

Global Reach Financial Solutions Inc.

Complaints Policy

COMMITMENT

Global Reach Financial Solutions Inc. ('Global Reach Canada', 'we', 'our') is committed to providing exceptional, above-and-beyond products and services to our customers. As such, providing an easy way for our customers to give feedback is essential to our persistent improvement and high standards.

We always strive to do right by our clients. We realize though – as people serving people – errors, missed expectations, and miscommunication can happen. To ensure we correct any missteps in a straightforward and timely manner, we have outlined the following process to register and remedy complaints.

COMMUNICATING A COMPLAINT

Your preference:

- 1) All clients of Global Reach Canada are free to contact their designated Relationship Manager(s) directly, by phone or email. Your RM has been instructed on the process for recording and managing complaints.
- 2) Alternatively, please email complaintscanada@globalreachgroup.com directly to have our Complaints Department record and oversee your query.

WHEN SHOULD I EXPECT A RESPONSE?

Our office hours are Monday to Friday, 8am to 5pm – we will receive and review queries during these hours, though you are free to submit at any time. Please expect an initial response within 5 business days.

Following our initial response, we expect most complaints to be resolved in a matter of days. It is our aim to resolve all perceived problems as soon as possible, though some situations may warrant more time and a deeper dive. In these rare instances, a conclusion will be reached within 90 days.

RESOLUTION

We will investigate your complaint and work with you to reach a suitable resolution. A final, formal conclusion will always be provided at resolution of your complaint. Regardless of the complexity of the complaint, we will always take the following steps during the resolution process:

- 1) Personal contact

Upon receipt of your complaint, we will respond to confirm the contact details for the person (or people) who will handle your complaint (should you need to reach them) and when you can expect to hear from us next.

- 2) Incident summary

After an investigation has taken place, we will provide you with a complete breakdown of what has been reviewed and any conclusions that have been reached.

- 3) Final response

We will provide a closing response to you to confirm the outcome of your complaint case. It is our goal to resolve all complaints amicably.

RECORD KEEPING

All complaints and the measures taken to resolve them will be documented. These records will be maintained for a minimum of seven (7) years from the initial receipt of the complaint.