

Resolving Customer Complaints

We're here to listen

At HSBC Investment Funds (Canada) Inc., we are working hard to provide a positive experience for our customers and welcome any feedback and suggestions regarding our service and products. If you have had a poor experience, we want to hear about it and will endeavour to provide a resolution as quickly as possible. Also, if you have general feedback or have had a positive experience, we would love to hear about that too.

How do I lodge a complaint?

As a member firm of the Mutual Fund Dealers Association of Canada (MFDA) we are required to ensure that customer complaints are handled in an effective, fair and expeditious manner. We encourage you to first raise any complaint or comment you may have with your Relationship Manager or Mutual Fund Advisor or call Telefund at 1-800-830-8888.

Alternatively, you can:

- Provide a written letter or other communication addressed to a Mutual Fund Advisor or Branch Manager at your branch. They will take personal responsibility for dealing with your concerns.
- Email HSBCInvestmentFundsComplaints@hsbc.ca
- Mail a letter to our head office at:

HSBC Investment Funds (Canada) Inc.
PO Box 6600 Stn Terminal
Vancouver, BC V6B 6R1
Attention: Complaints Management

It will be helpful if you provide us with as much detail as possible concerning your issue. If you require assistance to document your concern in writing we will, upon your request, endeavour to assist you.

Whichever avenue you choose, we will make every effort to acknowledge receipt of your complaint within 5 business days. The acknowledgment letter will include a summary of our internal complaint handling process and may include a request for additional information reasonably required to further investigate the complaint. The acknowledgment letter will also include the contact information for the individual handling the complaint. The nature of your complaint will determine who will deal with

the complaint. For example, the Compliance Department will handle any alleged misconduct and the appropriate Branch Manager will handle any customer service issues.

From here, you should expect the following from us:

- 1) Review of account documentation (i.e., customer application forms, account statements, correspondence) that may be relevant to the complaint.
- 2) Review of internal comments and supporting documents as provided by the applicable Mutual Fund Advisor(s) that relate to the concerns raised in the complaint.
- 3) Discussion with the Mutual Fund Advisor and other branch personnel regarding your concerns.
- 4) Objective and balanced assessment of your concerns vis-à-vis our records and supplementary internal information considered by the individual handling the complaint.
- 5) Within 90 days of the receipt of the original complaint, you should receive a substantive response that outlines the issue and any proposed steps of remediation or further options for escalation available to you. If this timeline cannot be met, a letter will be issued within the 90 day timeframe that outlines the reason(s) for the delay and the new estimated time for completion of the firm's review.

Still not resolved?

You have the option to contact one or more of the external organizations listed below to assist in resolving your complaint.

If you feel your complaint was not resolved satisfactorily with the representative, you can escalate further or ask the representative to escalate on your behalf, to HSBC Customer Relations.

HSBC Customer Relations Office

P.O. Box 9950, Station Terminal
Vancouver, BC V6B 4G3

Toll-Free Phone: 1-888-989-HSBC (4722)

Email: customer_relations@hsbc.ca

Resolving Customer Complaints - continued

If you feel that your complaint with HSBC has not been resolved satisfactorily through this procedure, you have the right to present your complaint to the HSBC Commissioner of Complaints. This office works independently from HSBC Investment Funds (Canada) Inc., however, it is employed by HSBC and is not an independent dispute resolution service unlike the Ombudsman for Banking Services and Investments (OBSI).

Commissioner of Complaints

P.O. Box 9950 Station Terminal
Vancouver, BC V6B 4G3

Toll-Free Phone: 1-800-343-1180

Email: commissioner_complaints@hsbc.ca

The HSBC Commissioner of Complaints office will send you a consent letter to sign. Once received, this office will aim to provide a written response within 30 days outlining the issue and any proposed steps for remediation. You will be contacted if more time is needed for the investigation.

Any time limits for taking legal action will continue while this office reviews your complaint.

Ombudsman for Banking Services and Investments

If your complaint has not been dealt with to your satisfaction, you can contact the Ombudsman for Banking Services and Investment (OBSI), an independent office responsible for assisting and resolving concerns by customers of the financial services industry. OBSI's services are provided at no cost to you; any costs associated with this service are paid by HSBC Investment Funds (Canada) Inc. You have 180 days from the date we provide you with our decision to take your complaint to OBSI.

Office of the Ombudsman

20 Queen Street West, Suite 2400
P.O. Box 8
Toronto, ON M5H 3R3

Toll-Free Telephone: 1 (888) 451-4519

Greater Toronto Area: (416) 287-2877

Email: ombudsman@obsi.ca or visit: www.obsi.ca.

You may take this step after you receive a substantive response from us that outlines our decision on your complaint or, if you have not received a substantive response from us, after 90 days from the date on which you filed the original complaint. OBSI will consider complaints brought to it within 180 days of the date of our substantive response. OBSI may liaise directly with those involved in the

complaint investigation and resolution at HSBC. If you wish, the HSBC Commissioner of Complaints is available to assist you in forwarding concerns to OBSI.

MFDA

As HSBC Investment Funds (Canada) Inc. is a member of the Mutual Fund Dealers Association of Canada (MFDA), you may also contact the MFDA. This can be done by:

Phone: 416-361-6332 or 1-888-466-6332,

Email: complaints@mfd.ca or visit www.mfda.ca.

Autorité des marchés financiers

If you are a resident of Quebec, you may raise concerns with the Autorité des marchés financiers at Place de la Cité, tour Cominar, 2640, boulevard Laurier, bureau 400, Québec (Québec) G1V 5C1, by:

Phone: 1-877-525-0337

Fax: 418 525-9512

or visit: www.lautorite.qc.ca.

HSBC Office of the Privacy Officer

If you are not completely satisfied with the resolution reached by us about the way in which personal information is collected, used or disclosed by HSBC, we will provide you with the HSBC Office of the Privacy Officer's contact information and you may escalate your complaint.

The HSBC Office of the Privacy Officer will only address your concern once it has been fully investigated by us. The HSBC Office of the Privacy Officer will acknowledge your complaint and following a detailed investigation, provide you with a written response.

At HSBC, we respect your privacy and are committed to safeguarding your personal information. A copy of the HSBC Privacy Code is available through your local HSBC branch or at www.hsbc.ca.

Office of the Privacy Commissioner of Canada

If you do not feel appropriate action was taken by us to resolve your privacy matter, you may contact the Privacy Commissioner of Canada.

30 Victoria Street
Gatineau, Quebec K1A 1H3

Website: <http://www.priv.gc.ca>

Toll-Free Telephone: 1-800-282-1376 for information on filing a complaint.