



ATB

Wealth™

Summary of client complaint process

Effective: September 2018



As a client of ATB Securities Inc. (ATBSI), you have the right to file verbal or written complaints if you have issues with or concerns about your account, service or advisor. Verbal and written complaints will be treated with equal importance; however, written complaints will be dealt with more formally.

Verbal complaints can be addressed by your advisor, depending on the seriousness of the complaint. If you have a serious allegation of misconduct, the advisor must escalate your verbal complaint to ATBSI's Compliance department.

This brochure outlines the process by which you may lodge your complaint with ATBSI and explains our internal process for handling client complaints.

Complaints process

When an advisor receives a verbal or written complaint from a client, the complaint will be escalated to ATBSI Compliance within 24 hours. Compliance will determine whether the complaint is a service or sales complaint.

If deemed a sales complaint, ATBSI Compliance will:

- Obtain a written statement of complaint from you, as necessary.
- Provide you with the Investment Industry Regulatory Organization of Canada's (IIROC's) *Making a Complaint: A Guide for Investors* and *How Can I Get My Money Back: A Guide for Investors* brochures and our own *Summary of ATB Securities Inc.'s Client Complaint Handling Process* brochure.

General information

Verbal client complaints may be addressed by your advisor; however, if the complaint is beyond the advisor's latitude to resolve, it must be escalated to ATBSI Compliance.

- Privacy-related complaints are always escalated to ATBSI Compliance for follow-up.
- Any complaints that involve allegations of serious misconduct and/or regulatory breach, or indicate recourse through legal action, must be escalated to Compliance within 24 hours.
- Additionally, ATBSI must report all sales practice complaints to IIROC.

Please be aware of the statute of limitations in your province. The statute of limitations sets the legal time limit you have for pursuing legal action. If the applicable limitation expires, you may lose the right to pursue your claim. Please consult a lawyer to discuss your options.

Service complaints

Service complaints are those founded on customer service issues and are not subject to:

- Any law concerning securities or exchange contracts inside or outside of Canada.
- Rules of financial services regulatory organizations inside or outside of Canada.

Service complaints can be handled by your advisor; however, if your advisor is unable to resolve your complaint to your satisfaction, the complaint will be escalated. Alternatively, you can provide a written document explaining your concerns and address it to:

ATB Securities Inc.
Attention: ATBSI Compliance
3699 – 63 Avenue NE
Calgary, AB T3J 0G7

You may also call 1-888-282-3863 to connect with one of our compliance relationship specialists or our designated complaints officer (DCO).

Service complaints process

Verbal Service Complaints

- Discuss your concerns with your advisor.
- Answer your advisor's additional questions about your concerns.
- Your advisor will document your concerns and the actions taken to resolve the issue.
- Your advisor may be able to provide a resolution at the time of your meeting. If you cannot reach a resolution, your advisor will inform you of when you can expect a response to your concern.
- If the proposed resolution is unacceptable to you, your advisor will document the details of your conversation in his or her client notes and escalate your complaint.
- You may document your verbal complaint in writing and provide it to your advisor or address it to:

ATB Securities Inc.
Attention: ATBSI Compliance
3699 – 63 Avenue NE
Calgary, AB T3J 0G7

Sales practice complaints

Sales practice complaints are complaints related to securities or exchange contracts, or that are subject to securities legislation or self-regulatory organization (SRO) rules, including those of IIROC, the Alberta Securities Commission (ASC) and other federal acts. ATBSI considers sales practice complaints to be very serious.

- Advisors must escalate verbal sales practice complaints to ATBSI Compliance within 24 hours.
- ATBSI is required to report all sales practice complaints to IIROC through ComSet, IIROC's member firm online complaints reporting tool within five (5) business days of receiving a complaint.
- ATBSI Compliance will notify advisors and supervisors of misconduct complaints filed against any advisor.
- ATBSI Compliance will escalate all sales practice complaints to the Chief Compliance Officer (CCO).

The CCO will advise the Board of Directors of the results of any internal investigations and actions taken to resolve reported complaints.

Sales practice complaints process

Advisors must inform ATBSI Compliance immediately:

- When he or she may have acted in contravention to securities legislation or IIROC rules.
- When he or she is the subject of a client complaint.
- When he or she is aware of a serious complaint against another registrant.

ATBSI Compliance will:

- Contact you to obtain additional information.
- Conduct a formal internal investigation and prepare a report of the investigation's findings for the CCO.
- Provide you with a written response detailing the results of the internal investigation.

Escalating complaints

In the case of verbal service complaints, your advisor will refer details to ATBSI Compliance yet attempt to resolve on his/her own with their sales manager. Any unresolved service complaints, written complaints of any kind, or verbal allegations of misconduct submitted by clients are automatically referred directly to ATBSI Compliance for handling.

Complaints handled by ATBSI Compliance

The DCO will:

- Request that either the compliance relationship specialist or regional managing director contact you to discuss the complaint.
- Determine whether the complaint occurred because of improper compliance or questionable sales practices.
- Contact you to discuss a resolution if your written complaint is a service issue.

Written client complaints or serious verbal allegations of sales practice misconduct

ATBSI Compliance's initial response to you will:

- Provide you with a letter acknowledging your complaint within five (5) business days of receiving your written complaint or verbal allegation.
- Include copies of IIROC's *Making a Complaint: A Guide for Investors* and *How Can I Get My Money Back: A Guide for Investors*.
- Include a copy of ATBSI's *Summary of ATB Securities Inc.'s Client Complaint Handling Process*.
- Provide the name and contact information of the DCO.
- Provide you with a date by which you will receive a comprehensive response from ATBSI about your complaint. You will receive this substantive response within 90 days of receiving your initial complaint acknowledgment letter.

You will be notified by mail if ATBSI is unable to provide you with a comprehensive response within 90 days.

Internal investigations

In all cases of written complaints or serious verbal allegations, the DCO will conduct an internal investigation. The information gathered will be compared to the complaint submitted, and the investigator will determine whether the information gathered supports the allegations.

The DCO will:

- Obtain all applicable account information from your file, including advisor client notes and the advisor's comments about the complaint.
- Retrieve your account application and all related documentation.
- Contact you for clarification or additional information.

Results of the formal investigation

The CCO will review the investigation findings to determine if your complaint is founded, and determine the next course of action.

ATBSI Compliance will communicate the results of the completed complaint investigation and its resolution to you in writing within 90 days.

If the written complaint is founded

ATBSI Compliance will contact you directly and offer a resolution to rectify the situation to your satisfaction. Before the complaint resolution can be processed, you will be asked to complete and return a letter of indemnity (LOI). ATBSI will provide you with a detailed response, including the LOI instructions and contact information needed to resolve your complaint.

If the written complaint is unfounded

ATBSI Compliance will provide you with a comprehensive report detailing the results of ATBSI's internal investigation. The response will include ATBSI's reasons for denying your request and provide you with alternate options for resolving your complaint. ATBSI's response will also include copies of *Making a Complaint: A Guide for Investors* and *How Can I Get My Money Back: A Guide for Investors* (IIROC).

Please note that you are not restricted from filing additional complaints with other regulatory bodies, self-regulatory organizations or other enforcement agencies after you have received the results of the investigation of your complaint.



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Form 61075 (08/21)