



## Resolving Client Complaints or Other Concerns

Odlum Brown Limited is committed to providing you with the 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. If you are unable to satisfactorily resolve with your investment advisor any complaint or other concern you have about the handling of your account, we ask you to contact the Branch Manager of the branch where your investment advisor is located or to contact our Vice President, Sales and Business Development. We encourage you to take the additional time to put any complaint or other concern you have in writing as it is our experience that client complaints and concerns are typically resolved faster, if not more satisfactorily, when they are.

Our Branch Managers and Vice President, Sales and Business Development, contact information is set out below for your convenience. They will promptly undertake an initial review of your complaint and will either attempt to resolve it directly with you or, if it involves any allegation of misconduct, will refer it to our Designated Complaints Officer for investigation and resolution. In the event of a referral, our Designated Complaints Officer will, within five (5) business days of its receipt, formally acknowledge your complaint in writing, and provide a copy of the Investment Industry Regulatory Organization of Canada's brochure: "Making a Complaint, A Guide for Investors", which we encourage you to read carefully.

It is our policy to complete our investigation and respond to your complaint as soon as practicable but in any event within 90 days of its receipt. If our investigation takes longer than 90 days to complete, we will keep you informed of its progress. You are entitled throughout the process to contact the person in charge of your investigation. You may be asked to provide additional information. After we complete our investigation, we will provide you with a written response which will contain: (i) a summary of your complaint; (ii) the results of our investigation; (iii) our recommendation for resolution; (iv) the reasons for our proposed resolution and (v) the options available to you in the event you are dissatisfied with our proposed resolution.

If you have any questions about our complaint handling process please feel free to direct your written enquiries to our Designated Complaints Officer.

### Branch Manager Contacts:

Chilliwack	Mr. Paul H. Donaldson Suite 103 - 45425 Luckakuck Way Chilliwack, BC V2R 2T7 Telephone: 604-858-2455
Courtenay	Ms. Janine Martin 1001A Fitzgerald Avenue Courtenay, BC V9N 8K8 Telephone: 250-703-0637
Kelowna	Mr. S. Douglas Chambers Suite 1500 – 1631 Dickson Avenue Kelowna, BC V1Y 0B5 Telephone: 250-861-5700
Langley	Mr. Paul H. Donaldson Suite 240 - 8621 201 Street Langley, BC V2Y 0G9 Telephone: 604-607-7500
Victoria	Mr. Peter R. Jando Suite 410 - 737 Yates Street Victoria, BC V8W 1L6 Telephone: 250-952-7777
Vancouver	Ms. Kim Abbott Vice President, Sales and Business Development Suite 1100 - 250 Howe Street Vancouver, BC V6C 3S9 Telephone: 604-669-1600 Toll Free: 1-888-886-3586

### Designated Complaints Officer:

Mr. Mark Srdanovic  
Suite 1100 - 250 Howe Street  
Vancouver, BC V6C 3S9  
Telephone: 604-669-1600, Toll Free: 1-888-886-3586

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