

Summary of the Complaint Management Policy

Samara Multi-Family Office is committed to respecting the confidentiality of the information entrusted to us by our customers. We have established an effective framework for handling customer complaints according to the quality standards defined by regulations and ensure prompt processing.

This procedure allows you to express dissatisfaction, any allegation of wrongdoing, or any other failure in handling your account regarding our services or a product we offer. It includes a thorough review and investigation by the compliance department.

Misconduct includes, but is not limited to, fraud, forgery, theft, embezzlement, or illicit use of funds or securities, non-compliance with instructions, negligence, inappropriate investments, unauthorized financial transactions, and prohibited activities related to securities outside Samara Multi-Family Office.

To file a complaint, you can do so as follows:

- With one of our representatives
- By phone: 1 (514) 360-7010 or toll-free 1 (833) 472-6272
- By email: conformite@samara.ca
- By mail: Samara Multi-Family Office
1 Carré Westmount Suite 1600 Westmount,
Qc H3Z 2P9

Please include the following information:

- Your name, a description of the nature of your dissatisfaction, and the name of the person you discussed with.

Complaint Handling Steps:

- Some complaints can be processed through a simplified procedure, allowing us to communicate the proposed response and solution within 20 days. This may include handling the complaint via a phone call.
- If Samara Multi-Family Office determines that the complaint cannot be resolved to your satisfaction within 20 days, you will be notified in writing before this period expires.
- The complaint will be recorded, and the CCO will send you a written confirmation within ten (10) days of receipt, informing you of your right to have your complaint file reviewed by the Autorité des marchés financiers (for Quebec residents) and providing information on the expected response time or any request for information regarding the handling of your complaint.

- We ensure that we fully understand your complaint and expectations and may contact you for additional information if needed.
- Following the analysis of the complaint, a notice will be sent to you within 60 days with a complete report and explanations of the investigation results and, if possible, a proposed solution to resolve the complaint. You will have time to analyze and evaluate the offer presented, either to accept it, refuse it, or make a counter-offer. This period should be long enough for you to obtain the advice you need to make an informed decision.
- In some cases, the handling of your complaint may be longer or more complex than expected, requiring additional time for further analysis. This additional period cannot exceed thirty (30) days. You will be notified in writing, specifying the reasons for this delay.
- If there is an agreement between you and Samara Multi-Family Office, we have thirty (30) days to follow up unless we agree with you on a different period when it is in your interest.
- The conditions accompanying the settlement offer do not prevent you, if you wish, from having your file reviewed or contacting the Autorité des marchés financiers, the Chambre de la sécurité financière, the Chambre de l'assurance de dommages, or the Canadian Investment Regulatory Organization.
- If you are not satisfied with the complaint review, you can request the transfer of your file to the Autorité des marchés financiers or contact them directly. Samara Multi-Family Office will ensure that the file is transmitted to the Autorité within a maximum of fifteen (15) days following the receipt of the request.
- If you reside outside Quebec, you may be eligible for the dispute resolution services of the Ombudsman for Banking Services and Investments (OBSI). For more information on OBSI's resolution services, you can contact OBSI toll-free at 1 (888) 451-4519 or visit their website at ombudsman@obsi.ca.