Summary of Our Complaint Handling and Dispute Resolution Policy

Submitting a Complaint Regarding Our Services

At Rivemont, we are committed to ensuring that every complaint is addressed promptly, fairly, and transparently. Our goal is to effectively resolve the issues that are causing your concerns.

What is a Complaint?

A complaint is the expression of dissatisfaction or reproach regarding a service or product we offer, along with an expectation for correction or compensation. This may include, but is not limited to:

- A request for a refund;
- The reporting of actual or potential harm;
- A request for corrective action;
- The correction of an error affecting your situation.

How to Submit a Complaint?

You may submit your complaint in writing, by email, by phone, or in person. A member of our team can also assist you in formulating your complaint.

Contact Information:
Complaint Officer
Les investissements Rivemont inc.
160 boul. de l'Hôpital, Suite 202
Gatineau, Quebec J8T 8J1
martin.lalonde@rivemont.ca
819-246-8800

You may also fill out the online complaint form provided by the Autorité des marchés financiers (AMF).

Steps in the Complaint Handling Process

1. Acknowledgment of Receipt

You will receive a written acknowledgment within five (5) business days of us receiving your complaint. This will include:
- A reference number;
- The name of the person handling your file;

- The anticipated timeline;
- A link to our full policy.

2. Complaint Analysis

We will diligently review your complaint. We may contact you for additional information in order to fully understand your situation and expectations.

3. Final Written Response

You will receive a written response within a reasonable timeframe, generally within 30 to 60 days after we have received all necessary information.
This response will include:
- A summary of the facts;
- Our decision (rejection or proposed resolution);
- An explanation of the reasons for our decision;
- Your possible recourses, including with the AMF or the Ombudsman for Banking Services and Investments (OBSI).

4. Evaluation of Offer and Resolution

You will have a reasonable amount of time to review any proposed settlement. If you accept, we will follow through within 30 days or according to a different timeline agreed upon with you.

5. Referral to the AMF

If you are not satisfied with our response, you may request that your file be reviewed by the AMF or OBSI (as applicable). Upon request, we will send your file to them within 15 days.

Simplified Process

Some complaints may be resolved quickly—within 20 days—by our customer service team. In such cases, a verbal response may be sufficient, provided you are satisfied with the proposed solution. This simplified process does not affect your right to request a review by the AMF.

Copy of Our Complaint Handling Policy

You may request a full copy of our complaint handling and dispute resolution policy, free of charge, in electronic or paper format.