



Process

Treatment of Client Feedback
Regarding the Accessibility Act

CREATED: JANUARY 1, 2016



1. Statement

Addenda Capital has an extensive process designed to facilitate the collection and response to all client feedback, including feedback regarding the provision of services to people with disabilities. Addenda Capital strives to provide a hospitable and welcoming overall experience to its clients.

2. Scope

This procedure applies to all employees dealing with Addenda Capital clients across Canada.

Methods of Providing Feedback

The following methods for providing feedback to Addenda Capital on the provisions of service to people with disabilities are available:

1. Website: via www.addendacapital.com under "Contact Us"
2. Email: info@addendacapital.com
3. Telephone: Addenda Capital Head Office in Montréal: 1-866-523-3363
 - Office hours: Monday to Friday from 9:00 a.m. to 5:00 p.m., local time
 - Voicemail is available on Saturday, Sunday and after office hours
4. In Person:
 - Each of our office locations
 - Head office location: 800, René-Lévesque Blvd. West, suite 2750, Montréal (Québec) H3B 1X9
5. Fax: 514-287-7200

Answer to Feedback

At Addenda Capital, each client that provides feedback will receive an answer as soon as possible and regardless of the transmitting method. A representative will contact each client in the method which they have requested to be contacted. All client feedback is logged and tracked to ensure quality response and resolution, including actions that were or will be taken.

Confidentiality

Addenda Capital will not disclose personal information for purposes other than those required to address feedback and inquiries related to accessible client services.