



COMPLAINT PROCESSING AND DISPUTE RESOLUTION POLICY

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COMPLAINT HANDLING AND DISPUTE RESOLUTION POLICY

At Nymbus Capital Inc. (“Nymbus”), we recognize that maintaining our clients’ trust is essential to our business. We take all complaints seriously and are committed to resolving them fairly, promptly, and transparently.

This policy sets out our commitment to handling client complaints in a fair and consistent manner.

It outlines our approach to:

- Providing clients with a complaint handling process that is free of charge, accessible, and easy to use;
- Clearly communicating how complaints are processed and resolved;
- Managing complaints from initial receipt through to final resolution.

The policy also supports the continuous improvement of our services by helping us identify recurring issues and implement corrective measures where needed.

A summary of this policy is available to clients on our website at

<https://www.nymbus.ca/en/complaints/>, or upon request by contacting us directly.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or reproach from a client regarding the services or products we provide, along with the expectation that we take corrective action. This may include a request for compensation, an apology, or any other measure to address or resolve the issue that gave rise to the complaint.

What Is Not Considered a Complaint

The following types of communications are not considered complaints:

- A request for information or documentation about a product or service we offer
- A claim for an indemnity or an insurance benefit
- A request to correct a clerical error or calculation mistake
- A request to access or amend personal information
- General comments or feedback about Nymbus or its representatives

Designated Complaints Officer

Nymbus' Designated Complaints Officer ensures the fair treatment of complaints received and the enforcement and implementation of the complaints policy within the firm, notably to ensure that:

- management and staff are aware of and apply the complaint handling policy;
- clients can easily obtain information on how complaints are handled or on the status of their complaint;
- staff carries out the necessary follow-ups to properly address client complaints;
- the person in charge of handling a complaint has the appropriate skills to deal with the assigned complaint;
- each complaint is handled objectively and its resolution takes into account the client's best interests.

How to Make a Complaint

We handle each complaint objectively, taking into account the interests of the client who submitted it, and we communicate with them in clear and simple language.

Clients can file a complaint in writing in several ways:

Mail	Nymbus Capital Inc. ATTN: Designated Complaints Officer 1002 Rue Sherbrooke Ouest, Suite 1900 Montréal, Québec, H3A 3L6
Phone	514-931-1138 or 1-833-227-2656
E-mail	compliance@nymbus.ca

If needed, we can help you prepare your complaint. You may also use the [complaint form](#) provided by the *Autorité des marchés financiers* (the “AMF”).

Steps in the Complaint Process

1. Determining Whether the Communication Constitutes a Complaint

Any expression of dissatisfaction or reproach from a client is evaluated to determine whether it qualifies as a complaint. All information provided by the client must be carefully reviewed in making this assessment. If any doubt remains, Nymbus will contact the client to gain a clearer understanding of the situation and determine whether the communication is indeed a complaint.

To assist with this process, clients may be asked clarifying questions to better understand the issue and help them properly file their complaint. It is also important to clearly identify the outcome the client is seeking (e.g., a correction, refund, apology, or other resolution).

2. Documenting Each Complaint

A complaint file is created for each complaint received and maintained throughout the resolution process. All relevant documents and information are added to the file as they become available.

The complaint file is retained for the same period as the client's file, in accordance with [Nymbus' privacy policy](#).

3. Acknowledging Receipt of the Complaint

A written acknowledgment is sent to the client within 10 days, informing them of their right to have their complaint file reviewed by the AMF. The necessary information is also provided so the client knows the expected timeframe for receiving a response or for inquiring about the status of their complaint.

4. Analyzing the Complaint

All essential information must be obtained to properly analyze the client's complaint and understand the outcome they are seeking—for example, by contacting the client to request additional details or by asking staff members or the representative to provide the necessary information or documents.

5. Providing a Final Written Response

A final written response is sent to the client within 60 days of receiving the complaint. This response may result in one of the following outcomes:

1. The client receives exactly what they requested (e.g., correction of the issue, refund, apology, etc.);
2. A partial or alternative solution is proposed, aiming to find common ground with the client;
3. The complaint is denied if the analysis concludes it is unfounded or cannot be resolved.

The response explains the reasoning behind the outcome and, if applicable, outlines the proposed solution. The client is also reminded of their right to request a review of their complaint file by the AMF.

Communication with the client does not end upon delivery of the response. Clients may follow up with questions, provide feedback, or submit new information relevant to the complaint.

Extending the Timeframe for a Final Response

In certain situations, the complaint may take longer to process due to complexity or unforeseen delays. In such cases, the response period may be extended by up to 30 additional days.

An extension may be warranted if:

- Processing is delayed due to circumstances beyond Nymbus's control (e.g., pending receipt of documents from third parties such as account statements or reports); or
- Exceptional events occur (e.g., a sharp increase in complaint volume following a major disruption).

In these cases, the client will be notified in writing on or before the original expected response date.

Evaluation of the Offer and Resolution of the Complaint

When a solution is proposed to resolve a client's complaint, a reasonable amount of time is given to the client to consider the offer. This period must take into account the complexity of the case and allow the client, if they wish, to seek the necessary advice to accept the offer, refuse it, or submit a counteroffer.

When an agreement is reached with the client to resolve the complaint, **Nymbus has 30 days to follow through on the terms of the agreement.** A different timeframe may be agreed upon, provided it is in the client's best interest.

Clients are never required to withdraw any other complaint they may have submitted. In addition, the terms of the offer must never prevent the client from:

- requesting a review of their file by the AMF;
- contacting the Autorité, the Chambre de la sécurité financière, the Chambre de l'assurance de dommages, or the Canadian Investment Regulatory Organization (CIRO).

If the Client Is Not Satisfied with the Resolution

Clients who are not satisfied with how their complaint was handled, with the response provided, or who did not receive a final decision within the expected timeframe have the following options:

1. Request for Transfer of the Complaint Record to the AMF

Clients have the right to request that their complaint record be transferred to the AMF. Upon receipt of the client's written request along with the [completed form](#), Nymbus will transfer the full complaint record to the AMF within 15 days.

2. Independent Dispute Resolution Through OBSI

Clients also have access to the **Ombudsman for Banking Services and Investments (OBSI)**, an independent dispute resolution service available at no cost.

To access OBSI services, the complaint must be submitted within **180 days** of receiving Nymbus's final written response.

- OBSI can recommend compensation of up to **\$350,000**.
- If the client seeks to recover more than that amount, legal action or another dispute resolution method may be more appropriate.

Clients can submit a complaint to OBSI online at www.obsi.ca or contact them by phone at:

416-287-2877 or **1-888-451-4519** (toll-free).

Simplified Process for Certain Complaints

A simplified process is followed for certain complaints that are resolved to the satisfaction of the client within 20 days.

A complaint is considered resolved when the client accepts the proposed solution or when the explanations provided are sufficient to address the issue.

Under the simplified process, a written acknowledgment of receipt and a written final response are not required. The person responsible for processing complaints, or the person to whom the complaint is assigned, is authorized to handle the complaint verbally (for example, during a phone call).

For each complaint processed under this approach:

- The client is informed that their complaint has been received and that they have the right to request the transfer of their complaint record to the AMF. This notification is provided within 10 days.
- A response, including the proposed resolution, is provided to the client within 20 days.

These exchanges are either summarized in a document included in the complaint record or recorded in full. The complaint record, along with all information used in processing and resolving the complaint, is retained in the client file.

Sound Complaint Management

When the complaint involves another stakeholder

When Nymbus analyzes a client's complaint and finds that it involves another stakeholder (such as another intermediary or financial institution), the following actions are taken:

1. The client is informed that another stakeholder is involved.
2. The extent of the stakeholder's involvement is explained to the client.
3. The stakeholder's contact information is provided, when available.
4. The client is invited to also file their complaint with the other stakeholder, without needing to withdraw their complaint from Nymbus.

When a complaint could affect other clients

If Nymbus determines that a complaint may have implications for other clients, appropriate measures are taken to correct the situation for all affected clients.

Complaints Register

All complaints received by Nymbus are recorded promptly in a complaints register. If a complaint is received outside of business hours, it is entered in the register as soon as possible thereafter. The register is maintained with sufficient information to allow Nymbus to develop a comprehensive understanding of complaints and follow up effectively.

This register is used to detect recurring issues and is kept up to date at all times. Nymbus addresses the root causes of complaints by analyzing patterns and understanding client concerns. Problem situations are identified, and appropriate corrective actions are taken.

Taking Action to Improve Practices

On an annual basis, Nymbus reviews the following:

- The number of complaints received and resolved, as well as the outcomes communicated to clients;
- The recurring causes behind the complaints and any underlying issues identified; and
- Any challenges related to the implementation, communication, and compliance with the complaints handling policy.



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