

COMPLAINT HANDLING PROCEDURES

If you have a problem or concern regarding the handling of your account, there are several options available to resolve such issues.

1. In the first instance, please contact your Financial Advisor to discuss any problems or concerns regarding your account.
2. If you are not able to resolve an issue directly with your Financial Advisor, please contact our Client Relations Department at 1-877-370-2627. Our Client Relations Department will generally be able to review and resolve any service related issues regarding your account.
3. If your complaint involves possible misconduct or violation of industry rules, the Client Relations Department will refer the matter to our Legal Department for further investigation. Alternatively, in such cases, you may submit a written complaint directly to our Legal Department at the following address:

Legal Department
Edward Jones
Sussex Centre – Suite 902
90 Burnhamthorpe Road West
Mississauga, Ontario L5B 3C3

Or you may submit your complaint via email at the following address:
canadacomplaints@edwardjones.com

Any complaints to be investigated by our Legal Department will be acknowledged in writing, and you will be advised of the name and contact information of the individual reviewing the complaint. We will endeavor to provide you with a substantive response to the complaint within ninety calendar days from the date that we receive it, along with details of alternative courses of action available if you are not satisfied with that response. If we are unable to provide you with a substantive response within that time, we will advise you of that, and provide you with an estimate of the time for completion.