

GULLFOSS CAPITAL PARTNERS

INC.

Client Complaint Handling Process

Gullfoss Capital Partners Inc. (the “Manager”) is registered with the Ontario Securities Commission as an Investment Fund Manager, Portfolio Manager and Exempt Market Dealer. We take every complaint seriously and are committed to resolving concerns fairly, promptly and professionally, in accordance with National Instrument 31-103 *Registration Requirements, Exemptions and Ongoing Registrant Obligations*.

How to File a Complaint

Please submit your complaint in writing to our Chief Compliance Officer:

Saurabh Moudgil, Chief Compliance Officer · Gullfoss Capital Partners Inc.
137 Lady Nadia Drive, Vaughan, Ontario L6A 4E6 · Email: moudgil@gullfosscapital.com

To help us respond effectively, please include: your name and contact information; the nature of your complaint; the relevant dates and circumstances; and the resolution you are seeking. If you prefer, you may raise your concern verbally and we will document it on your behalf.

What You Can Expect From Us

- **Acknowledgement** — we will acknowledge your complaint in writing promptly, and in any event within five (5) business days of receipt.
- **Investigation** — your complaint will be investigated by the Chief Compliance Officer, who will review all relevant records and circumstances objectively.
- **Substantive response** — we will provide our written decision, including reasons, as soon as possible and within ninety (90) days of receiving your complaint. If we cannot respond within 90 days, we will explain why and give you a new expected date.

Independent Dispute Resolution — OBSI

If you are not satisfied with our response, or if 90 days have passed without a substantive response, you may refer your complaint to the **Ombudsman for Banking Services and Investments (OBSI)**, an independent dispute resolution service available to our clients free of charge.

- You must contact OBSI within **180 days** of receiving our final response.
- OBSI can consider complaints brought to it within six (6) years of the date you knew, or reasonably ought to have known, of the events giving rise to the complaint.
- OBSI can investigate and recommend compensation of up to **CAD \$350,000**.

OBSI — Telephone: 1-888-451-4519 · Email: ombudsman@obsi.ca · Website: www.obsi.ca

Québec Residents

If you reside in Québec, you may also request that your complaint file be transferred to the Autorité des marchés financiers (AMF), which offers mediation services free of charge. Telephone: 1-877-525-0337 · Website: www.lautorite.qc.ca.

Regulator

You may also contact the Ontario Securities Commission at any time. Telephone: 1-877-785-1555 · Email: inquiries@osc.gov.on.ca · Website: www.osc.ca.

This document summarizes the Manager's complaint handling process as required under NI 31-103 and is provided to clients at account opening and upon request. It does not limit any legal rights or remedies otherwise available to you.