



## ROYAL MUTUAL FUNDS INC. CLIENT COMPLAINT EXAMINATION AND RESOLUTION POLICY OVERVIEW

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The members of RBC believe that all of us – our clients and ourselves – stand to gain by being in contact, whether it's to answer a question, solve a problem or share a success story. While we welcome any positive comments that you have, it is important that you inform us of any problem that you have with respect to the service or conduct of our representatives so that we can resolve your issue and retain your confidence. We use your feedback to continuously improve the quality of the products and services that we provide to you and other clients. In addition, it is important to us to implement policies that will treat all clients in an equitable and fair manner.

The following is an overview of the Royal Mutual Funds Inc. (RMFI) client complaint examination and resolution process:

- If you have a complaint, it's important that you let us know right away. You should be aware that there are limitation periods for making a claim, including legal time limits for taking civil action, as well as record retention rules and policies. For further information regarding limitation periods in your province/territory, contact a lawyer or your provincial/territorial government.
- While we do accept verbal complaints, we recommend that client complaints be put into writing. You may submit your complaint by sending us a secure message from the online banking message center, calling us at: 1-800-463-3863, visiting any of our branches, or contacting your RMFI mutual funds representative or the Branch Manager who supervises that individual. If your complaint is incomplete or if information is missing, we will request that you submit additional information to us.
- All client complaints are promptly recorded in a client complaint register.
- Where applicable, an initial acknowledgement letter together with an overview of our client complaint examination and resolution policy, and a copy of the Canadian Investment Regulatory Organization (CIRO) [How to Make a Complaint](#) Brochure will be sent to you within five business days. The CIRO [How to Make a Complaint](#) Brochure is also provided to you at account opening and is available on the CIRO website at: [www.ciro.ca/office-investor/how-make-complaint](http://www.ciro.ca/office-investor/how-make-complaint).
- We review all complaints fairly, taking into account the relevant documents we have obtained which may include the information you have provided about your complaint, your RMFI record and documents, statements obtained from our representatives, other staff members or any other source.
- The Branch Manager will be the primary point of contact for the client during the complaint process. Generally, our Compliance department will investigate client complaints relating to potential issues under securities regulations.
- If you reside outside Quebec, we will respond to your complaint as soon as possible, however our complaint examination process may take up to 90 calendar days depending on the complexity of the matter. We will provide you with a status update if your complaint is going to take us longer than 90 calendar days to respond and the revised expected response timeframe. If you reside in Quebec, we will respond to your complaint as soon as possible and no later than 60 calendar days, except in exceptional circumstances or circumstances beyond our control, when we will provide a response no later than 90 calendar days following receipt of your complaint.
- Contact us if you have any questions or comments regarding our response. If we present an offer as part of our response to your complaint, we will provide a reasonable time for you to assess and respond to the offer. Once we reach an agreement with you to resolve your complaint, we will give effect to the

agreement within 30 calendar days unless a different time period is agreed upon.

- If you do not receive RMFI's final response within the timelines set out above, or if you are not satisfied with our final response, you may choose to escalate your complaint to the Ombudsman for Banking Services and Investments (OBSI) for their review. You have up to 180 days after receiving RMFI's final response to submit your complaint to the OBSI. The OBSI is a free, independent service for resolving investment disputes impartially and can recommend compensation of up to \$350,000. The OBSI can be contacted as follows:
  - Toll-free telephone: 1-888-451-4519
  - Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)
  - Website: [www.obsi.ca](http://www.obsi.ca)
  - Fax: 1-888-422-2865
  - Mail: 20 Queen Street West, Suite 2400, P.O. Box 8, Toronto, ON M5H 3R3
- You may make a complaint to the Canadian Investment Regulatory Organization (CIRO) at any time. The CIRO will investigate your complaint and take enforcement action where appropriate. The CIRO can be contacted as follows:
  - Complete the online complaint form at [www.ciro.ca](http://www.ciro.ca)
  - By email at [info@ciro.ca](mailto:info@ciro.ca)
  - By telephone at 1-877-442-4322
  - By fax at 1-888-497-6172
  - By mail: 40 Temperance Street, Suite 2600, Toronto, ON M5H 0B4
- If you reside in Quebec you may, at any time, request that your complaint file be transferred to the Autorité des marchés financiers (AMF). We are required to send the complaint record to the AMF no later than 15 calendar days following receipt of your request. Once your file is transferred, the AMF will review it, recommend dispute resolution services, and could offer you its mediation services if it deems it appropriate, with the agreement of the parties involved. Mediation is an amicable settlement process in which a mediator helps the parties reach a satisfactory agreement. Transferring your file to the AMF does not interrupt the prescriptive period for civil remedies. The AMF may be contacted as follows:
  - Québec City: 418-525-0337 or 2640 boulevard Laurier, bureau 400 Québec (Québec) G1V 5C1
  - Montréal: 514-395-0337 or 800 rue du Square-Victoria, bureau 2200 Montréal (Québec) H3C 0B4
  - Toll-free: 1-877-525-0337
  - Fax: 418-525-9512 or 514-873-3090
  - E-mail: [information@lautorite.qc.ca](mailto:information@lautorite.qc.ca)
  - Website: [www.lautorite.qc.ca](http://www.lautorite.qc.ca)

Our Compliance department will act as the respondent to the AMF.

- You may also pursue legal action and seek independent legal counsel to advise you of your options and recourse including information regarding the applicable limitation periods in your province/territory.
- Upon receipt of RMFI's response, if you are not in agreement with our resolution, you also have the option to escalate your concerns to the RBC Client Complaints Appeal Office (CCAO), which is the most senior designated office appointed to address appealed complaints within RBC. If you choose to do so, we will forward your complaint on your behalf to the RBC Client Complaints Appeal Office. The RBC CCAO is an internal office employed by Royal Bank of Canada (RBC) and is not an independent dispute resolution service. The RBC CCAO's services are completely voluntary and free. The RBC CCAO can only review your concern after you have received a response from RMFI. The estimated time that the RBC CCAO takes to review and provide a response to matters is within 90 days upon receipt of the complaint; however, complex investigations may take longer to resolve.
- You may escalate your complaint to the OBSI, CIRO, or AMF, as applicable, without going to the RBC CCAO. If you escalate the matter to the RBC CCAO, the limitation periods for escalation to the OBSI or commencement of a civil action continue to run while the RBC CCAO reviews your complaint. This may impact your ability to pursue a future civil claim. We advise you to consult your legal counsel accordingly.
- Our Compliance department will report client complaints to the regulators as required.

For more information about RMFI's complaint handling process, please contact your RMFI mutual funds representative or the Branch Manager.

You can also visit RBC Royal Bank's [Make a Complaint](#) website at [www.rbc.com/customercare](http://www.rbc.com/customercare) to learn about the steps you can take if you have a complaint about RBC Royal Bank or its products and services.