

COMPLAINTS



SIGHTLINE
WEALTH MANAGEMENT

If you have any complaints about your account, please direct them to our compliance department. If your complaint concerns an administrative matter such as failure to receive a confirmation, statement or other document you were expecting, or an error in a transaction, please contact us by telephone at (416) 943 4383, or toll free (855) 943 4383. If your complaint is about your investments or the handling of your account, please make your complaint in writing. It will be helpful to have as much detail as possible about the complaint. If you feel unable to explain the complaint in writing or determine what information is relevant, please call our compliance department at (416) 943 4383, or toll free (855) 943 4383 who will assist you in doing so.

Sightline Wealth Management will provide you with a copy of the CISO brochure entitled "How to Make a Complaint" and we will attempt to resolve your complaint immediately. If we cannot do so within five business days of receipt, we will write to you advising you of how the complaint is being dealt with, who to contact if you require further information and when you may expect a response. The investigation of your complaint will normally be handled internally, although Sightline Wealth Management may seek outside assistance, if needed, to properly investigate your complaint or because of a conflict of interest.

Under normal circumstances, you will receive a written response as soon as possible and in all cases no more than 90 days after your complaint is received. If the investigation of your complaint is complex and lengthy so that more than 90 days is required, we will inform you and let you know when to expect our response.

Below is Sightline Wealth Management's contact information:

Sightline Wealth Management
Royal Bank Plaza, South Tower
200 Bay Street, Suite 2700
P. O. Box 141 Toronto, Ontario M5J 2J1
Telephone: 416.943.4383 (9am to 5pm EST)
Toll Free: 1.855.943.4383 Facsimile: 416.352.1961
Email: compliance@sightlinewealthmgt.com