4422A Rue Louis-B-Mayer,
Laval (Québec) H7P 3H3
Téléphone: 514-900-7583
www.allexium.com

Summary — Complaint Handling and Dispute Resolution

At Allexium Asset Management Inc., we are committed to handling every complaint fairly, objectively and diligently. This document summarizes our complaint-handling process and your rights.

What is a complaint?

A complaint is an expression of a reproach or dissatisfaction regarding a service or product that you communicate to us and for which you expect a final response. A final response is expected, in particular, when you expressly or implicitly ask us to take steps to remedy the situation.

A simple request for information or documents, a request to correct a clerical or calculation error, or the communication of a comment generally does not constitute a complaint.

How to make a complaint

You may make a complaint verbally or in writing. We may also assist you in formulating your complaint so that we fully understand your request.

You may also make a complaint to Allexium Asset Management Inc. using the official complaint form of the Autorité des marchés financiers. Once completed, the form may be sent directly to Allexium Asset Management Inc. The official form expressly provides for this option.

Every complaint received is taken in charge without delay, entered in our complaints register and documented in a complaint file.

Our contact information:

Attention: Compliance Department
Allexium Asset Management Inc.
4422A, rue Louis-B.-Mayer, Laval (Québec) H7P 3H3
Téléphone : 514-900-7583
Site Internet : www.allexium.com

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The designated complaints officer is Yann Dépin, Chief Compliance Officer.

If you have questions about the handling of your complaint or would like information about its status, please contact our Compliance Department using the contact information above.

Acknowledgment of receipt

We will send you a written acknowledgment of receipt as soon as possible, but no later than 10 days after receiving your complaint.

The acknowledgment will include information about your file, how to obtain information about its handling, the expected processing time, the date by which our final response must be provided, and your right to request that the Autorité des marchés financiers examine your file.

Handling your complaint

Certain complaints may be handled through a simplified process when we are able to offer you a satisfactory solution within 20 days after receiving the complaint.

A complaint is considered resolved to your satisfaction when you accept the proposed solution or, if no offer is made, when you accept the outcome of our handling of the complaint.

If your complaint is not resolved to your satisfaction within that period, it will continue to be handled under the standard process. Time elapsed during the simplified process is included in the time limit applicable to the final response.

Our final response

We will handle your complaint as soon as possible and provide you with a written, reasoned final response no later than the 60th day after receiving it.

Exceptionally, where exceptional circumstances or circumstances beyond our control justify an extension, the time limit may be extended, but may not exceed 90 days after receipt of the complaint. In that case, we will inform you in writing of the circumstances justifying the extension and the new date by which our final response will be provided.

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If you are dissatisfied with our handling or response

If you are dissatisfied with our final response or with how your complaint was handled, you may ask us to transfer your complaint file to the Autorité des marchés financiers for examination.

We will then transfer your complete file to the Autorité, in accordance with the procedures it determines, within 15 days after receiving your request.

You may also contact the Autorité des marchés financiers for assistance with a complaint. The official AMF form provides, in particular, that a person may submit the form to the AMF if assistance is needed to make a complaint to the firm concerned.

Making a complaint to the Autorité does not interrupt the limitation period applicable to proceedings before the civil courts.

October 2026