3(4) of NI 31-103, the Dealer has no obligation to make a suitability determination in respect of the Subscription for any permitted clients provided that: (i) the Permitted Client has waived their right to a suitability determination in writing; and (ii) the Dealer does not act as an adviser for a managed account of the Permitted Client;

**WHEREAS** the Investor acknowledges that pursuant to subsection 13.2(6) of NI 31-103, if the Investor waives its suitability obligations under subsection 13.3(4), the Dealer has no obligation to collect such “know your client” information to enable it to meet its suitability obligations under section 13.3 of NI 31-103 for any Permitted Client;

**NOW THEREFORE** in consideration of the purchase of Units of the Trust by the Investor, the mutual covenants herein contained and other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), the Dealer and the Investor hereby agree as follows:

1. The Investor hereby waives their right to a suitability determination by the Dealer, such Permitted Client Waiver and Acknowledgement being mutually acknowledged by all parties to meet the requirement of being “in writing”;
2. The Investor acknowledges that the Dealer has no obligation to collect any “know your client” information but that the Dealer reserves the right to collect all information it deems necessary to meet its obligations under NI 31-103;
3. The Dealer does not act as an adviser in respect of a managed account for the Investor; and
4. The Investor hereby acknowledges that:
  - a. it has had the opportunity to seek independent advice and counsel with respect to the Subscription;
  - b. the Dealer has not and will not provide any advice to the Investor in respect of the Subscription; and
  - c. that the Investor is in no way relying on the Dealer with respect to the suitability of the Subscription;



642 Rue de Courcelle, Suite 404  
Montréal (Québec) H4C 3C5

Date: \_\_\_\_\_, 20\_\_.

For Entity Investors:

For Individual Investors:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

By: \_\_\_\_\_

Name:  
Title:

\_\_\_\_\_  
(Signature)

## APPENDIX H

### RELATIONSHIP DISCLOSURE LETTER

Dear Investor,

**Re: Ait Long/Short Global Equity Fund (“The Trust”)**

The Trust has engaged Tactex Asset Management Inc. (“**Tactex**”) to act as its agent in distributing Units of the Trust (the “**Units**”). As agent, we are required to explain our role as well as other important matters related to your investment in the Units.

Your decision to invest in the Units should be based solely on the contents of the offering memorandum date January 16, 2020, and the Subscription Agreement (the “**Subscription Agreement**”, and collectively being the “**Subscription Documents**”), each of which has been delivered to you. These Subscription Documents each supersede all prior exchanges of information, whether oral or written.

In purchasing the Units, you are encouraged to consider your own risk tolerance and the risk involved in investing in the Units. You should understand that your investment in the Units is not guaranteed, and you could lose part or all of your investment and that an investment in the Units should be considered risky, and you may lose your entire investment. Furthermore, borrowing money to finance the purchase of the Units involves greater risk. If you borrow money to purchase the Units, the responsibility to repay the loan and pay interest remains the same even if the value of the Units declines.

Additional important information is enclosed herewith as Appendix H-1 (*Disclosure concerning referral arrangement*) and Appendix H-2 (*Additional Client Relationship Disclosure*)

Kind Regards,

David Fortin  
Chief Compliance Officer

**Appendix H-1**

**DISCLOSURE CONCERNING REFERRAL ARRANGEMENT**

*(provided pursuant to OSC Rules and Regulations and Section 13.10 of National Instrument 31-103  
registration requirements and exemptions)*

Name of each Party to the Referral Arrangement	Tactex Asset Management Inc. (“ <u>Tactex</u> ”) AND Ait Inc. (“ <u>Ait</u> ”).
Registration Status	Tactex is registered in the category of portfolio manager.  Ait is registered as an insurance broker and financial planner under applicable securities legislation.
Purpose of the Referral	Ait has referred the undersigned client to Tactex so that Tactex can offer wealth management services to the undersigned client.
Conflicts of Interest	None, other than Ait will receive compensation from Tactex in connection with your account – see Referral Fee section below for more information relating to fees received by Tactex.
Referral Fee	Tactex shall pay the Referring Party a referral fee equal to:  The aggregate net management fees and performance fees derived by Tactex from Accounts (calculated monthly) less: <ul style="list-style-type: none"> <li>• A percentage of the value of assets of Accounts, pro-rated monthly, according to the following tiers of total referred ongoing AUM: <ul style="list-style-type: none"> <li>○ 0.25% up to \$60 million</li> <li>○ 0.20% for amounts between \$60 million and \$100 million</li> <li>○ 0.15% for amounts greater than \$100 million</li> </ul> </li> <li>• Cost of Portfolio Manager assigned to Accounts, calculated at PM’s hourly rate of \$75/hour multiplied by number of hours dedicated</li> </ul>

Under this arrangement, the client is a client of and will be dealing with Tactex. All securities advisory activity requiring registration resulting from the referral arrangement described above will be provided by Tactex, and none shall be carried out by Ait.



## Appendix H-2

### Additional Client Relationship Disclosure Information

This schedule contains important information about Tactex and other matters relating to your investment in the Units of Ait Long/Short Global Equity Fund (“**The Trust**”)

**About Tactex Asset Management Inc.** – The Trust has retained Tactex to act as its agent in distributing Units of the Trust. Only Todd Beallor, Philippe Leroux or Liam Cheung, being registered dealing representatives of Tactex, or other individuals registered as dealing representatives of Tactex, may conduct exempt market dealer activities in respect of the Trust.

**Client Circumstances** - When a client purchases securities of an exempt product for which Tactex acts as exempt market dealer, Tactex is required to collect “know-your-client” information. The Know-Your-Client information assists Tactex in obtaining sufficient information regarding an investor’s objectives, financial circumstances and risk tolerance to fulfill Tactex’ obligation to determine whether the purchase or sale of a security by an investor is suitable for said investor prior to the transaction being executed. As described in further detail below, we have determined that you are an eligible investor with respect to the Trust under an applicable prospectus exemption. We have further determined that you may be a “permitted client” and subject to the information provided in the Subscription Documents, you may be entitled to waive any “know your client” information collection. When processing your subscription for the Units, we will have already reviewed the terms contained in the Subscription Documents against your investment objectives, financial circumstances and risk tolerance. Tactex is not passing judgment on the terms being offered by the Trust, nor are we making a specific recommendation to you to purchase the Units. The information and analyses contained in the Subscription Documents have been prepared by the Trust. The information and analyses in the Subscription Documents have not been independently verified by an independent third party and cannot be assured by Tactex. **You should consult your own legal, tax and financial advisors with respect to the potential consequences of investing in the Units in your particular circumstances.**

**Conflicts of Interest** – Tactex has policies and procedures in place to address the handling of conflicts of interest. A conflict of interest arises where an action or decision by Tactex has the effect of benefitting Tactex at the expense of one or all clients of Tactex. In situations where Tactex’ interest may compete with a client’s interest; the client’s interest is always given priority. Tactex performs exempt market services for various clients. The services of Tactex are not exclusive, and Tactex and its affiliates will provide similar services to many clients and engage in similar activities. Tactex may take action concerning its other clients, which may be the same as, similar to or different from the timing and nature of action taken concerning another client.

**Confidentiality** - Tactex has adopted a privacy policy in accordance with the *Personal Information Protection and Electronic Documents Act* (Canada) with respect to personal information of Tactex clients. This policy states that Tactex will only disclose this information to third parties or its affiliates in limited specific circumstances on a strictly confidential basis. Please contact Tactex to request a copy of Tactex’ privacy policy. Tactex may provide copies of the Subscription Agreement, and the Subscription Documents

to any custodian, broker/dealer or others who have a need to see it for the purpose of Tactex executing authorized transactions on behalf of the client.

***Jurisdictions and Verification of Client Identity*** - Tactex is currently registered as an exempt market dealer in several Canadian Provinces. Canada's anti-money laundering regulations require us to verify your identity before we can execute any transactions on your behalf. The methods of identity verification are prescribed in the regulations of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (Canada).

***Reporting by Email*** – **If you have provided Tactex with your e-mail address**, you will receive e-mail delivery of (i) any trade confirmations where Tactex acts as exempt market dealer for the trade; and (ii) such other statements, reports or investment commentary as may be required by law or as Tactex may choose to provide, **unless you provide express written direction that you prefer to receive such documents by regular mail**. You may receive from Tactex a paper copy of any documents delivered electronically at no cost by contacting Tactex by telephone, regular mail or e-mail. Clients are not required to consent to electronic delivery. Clients will be provided with a paper copy of any documents delivered electronically if electronic delivery fails. Clients may revoke or change the electronic delivery procedures set out herein at any time by notifying Tactex of such request by telephone, regular mail or e-mail at the contact information listed above.

***Complaints*** - If a client has any complaints about its account or services, or an administrative matter such as failure to receive a confirmation, statement or other document the client expecting, or an error in a transaction the client should direct them to Tactex' Chief Compliance Officer, by e-mail at [compliance@tactex.ca](mailto:compliance@tactex.ca). If a client's complaint is about its investments, the client is requested to make its complaint in writing. It will be helpful to have as much detail as possible about the complaint. Tactex will attempt to resolve a client's complaint immediately. If Tactex cannot do so within five business days of receipt, Tactex will confirm to the client in writing how the complaint is being dealt with, who to contact if the client requires further information, and when the client may expect a response. Tactex will also ensure independent resolution and/or mediation services are made available to its clients in accordance with National Instrument 31-103 – *Registration Requirements, Exemptions and Ongoing Registrant Obligations*.

***OBSI*** - Tactex makes free mediation services offered by the AMF or OBSI available to clients (subject to the Client's province of residence). Additional information relating to mediation services is set forth in Appendix G-2 to this Agreement.

***Leverage*** - Using borrowed money to finance the purchase of securities involves greater risk than a purchase using cash resources only. If you borrow money to purchase securities, your responsibility to repay the loan and pay interest as required by its terms remains the same, even if the value of the securities purchased declines.

***Other risks that may apply when investing in exempt market securities include:*** This brief statement does not disclose all of the risks and other significant aspects of trading in *exempt market* securities:

**1. GENERAL**

The price or value of a financial instrument will depend on fluctuations in the financial markets outside of anyone's control. Past performance is no indicator of future performance. The nature and extent of the risks varies between countries and from instrument to instrument. The risks will vary with, amongst other things, the type of financial instrument, the location or domicile of the issuer, the complexity of the transaction and the use of leverage. The risk types set out below could have an impact on your investments.

**2. LIQUIDITY**

The risk of being unable to sell your investment at a fair price and get your money out when you want to. To sell the investment, you may need to accept a lower price. In some cases, such as exempt market investments, it may not be possible to sell the investment at all. The liquidity of an instrument is directly affected by the supply and demand for that instrument and also indirectly by other factors, including market disruptions (for example a disruption on the relevant exchange) or infrastructure issues, such as a lack of sophistication or disruption in the securities settlement process. Under certain trading conditions it may be difficult or impossible to liquidate or acquire a position or investment. This may occur, for example, at times of rapid price movement if the price rises or falls to such an extent that under the rules of the relevant exchange trading is suspended or restricted. In some cases, early termination, realisation or redemption may result in you receiving substantially less than you paid for the product or, in some cases, nothing at all.

**3. CREDIT RISK**

Credit risk is the risk of loss caused by borrowers, bond obligors, guarantors, or counterparties failing to fulfil their obligations or the risk of such parties' credit quality deteriorating.

**4. MARKET RISK**

*4.1 General*

The price of financial instruments goes up and down depending on market supply and demand, investor perception and the prices of any underlying or allied investments or, indeed, sector, political and economic factors. These can be totally unpredictable.

*4.2 Overseas markets*

Any overseas investment or investment with an overseas element can be subject to the risks of overseas markets which may involve different risks from those of the home market of the investor. In some cases, the risks will be greater. The potential for profit or loss from transactions on foreign markets or in overseas denominated contracts will be affected by fluctuations in foreign exchange rates.

**5. SETTLEMENT RISK**

Settlement risk is the risk that a counterparty does not deliver the asset (or its value) in accordance with the agreed terms after the other counterparty has already fulfilled its part of the agreement to so deliver. Settlement risk increases where different legs of the transaction settle in different time zones or in different settlement systems where netting is not possible. This risk is particularly acute in FX transactions and currency swap transactions.

**6. CONCENTRATION RISK**

Concentration risk is the level of risk in a portfolio arising from concentration to a single counterparty, sector or country. The risk arises from the observation that more concentrated portfolios are less diverse and therefore the returns on the underlying assets are more correlated.

**7. INSOLVENCY**

The insolvency or default of a counterparty with whom you are dealing, or of any brokers involved with your transaction, may lead to positions being liquidated or closed out without your consent or, indeed, investments not being returned to you. There is also insolvency risk in relation to the investment itself, for example of the company that issued a bond or of the counterparty to off-exchange derivatives (where the risk relates to the derivative itself and to any collateral or margin held by the counterparty).

**8. CURRENCY RISK**

In respect of any FX transactions or investment acquired in foreign currencies, a movement in exchange rates may have a favourable or an unfavourable effect on the gain or loss achieved on such transactions. The weakening of a country's currency relative to a benchmark currency or the currency of your portfolio will negatively affect the value of an investment denominated in that currency.

Currency valuations are linked to a host of economic, social and political factors and can fluctuate greatly, even during intra-day trading. Some countries have foreign exchange controls which may include the suspension of the ability to exchange or transfer currency, or the devaluation of the currency. Hedging can increase or decrease the exposure to any one currency, but may not eliminate completely exposure to changing currency values.

#### **9. INTEREST RATE RISK**

Interest rates can rise as well as fall. A risk with interest rates is that the relative value of a security, especially a bond, will worsen due to an interest rate increase. This could impact negatively on other products.

#### **10. REGULATORY / LEGAL RISK**

All financial instruments and transactions could be exposed to regulatory, legal or structural risk. Legal changes could have the effect that a previously acceptable transaction or product becomes illegal. Changes to related issues such as tax may also occur and could have a large impact on profitability. Such risk is unpredictable and can depend on numerous political, economic and other factors. For this reason, this risk is greater in emerging markets but does apply everywhere. In emerging markets, there is generally less government supervision and regulation of business and industry practices, stock exchanges and over-the-counter markets. The type of laws and regulations with which investors are familiar may not exist in some places, and where they do, may be subject to inconsistent or arbitrary application or interpretation and may be changed with retroactive effect. Both the independence of judicial systems and their immunity from economic, political or nationalistic influences remain largely untested in many countries. Judges and courts in many countries are generally inexperienced in the areas of business and corporate law. Companies are exposed to the risk that legislatures will revise established law solely in response to economic or political pressure or popular discontent. There is no guarantee that an overseas investor would obtain a satisfactory remedy in local courts in case of a breach of local laws or regulations or a dispute over ownership of assets. An investor may also encounter difficulties in pursuing legal remedies or in obtaining and enforcing judgments in overseas courts.

#### **11. OPERATIONAL RISK**

Operational risk, such as breakdowns or malfunctioning of essential systems and controls, including IT systems, can impact on all financial products. Business risk, especially the risk that the business is uncompetently or poorly, could also impact on shareholders of, or investors in, such a business. Personnel and organisational changes can severely affect such risks and, in general, operational risk may not be apparent from outside the organisation.

## **Appendix H-3**

### **PRIVACY POLICY**

**Current as of January 1<sup>st</sup>,2020**

**TACTEX ASSET MANAGEMENT INC.**

#### **Protecting Client Privacy**

At Tactex Asset Management Inc. protecting our clients' privacy and the confidentiality of their personal information is fundamental to the way we do business. We recognize that we must be transparent and accountable in how we treat the information clients share with us.

#### **How Do We Define Personal Information?**

Personal information refers to information that specifically distinguishes clients as individuals and is provided to or collected by us. It includes, for example, name and address, age and gender, social insurance number, banking information, as well as investment and financial information.

#### **How and Why Do We Ask for Personal Information?**

We obtain most of our information about clients directly from them. This information is gathered, primarily through our detailed account opening forms, which we use in managing clients' account(s). This information is necessary for several reasons, including:

- to fully understand clients' investment needs and objectives in order to manage clients' investment portfolios;
- to verify clients' identity and protect against fraud;
- to establish custody accounts that clients' have requested for the safekeeping of the securities that we manage;
- to comply with the regulatory obligations of the securities industry; and
- to comply with the Canada Revenue Agency's ("CRA") income reporting requirements.

We limit the information we collect to what we need for these purposes, and we use it only for these purposes.

In order to provide our products and services to clients we may provide information to other persons:

- where we have client consent;
- where the other parties are agents or suppliers who assist us in serving our clients (e.g. custodians); or
- where we are required or permitted to do so by law (e.g. CRA).

We are required to advise clients that we will be disclosing client name, address and details of pooled fund purchases to the applicable provincial securities commissions. This information is collected indirectly by the various securities commissions under the authority granted to them in securities legislation for the purposes of the administration and enforcement of the securities legislation.

### **How We Protect Client Information**

We protect client information with appropriate safeguards and security measures. We have security standards to protect our systems and clients' information against unauthorized access and use.

All of our employees, agents and suppliers, as part of their agreements with Tactex Asset Management Inc., are bound to maintain client confidentiality and may not use the information for any unauthorized purpose.

We monitor and review our procedures and security measures regularly to ensure that they are being properly administered and that they remain effective and appropriate.

We make every reasonable effort to keep clients' information accurate and up to date. We retain clients' information for only as long as we require it for the reasons it was collected. When it is no longer required, we will destroy or delete it in an appropriate manner.

### **Questions or Concerns**

If you have any questions or concerns about the privacy and confidentiality of personal information, or if you would like access to your personal information that we have on file, you may contact Tactex' Chief Compliance Officer, by email at [compliance@tactex.ca](mailto:compliance@tactex.ca) or by regular mail to 642 rue de courcelle – suite 404, Montreal-Quebec,

## Appendix H-4

### CLIENT COMPLAINTS AND MEDIATION SERVICES

PLEASE READ THE IMPORTANT INFORMATION BELOW

#### 1. WHAT TO DO IF THE CLIENT WOULD LIKE TO MAKE A COMPLAINT ABOUT TACTEX ASSET MANAGEMENT SERVICES OR A PRODUCT.

Any client who feels he or she has been wronged may first file a complaint with Tactex Asset Management Inc ("Tactex"). The Client should promptly raise such concern or complaint with the Exempt Market Dealer's Chief Compliance Officer. The Exempt Market Dealer's Chief Compliance Officer can be reached by email at [compliance@tactex.ca](mailto:compliance@tactex.ca) or by regular mail at:

***Tactex Asset Management Inc.  
C/o Chief Compliance Officer  
642 Rue de Courcelle, Suite 404  
Montréal (Québec) H4C 3C5***

When filing a complaint, the client is required to complete the "AMF Complaint or Allegation Reporting Form" (available on the Tactex Website). This ensures that the client is providing all the necessary information for Tactex to review the complaint. The Client should also keep copies of all relevant documents, such as the complaint form, letters, emails and notes of their conversations with Tactex.

#### 2. ASSISTANCE WITH YOUR COMPLAINT (FOR CLIENTS RESIDING IN QUEBEC ONLY)

If a Client requires assistance, they can send their complaint directly to the AMF by completing and signing:

- AMF Complaint or Allegation Reporting Form along with the Personal Information Consent; and
- the Form to Request the Transfer of a File to the AMF.

The AMF would then forward your documents to Tactex and assist the Client through the complaint process.

#### 3. ACKNOWLEDGING YOUR COMPLAINT

Tactex will acknowledge the Client complaint in writing as soon as possible, typically within five (5) business days of receiving the complaint. In the acknowledgment letter, Tactex may ask the Client to provide clarification for more information to help resolve the complaint/dispute as soon as reasonably possible. Tactex will also inform the Client of mediation services offered based on the client's province of residence.

#### 4. RENDERING A DECISION

Tactex will normally provide a decision in writing, within 90 days of receiving a complaint. The decision will include a summary of the complaint, results of the investigation, decision to make an offer to resolve the complaint or deny it, and an explanation of our decision. If a decision is delayed and Tactex cannot provide the Client with decision within 90 days, Tactex will inform the Client of the delay, explain why the decision is delayed, and provide a new date for the decision.

#### 5. ELIGIBILITY FOR MEDIATION SERVICES

Tactex Clients are eligible for free independent mediation services in the following circumstances:

- The Client has filed a complaint first with Tactex (*does not apply to Quebec residents, see point 2 of this schedule*);
- Tactex did not provide a decision within 90 days after the Client made the complaint;
- The Client is not satisfied with the decision rendered by Tactex.

#### 6. FILING YOUR COMPLAINT FOR MEDIATION SERVICES

The following identifies how you can submit your complaint for free mediation services.

- **Clients residing in Quebec** must complete the "Form to request the transfer of a file to the Autorité des marchés financiers (AMF) available at: <https://www.lautorite.qc.ca/files/pdf/formulaires-conso/form-trans-dossier-en.pdf>. The completed form must be sent to Tactex. As required by law, Tactex is obligated to transfer your file to the AMF.

- **Clients residing OUTSIDE of Quebec** may make a complaint to the Ombudsman for Banking Services and Investments (“OBSI”). The complaint can be submitted using an online **access** form or by downloading the form. The forms are available at [http://www.obsi.ca/en/?option=com\\_complaint&Itemid=76&Step=3](http://www.obsi.ca/en/?option=com_complaint&Itemid=76&Step=3).

## 7. OBSI PROCESS (FOR CLIENTS RESIDING OUTSIDE OF QUEBEC)

OBSI works confidentially and in an informal manner. It is not like going to court, and the Client does not need a lawyer. During its investigation, OBSI may interview the Client and the representatives of Tactex. Tactex is required to cooperate in OBSI’s investigations.

Once OBSI has completed its investigation, it will provide its recommendations to the Client and Tactex. OBSI’s recommendations are not binding on the Client and Tactex. The OBSI can recommend compensation of up to \$350,000. This does not restrict the Client’s ability to take a complaint to a mediation service of their choosing at their own expense, or to bring an action in court. Keep in mind there are time limits for taking legal action.

The Client has the right to use OBSI’s service if:

- The complaint relates to a trading or advising activity by Tactex or of their representatives;
- The Client brought the complaint to OBSI within 6 years from the time that the Client first knew, or ought to have known, about the event that caused the complaint; and

The client files the complaint with OBSI according to its time limits below:

- If Tactex does not provide Client with a decision within 90 days, the Client can take the complaint to OBSI any time after the 90-day period has ended;
- The Client is not satisfied with the decision, the Client has up to 180 days to take the complaint to OBSI.

A word about legal advice:

- The Client always has the right to go to a lawyer or seek other ways of resolving the dispute at any time. A lawyer can advise the Client of his/her options. There are time limits for taking legal action. Delays could limit your options and legal rights later on.

## 8. MEDIATION SERVICES CONTACT INFORMATION:

Ombudsman for Banking Services and Investments  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
Toll Free: 1-888-451-4519  
Toronto: 416-287-2877  
<http://www.obsi.ca>

Autorité des marchés financiers  
Toll-free: 1-877-525-0337  
Québec City: 418-525-0337  
Montréal: 514-395-0337  
<http://www.lautorite.qc.ca>