



3i Financial Investment Services Inc.
Member of the MFDA

CLIENT DISCLOSURE

MUTUAL FUND DEALERS ASSOCIATION OF CANADA CLIENT COMPLAINT INFORMATION FORM

Clients of a mutual fund dealer who are not satisfied with a financial product or service have a right to make a complaint and to seek resolution of the problem. MFDA Member dealers have a responsibility to their clients to ensure that all complaints are dealt with fairly and promptly. If you have a complaint, these are some of the steps you can take:

Contact your mutual fund dealer:

Member firms are responsible to you, the investor, for monitoring the actions of their representatives to ensure that they are in compliance with by-laws, rules and policies governing their activities. The firm will investigate any complaint that you initiate and respond back to you with the results of their investigation within the time period expected of a Member acting diligently in the circumstances, in most cases within three months of receipt of the complaint. It is helpful if your complaint is in writing.

Contact the Mutual Fund Dealers Association of Canada ("MFDA"):

MFDA is the self-regulatory organization in Canada to which your mutual fund dealer belongs. The MFDA investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate. You may make a complaint to the MFDA at any time, whether or not you have complained to your mutual fund dealer. The MFDA can be contacted:

- o By completing the on-line complaint form at www.mfda.ca
- o By telephone in Toronto at (416) 361-6332, or toll free at 1-888-466-6332
- o By e-mail at complaints@mfda.ca¹
- o In writing by mail to 121 King Street West, Suite 1000, Toronto, ON M5H 3T9 or by fax at (416) 361-9073

Compensation:

The MFDA does not order compensation or restitution to clients of Members. The MFDA exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry. If you are seeking compensation, you may consider the following:

Ombudsman for Banking Services and Investments ("OBSI"):

After the dealer's Compliance Department has responded to your complaint, you may contact OBSI. You may also contact OBSI if the dealer's Compliance Department has not responded within 90 days of the date you complained. OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to clients. OBSI can make a non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:

- o By telephone in Toronto at (416) 287-2877, or toll free at 1-888-451-4519
- o By e-mail at ombudsman@obsi.ca

Legal Assistance:

You may consider retaining a lawyer to assist with the complaint. You should be aware that there are legal time limits for taking civil action. A lawyer can advise you of your options and recourses. Once the applicable limitation period expires, you may lose rights to pursue some claims.

Manitoba, New Brunswick and Saskatchewan:

Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgement of the superior court in that province. For more information, please visit:

- Manitoba: www.msc.gov.mb.ca
- New Brunswick: www.nbsc-cvmnb.ca
- Saskatchewan: www.sfsc.gov.sk.ca

Quebec:

The Autorité des marchés financiers ("AMF") pays indemnities to victims of fraud, fraudulent tactics or embezzlement where those responsible are individuals or firms authorized to practice under the legislation governing the provision of financial services in Quebec. It also rules on the eligibility of claims and sets the amount of the indemnities to be paid to victims. Consumers can thus be compensated to a maximum of \$200,000 per claim, through funds accumulated in a financial services compensation fund. For more information, please visit www.lautorite.qc.ca.

SUMMARY OF 3i FINANCIAL INVESTMENT SERVICES INC. COMPLAINT HANDLING PROCEDURES

3i Financial Investment Services Inc. has procedures in place to handle any written or verbal complaints received from clients in a fair and prompt manner. This is a summary of those procedures, which we provide to new clients, clients who have filed a complaint and that we also make available on our website at www.3ifinancial.com/en/forms-and-applications

The Client Complaint Information Form

We also provide new clients and clients who complain with separate information [or "a separate document"] called the Client Complaint Information Form ("CCIF") that provides general information about their options for making a complaint.

How to File a Complaint with 3i Financial Investment Services Inc.:

Clients wishing to complain to 3i Financial Investment Services Inc. may make their complaint to our head office by contacting 9040 Leslie Street, Suite 221, Richmond Hill, Ontario, L4B 3M4 Attention: Compliance Department or to any branch manager or their financial advisor. All complaints are forwarded to qualified compliance or supervisory personnel to be handled. We encourage clients to make their complaint in writing or by email¹ where possible. Where clients have difficulty putting their complaint in writing, they should advise us so that we can provide assistance. For confidentiality reasons, we will only deal with the client or another individual who has the client's express written authorization to deal with us.

¹ Clients who choose to communicate by email should be aware of possible confidentiality issues regarding internet communications.

² As defined in the Policies of the Mutual Fund Dealers Association of Canada of which 3i Financial Investment Services Inc. is a Member.

Complaint Handling Procedures

We will acknowledge receipt of complaints promptly, generally within five days. We review all complaints fairly, taking into account all relevant documents and statements obtained from the client, our records, our financial advisor, other staff members and any other relevant source. Once our review is complete we provide clients with our response, which will be in writing if the complaint was made in writing. Our response may be an offer to resolve your complaint, a denial of the complaint with reasons or another appropriate response. Where the complaint relates to certain serious allegations², our initial acknowledgement will include copies of this summary and the CCIF. Our response will summarize your complaint, our findings and will contain a reminder about your options with the Ombudsman for Banking Services and Investments.

We will generally provide our response within ninety days, unless we are waiting for additional information from you, or the case is novel or very complicated.

We will respond to communications you send us after the date of our response to the extent necessary to implement a resolution or to address any new issues or information you provide.

Settlements

If we offer you a financial settlement, we may ask you to sign a release and waiver for legal reasons.

Contacting 3i Financial Investment Services Inc.:

Clients may contact us at any time to provide further information or to inquire as to the status of their complaint, by contacting the individual handling their complaint or by contacting 9040 Leslie Street, Suite 221, Richmond Hill, Ontario, L4B 3M4 Attention: Compliance Department

RISK OF BORROWING TO INVEST

Here are some risks and factors that you should consider before borrowing to invest:

Is it Right for You?

- Borrowing money to invest is risky. You should only consider borrowing to invest if:
 - o You are comfortable with taking risk.
 - o You are comfortable taking on debt to buy investments that may go up or down in value.
 - o You are investing for the long-term.
 - o You have a stable income.

You should not borrow to invest if:

- o You have a low tolerance for risk
- o You are investing for a short period of time.
- o You intend to rely on income from the investments to pay living expenses.
- o You intend to rely on income from the investments to repay the loan. If this income stops or decreases you may not be able to pay back the loan.

You Can End Up Losing Money

- If the investments go down in value and you have borrowed money, your losses would be larger than had you invested using your own money.
- Whether your investments make money or not you will still have to pay back the loan plus interest. You may have to sell other assets or use money you had set aside for other purposes to pay back the loan.
- If you used your home as security for the loan, you may lose your home.
- If the investments go up in value, you may still not make enough money to cover the costs of borrowing.

Tax Considerations

- You should not borrow to invest just to receive a tax deduction.
- Interest costs are not always tax deductible. You may not be entitled to a tax deduction and may be reassessed for past deductions. You may want to consult a tax professional to determine whether your interest costs will be deductible before borrowing to invest.

Your advisor should discuss with you the risks of borrowing to invest.

FINANCIAL RESOURCES REQUIRED FOR INVESTMENTS PURCHASED WITH BORROWED FUNDS

It is also important that the investor be aware of the terms of a loan secured by securities. The lender may require that the amount outstanding on the loan not rise above an agreed percentage of the market value of the securities. Should this occur, the borrower must pay down the loan or sell the securities so as to return the loan to the agreed percentage relationship. In our example above, the lender may require that the loan not exceed 75% of the market value of the mutual fund units. On a decline of value of the units to \$90,000 the borrower must reduce the loan to \$67,500 (75% of \$90,000). If the borrower does not have cash available, the borrower must sell units at a loss to provide money to reduce the loan. Money is, of course, also required to pay interest on the loan. Under these circumstances, investors who use borrowed funds to purchase their investment are advised to have adequate financial resources available both to pay interest and also to reduce the loan if the borrowing arrangements require such a payment.

DEALER COMPENSATION DISCLOSURE

Commissions are compensated to authorized distributors of mutual fund products in the following way:

Front-Load Funds - Funds that are sold on a sales charge basis (front-end load) requires the sales commission to be deducted from the amount of the purchase order. The net amount of the investment is then invested in securities of the fund at the net asset value.

Deferred-Load Funds - Funds that are sold without an initial sales charge (back-end load) requires no deduction from the amount of your purchase order at the time of purchase, but your investment may be subject to a redemption charge if the securities that you purchase are redeemed within a specific time after purchase. Under the deferred charge method of purchase the distributing or carrying dealer receives a sales commission at the time of purchase arranged by the fund sponsor.

Service Fees (Trailer Commissions) - Generally, a fund sponsor pays to a dealer, service fees or trailer commissions as long as you, the client, maintain your investment in the fund with your dealer. Services fees encourage the dealer to provide on-going services to the clients after the date of purchase, for which no sales commission would otherwise be received. Some fund sponsors do not pay service fees to dealers.

Other Sales Incentives - Many fund sponsors also provide additional sales incentives or compensations to dealers to promote the distribution of their sponsored funds. Sales incentives may include: marketing support programs providing for reimbursement of advertising or promotional expenses incurred in the solicitation of fund sales; sales conferences and educational programs held. All sales incentives are subject to review by 3i Financial Investment Services Inc. and must comply with the requirements of our Standard of Practice (Mutual Fund Section of PPM) and the Rules of the Mutual Fund Dealers Association of Canada "MFDA".

FINANCIAL ADVISOR COMPENSATION DISCLOSURE

Mutual fund companies compensate the dealer, who in turn compensates your Financial Advisor by paying an initial commission and an on-going service fee (Trailer Commissions).

KNOW YOUR CLIENT (KYC) DEFINITION DISCLOSURE

INVESTMENT OBJECTIVES

Safety - Your objective is preservation of capital and you are less concerned with capital appreciation. Investments that will satisfy this objective include guarantee investment certificates, high interest saving accounts and money market instruments.

Income - Your objective is to generate current income from your investments and you are less concerned with capital appreciation. Investments that will satisfy this objective include fixed income investments such as funds that invest in bond or money market instruments

Balanced - Your objective is a combination of income and growth. An account with a balanced objective should typically include at least 40% in fixed income investments and no more than 60% in equity mutual funds.

Growth - Your objective is capital appreciation and current income from investments is not a requirement. This may lead you to hold a relatively high proportion of funds that invest in equities if you also have a higher risk tolerance and long term time horizon.

Speculation - Your objective is capital appreciation and current income from investments is not a requirement. Capital that is needed should not be used for speculation. This may lead you to hold a relatively low proportion of funds from your overall portfolio with this objective.

KNOW YOUR CLIENT (KYC) DEFINITION DISCLOSURE

RISK TOLERANCE

Low - Low risk investments demonstrate a low volatility and are for investors who are willing to accept lower returns for greater safety of capital and may include such investments GICs and money market mutual funds.

Medium - Medium risk investments demonstrate a medium volatility and are for investors that are looking for moderate growth over a longer period of time and may include Canadian dividend, Canadian equity, U.S equity and certain international equity funds.

High - High risk investments demonstrate a high volatility and are for investors who are growth oriented and are willing to accept significant short term fluctuations in portfolio value in exchange for potentially higher long term returns and may include labour-sponsored venture capital funds or funds that invest in specific market sectors or geographic areas such as emerging markets, science and technology, or funds that engage in speculative trading strategies including hedge funds that invest in derivatives, short sell or use leverage.

Knowledge of Investments

Novice - little knowledge of investments and new to investing

Fair - some knowledge of investments

Good - good knowledge of investments

Sophisticated - extensive knowledge of investments and have used many type of products

Time Horizon

Please indicate the period from now to when you will need to access a significant portion of the money you invest in this account.

Individual or Joint Income

Please indicate the approximate income from all sources.

Household Networth

Please provide an estimate of the value of your assets and liabilities.

DUAL OCCUPATION DISCLOSURE

Your Financial Advisor is licensed with 3i Financial Investment Services Inc, it is his/her responsibility to provide his/her client(s) with full and fair disclosure on the type of service(s) that he/she can provide and through which company that he/she provide these service(s) through. This will provide the client(s) with the necessary information before utilizing their service(s).

_____ is a Financial Advisor of 3i Financial Investment Services Inc., who also provides
Name the following product(s)/service(s):

_____ through _____
Type of Service Name of Company

_____ through _____
Type of Service Name of Company

Any activities relating to these service(s) are not the business of 3i Financial Investment Services Inc. and are not supervised by 3i Financial Investment Services Inc.; both 3i Financial Investment Services Inc. and the MFDA are not responsible for such activities.

SWITCH DISCLOSURE

We value building long-term relationships with our clients, advisors, and the communities we serve. As part of our obligation to deal with client(s) fairly, honestly and in good faith in all our business transaction, we are providing the following disclosure(s):

The reason for the transaction:

Existing Mutual Fund				New Mutual Fund			
	F/E	B/E	NL		F/E	B/E	NL

ACKNOWLEDGEMENT

By signing the Client Disclosure, I/we hereby acknowledge that 3i Financial Investment Services Inc. has disclosed:

- The total commission received from the Mutual Fund Company is equal to _____% of the value of this transaction, and the trailer fee will change from _____% to _____%.
- The deferred sales charge and any applicable costs for this transaction will be \$ _____
- For new deferred sales charge (DSC) purchases, it will be subject to a **new deferred sales charge schedule** and a **new maturity time period**. If I redeem these units before maturity I will pay a redemption charge based on the value of my redemption. (Full details are available in the mutual fund prospectus)
- There may be tax implications from this transaction. The client is advised to consult with their accountant or a qualified tax expert for consultation on their own personal situation.

Applicant Name (Please Print)

Co-Applicant Name (Please Print)

Applicant Signature

Co-Applicant Signature

Advisor Name (Please Print)

Advisor Code

Advisor Signature

Date (yyyy-mm-dd)