

Account Holder Agreement

Qtrade Investor ("QI") and Qtrade Advisor ("QA") are divisions of Credential Qtrade Securities Inc. ("CQSI") (Member of IIROC and CIPF). Qtrade Asset Management Inc. ("QAM") is a Member of the MFDA and IPC.

In consideration of QI, QA and/or QAM, as applicable (QI, QA and QAM are hereinafter collectively referred to as "Qtrade") accepting the account (the "Account"), the account holder ("you" or the "Client") hereby agrees as follows:

1. If a term or condition contained herein is not applicable to the products and services offered by any one of QI, QA or QAM (e.g. margin accounts are offered by QI and QA (divisions of a securities dealer) but are not offered by QAM (a mutual fund dealer), such term or condition will not apply to the company not offering such product or service.
2. This Agreement governs all transactions in the Account of the Client, including, without limiting the generality of the foregoing, all margin, Option (hereafter defined) and Security (hereafter defined) transactions in the Account of the Client as well as all accounts previously opened, opened in the future or from time to time closed and then reopened or renumbered. The word "Security" or "Securities" shall include all Securities generally so-called and in particular shall include equities, bonds, mutual funds, debentures, debt instruments, foreign exchange contracts, notes, Options, warrants, rights, "When Issued" Securities of all kinds and choses in action of every kind, and all property customarily dealt in by brokers.
3. Where the words "Clearing Corporation" appears in this Agreement it shall mean The Options Clearing Corporation (herein referred to as the "OCC"), Canadian Derivatives Clearing Corporation (herein referred to as the "CDCC"), International Options Clearing Corporation B.V. (herein referred to as the "IOCC") and any other Options clearing corporations and that where the word "Options" appears in this document it means any type of option contract issued by a Clearing Corporation or other issuer.
4. All words implying the singular number include the plural and vice versa. The Client agrees that this Agreement remains in full force and effect unless Qtrade advises the Client in writing of a change or revocation either in whole or in part.
5. Every transaction in the Account of the Client is subject to the constitution, by-laws, rules, regulations and customs (now or hereafter in effect) of the applicable regulatory authorities, the exchange upon which the transaction is executed, Fundserv (an investment/mutual fund transaction processing system) and the applicable Clearing Corporations and if not executed upon any exchange, to the by-laws, rules, and regulations and customs of any market association of brokers or dealers made applicable thereto by any law, agreement or custom of brokers.
6. Qtrade has the right at its sole discretion to refuse to accept any Securities order entered by the Client except selling orders when Qtrade is holding in the Client's Account the Securities covered by the selling order in good delivery form and is satisfied that the Securities are the rightful property of the Client and are not forged or stolen certificates. The Client hereby waives any and all claims against Qtrade for any damage or loss which may arise from or in any way be related to any refusal of Qtrade to accept Securities trading instructions as allowed for herein.
7. The Client shall pay any and all commissions to Qtrade in respect of all purchases and sales of Securities in the Account.
8. The Client shall pay to Qtrade, on demand, any and all indebtedness arising from transactions effected by Qtrade for the Account, and shall at all times secure such indebtedness in connection with the Account as Qtrade shall require.
9. Actual delivery is intended for every transaction in the Account; with respect to all sale transactions the Client represents and warrants that it is a "long" sale unless specified otherwise at the time the order is entered, and if the Client fails to make immediate delivery to Qtrade in proper form of any Securities sold at the Client's direction, then Qtrade is authorized to borrow any Securities necessary to make such delivery, or to buy in such Securities, and the Client shall pay Qtrade any loss or expenses incurred by reason of such borrowing or purchase or by Qtrade's inability to make such borrowing or purchase.
10. All orders accepted by Qtrade are good until either executed or cancelled provided that any orders so entered are good only for the day on which it is entered unless a longer period is specified and accepted by Qtrade. Qtrade will not accept any order for which the Client has not exactly specified the Security, the quantity and/or amount, the time the order is to be entered and the price (which may be given as "Market" which shall mean at the price obtainable in the market where the order is to be executed at the time the order reaches such market). Qtrade shall not be responsible for the price at which a market order is executed. All orders entered by the Client and accepted by Qtrade are binding on the Client from the time of their execution. Qtrade shall forward written confirmation to the Client promptly after execution. Non-receipt or late receipt of such written confirmation shall not in any way relieve the Client of their obligation under this Agreement to settle all transactions on settlement date or maintain margin as hereinafter prescribed.
11. Qtrade shall not be responsible for: (i) any delays in bringing the Client's order to market, including delays caused by failure of communication services or equipment or by excess volume of trading; (ii) the accuracy of any quotation, market information or any other information or tools provided or made available to the Client; (iii) any loss or damage incurred as a result of any trade, including any trade made upon the advice of any employee of Qtrade or as a result of the cancellation or change of any orders. The Client acknowledges and agrees that neither Qtrade nor any of its directors, officers, employees, agents or third party suppliers will be liable to the Client for, and the Client agrees to indemnify each of them from any harm whatsoever that may arise from, any errors or omissions in connection with the Client's reliance on or use of in any way whatsoever: (i) market data, research or any other information whatsoever provided to the Client by Qtrade or third party suppliers of Qtrade; (ii) systems, platforms, tools or any other technology services of any kind whatsoever provided to the Client by Qtrade or third party suppliers of Qtrade; or (iii) the handling of, or orders relating to, the purchase, sale, execution or expiration of a Security or any matter related thereto by Qtrade or any third party supplier of Qtrade.
12. Qtrade and its directors, officers or employees may at any time or from time to time have a position in any or all Securities being traded on behalf of the Client, and Qtrade will, if trading in the same Securities, at the same time as the Client, undertake to accord the Client's order priority in accordance with existing rules and regulations of the exchange or market where the order is being executed.
13. The Client agrees to advise Qtrade at the time the Client enters, or gives instructions relating to, a selling order if the Client is not the beneficial owner of the Security offered for sale or if the Security will not be transferred and/or delivered to Qtrade in good delivery form by the settlement date. Whenever an approved escrow receipt is required for Margin purposes, it is the Client's sole responsibility to ensure its delivery to Qtrade on or before the settlement date and failure to transfer or deliver will place the Account in breach of this Agreement, in which case Qtrade is expressly granted the right to all remedies contained herein or at law and is not responsible for any loss suffered by the Client as a result.
14. Qtrade may execute orders for the Client acting as principal or market maker on the other side of a transaction and may act for other clients on the other side of a transaction as Qtrade may deem advisable, subject however to the rules of the applicable exchange. It is also understood that any charge to the Client expressed as a commission for any purchase or sale of Securities where Qtrade acts as a market maker or principal shall be deemed a sum payable increasing the cost to the Client of such transactions.
15. Notices will be allocated by Qtrade on a first-in, first-out basis, and in the event of any alteration in such method of allocation, the Client will be notified in writing at least forty-eight (48) hours prior to the implementation of such alteration which will be binding on the Client.

16. The Client grants permission for Qtrade to do a credit check of the Client. Qtrade is authorized to conduct an investigation pertaining to the Client's credit standing. If such investigation is conducted, the Client shall have the right to make a written request within a reasonable period of time for a complete and accurate disclosure of the nature and scope of the investigation.
17. No action taken by Qtrade nor any failure to take action or exercise any right, remedy or power available under this Agreement or otherwise shall be deemed to constitute a waiver or other modification of any of Qtrade's rights, remedies, or powers.
18. Whenever and so often as the Client is indebted to Qtrade, any and all property of the Client or in which the Client may have an interest which is held or carried by Qtrade for or on account of the Client (either individually or jointly) shall be subject to a general lien for the Client's obligations to Qtrade wherever or however arising (including, without limitation, in connection with the Client's Option accounts) and without regard to whether or not Qtrade has made advances with respect to such property, Qtrade is hereby authorized to sell and/or purchase, pledge, re-pledge, hypothecate or re-hypothecate any and all such property without notice or advertisement to satisfy such a general lien. The Client shall pay to Qtrade on demand any amount owing with respect to any of the Client's Accounts.
19. Any Securities held by Qtrade (including for safekeeping) for the account of the Client when indebted to Qtrade may be used from time to time or at any time by Qtrade for making delivery against a sale whether a short sale or otherwise, and whether such sale is for the account of the Client, or of another client of Qtrade. Qtrade shall be under no obligation to deliver the same certificates or Securities as those deposited with Qtrade or received by Qtrade for the account of the Client, but Qtrade's obligation to the Client shall be discharged by delivering certificates or Securities to an equivalent amount of the same nature and kind. Qtrade may exercise voting privileges on any Securities beneficially owned by the Client and held by Qtrade only pursuant to the Client's written instruction.
20. Any Securities or other assets of the Client which Qtrade may have in its possession (including for safekeeping) at any time when the Client is indebted to Qtrade, without notice to the Client, may be pledged by Qtrade as Security for any indebtedness of Qtrade for more or less than the amount due by the Client to Qtrade and either separately or together with other Securities and Qtrade may loan such Securities or any part thereof either separately or together with other Securities.
21. Whenever Qtrade (in its discretion) considers it necessary for its protection, Qtrade is authorized (without prior demand, tender or notice, all of which are expressly waived by the Client) to sell any or all property of the Client held or carried by Qtrade in order to satisfy in whole or in part any indebtedness of the Client to Qtrade. Such sale may be made at Qtrade's discretion upon any exchange or other market where such business is transacted or at a public auction or private sale with or without advertising upon such terms and in such manner as Qtrade in its discretion may deem advisable. The net proceeds of any such sale shall be applied against the Client's indebtedness to Qtrade, but this shall not affect the Client's liability for any deficiency. Any demand, advertisement or notice, which may be given by Qtrade, shall not be deemed a waiver of any right to take any action authorized by this Agreement without demand, advertisement or notice.
22. The Client agrees to pay the carrying and operating charges, if any, levied by Qtrade from time to time, and interest upon any debit balance of the Client's Account with Qtrade at Qtrade's customary rate as fixed by Qtrade from time to time, and Qtrade shall not be obliged to notify the Client of any change in such rate.
23. Whenever there shall be a credit in the Client's Account with Qtrade the amount of such credit balance need not be segregated or held separately but may be commingled with the general funds of Qtrade and used for the general purpose of Qtrade's business and such credit balance shall be deemed to be and shall be an item in a debtor and creditor account between the Client and Qtrade and the Client shall rely on the liability of Qtrade in respect thereof.
24. Every transaction indicated or referred to by Qtrade in any notice, statement, confirmation or other communication, and every statement of account shall be deemed and treated as authorized and correct and as ratified and confirmed by the Client unless Qtrade shall actually receive at Qtrade's head office written notice to the contrary within forty-five (45) days from the time such notice, statement, confirmation or other communication was sent by Qtrade to the Client by mail, email or through any other method of delivery. Until otherwise instructed in writing, Qtrade will send all such documents to the Client at the mailing address of the Client.
25. Neither Qtrade nor its directors, officers, employees, agents or third party suppliers of market data, research or tools will be liable to Clients: (i) for errors or omissions in connection with, or in the handling of, or orders relating to, any advice or the purchase, sale, execution or expiration of a Security or any matter related thereto; or (ii) for the accuracy or timeliness of the quotation information or research provided to Clients.
26. Subject to restrictions or outages, orders may be placed through the Qtrade website at any time such website is available. Orders will be accepted over the telephone from the hours of 5:30am to 5:00pm PT on any regular business day.
27. Qtrade may: (i) combine any Security in the Client's Account with the property of Qtrade or other clients or both; (ii) pledge any Security which is held in Qtrade's possession as security for its own indebtedness; (iii) lend any Security to Qtrade for its own purposes; or (iv) use any Security for making delivery against a sale, whether a short sale or otherwise and whether such sale is for the Client's Account, the account of any other client of Qtrade or for any account in which Qtrade, any partner therein or any director thereof, is directly or indirectly interested.
28. The Client agrees to promptly advise Qtrade in writing addressed to the head office of Qtrade in Vancouver, British Columbia, or to the Client's Advisor if applicable, of any and all changes to the information appearing on any of the Client's *New Account Application* forms or other account documentation.
29. All written notices and communications sent by Qtrade to the Client will be deemed to have been received: a) on the date of transmission if sent by email or facsimile; b) on the date of delivery if sent by courier or personal delivery; or c) the next business day if sent by any form of mail to the mailing address of the Client.
30. This Agreement shall enure to the benefit of Qtrade and be binding on Qtrade and its successors and assigns and on the Client's successors, executors, administrators, assigns, and legal representatives and shall be interpreted according to the laws of the Province of British Columbia.
31. Trades in currencies other than the currency of the Account in which the trade is to settle require currency conversion. Qtrade acts as principal when converting currency for such transactions at rates established or determined by Qtrade. Qtrade may earn revenue on the spread between the bid and offer rates for the currency and the rate at which the rate is offset in the market. Any currency conversions will take place on the trade date unless otherwise agreed.
32. Qtrade may record all telephone calls to all Qtrade personnel. Client agrees that any such recordings will be admissible in a court of law. This consent is continuing and the Client is not required to confirm it prior to or during such recording.
33. When Qtrade acts as the Client's agent for the purchase and sale of mutual funds:
 - a. Qtrade will only accept a redemption request from the Client for a chosen fund if the initial purchase of that fund has both settled with the fund company and been confirmed in the Client's Account.
 - b. Qtrade reserves the right to set its own time deadline for receipt of an order; however, this does not guarantee Client receipt of the next available net asset value. This deadline may be changed without notice to Client.

- c. Qtrade will only transact purchase orders for approved fund companies (as communicated by Qtrade). For holdings of unapproved fund companies, Qtrade will only accept redemption requests. In addition, Qtrade does not guarantee: (i) the timely payment of distributions; (ii) the next available net asset value; or (iii) fixed settlement dates. All the above will be executed only when communicated to Client by the applicable fund company (e.g. redemption proceeds from unapproved fund companies will only be deposited to Client's Account when received from the applicable fund).
- d. Although Qtrade will make every effort to inform Client of applicable trading details, it is the Client's responsibility to fully review the fund prospectus and take note of all applicable fees (e.g. management fees, early redemption penalties, commissions (front or deferred loads), trailing commissions) and trading procedures.
- e. Qtrade reserves the right to charge fees or commissions which are not noted in the fund company's prospectus. Notice of all such fees is available in a fee schedule, which is found on Qtrade's website at www.qtrade.ca or will be provided by a Qtrade representative upon request.
- f. Qtrade reserves the right to set its own minimum purchase or redemption amount, which may differ from what is noted in the fund company prospectus.
- g. Qtrade will only transact a purchase request for the Client if the applicable fund is fully registered for sale in the province or territory in which Client resides.
- h. Qtrade will only accept requests to rescind a purchase if it does not exceed the sum of \$50,000 and if Client provides Qtrade notice in writing within forty-eight (48) hours of Client's receipt of the confirmation for a lump sum purchase. Qtrade may, without notice to Client, change the amount to rescind orders at any time. The Client agrees that trade confirmations will be deemed to have been conclusively delivered and received by Client within five (5) days of the date it is mailed, whether mailed by Qtrade or by or on behalf of the mutual fund company.
- i. Rights of Withdrawal: Qtrade will only accept requests to withdraw from an agreement to purchase, if such request is made in writing and within two (2) business days after receipt of Fund Facts document for the fund, or within forty-eight (48) hours after the receipt of the confirmation of the purchase. The trade confirmation/Fund Facts Document will be deemed conclusively to have been received in the ordinary mail by Client within five (5) days of the date it is mailed, whether mailed by Qtrade or by or on behalf of the mutual fund company.
- j. Documentation and Related Matters: The Client agrees to properly complete, execute and deliver all documentation and instructions within the time and manner which may be specified by a fund company with respect to the purchase, transfer or redemption of the funds or otherwise. The Client acknowledges that investments held directly with a fund company in the Client's name are not held by Qtrade in the Client Account and the terms and conditions specified by the relevant mutual fund company, if any, or the applicable law, as the case may be, shall govern the Client's relationship with them including such matters as joint accounts, joint ownership and "in-trust" accounts.
34. **If applying to open an "in-trust" Account**, the Client hereby agrees that:
- a. The Client is liable to Qtrade for all liabilities and obligations respecting the Account in the Client's personal capacity and not as a trustee, agent or otherwise;
- b. Qtrade has no obligation to observe the terms of any trust, whether written, verbal, implied, constructive or otherwise, and the Client is solely responsible for ensuring any restrictions of the trust and any applicable laws are adhered to;
- c. The Client will indemnify Qtrade against any loss, claim, damages, liability and expenses of any kind whatsoever arising out of operation of the Account; and
- d. The Client has not relied upon Qtrade for any legal or tax advice and it is the Client's sole responsibility to obtain appropriate professional advice to ensure the Client's needs and objectives are satisfied.
35. Qtrade may, in its discretion, act in all matters on instructions given or purporting to be given by or on behalf of the Client by a trade request and Qtrade shall not incur any liability by reason of acting or not acting on or because of any error in any such trade request.
36. The Client has reviewed, understands and agrees to the terms and conditions outlined in Qtrade's "Privacy Policy", "Terms Of Use" and "Security" documents, each of which is found as a footer at the bottom of every page of the Qtrade website at www.qtrade.ca.
37. Qtrade has been authorized by the Client to act as their exclusive agent when transmitting instructions to insurance companies with respect to the purchase and sale of any segregated fund contracts for the Account; further, the Client acknowledges: (a) that Qtrade is not engaged in the sale of life insurance products; and (b) that Qtrade is separate from the life insurance agency responsible for the life insurance representative engaged in the sale of segregated fund contracts to the Client.
38. Qtrade may, in its sole discretion, change the terms of this Agreement at any time and, in consideration of Qtrade accepting and maintaining my Account(s), the Client agrees to be bound by the terms of any such revised Agreements effective 30 days after the revised Agreement has been posted on Qtrade's website at www.qtrade.ca, whether or not Qtrade notifies the Client of the posting of the revised Agreement.
39. The Client agrees to all fees, commissions and other charges set out in the applicable QI, QA or QAM fee schedule as amended from time to time by Qtrade in its sole discretion. The QI fee schedule is found on Qtrade's website at www.qtrade.ca or you may obtain a paper copy by contacting a QI representative. The fee schedules for QA and QAM are available through your QA or QAM representative.
40. Qtrade may accept instructions from the trustee of a registered account when Qtrade determines, in its sole discretion, that the trustee is authorized to place trades or give instructions on the Account. In particular, the Client authorizes Qtrade to accept the trustee's instructions to sell registered plan assets if necessary to cover registered plan fees or expenses.
41. **If applying to open a margin Account**, the Client hereby agrees that:
- a. The Client shall pay to Qtrade, on demand, any and all indebtedness arising from transactions effected by Qtrade for the Account, and shall at all times secure such indebtedness and maintain such margin and such Security as Qtrade (in its discretion) may require from time to time and shall promptly meet all margin calls and deposit such margin on demand by Qtrade or at such other time as may be required by Qtrade (in its discretion). Margin requirements may be met by depositing or transferring funds or unencumbered Securities into the Account, or the sale or purchase of Securities, provided that the Client shall not satisfy Qtrade's margin requirements with trading practices which avoid or artificially delay settlement (such as a sale and purchase on the same day or shortly thereafter of the same Security or similar position of approximate value to the outstanding balance which lacks economic benefit and the effect of which is to re-age the outstanding balance. Qtrade reserves the right at its discretion and without notice to refuse margin on any marginable Security either prior to the entry of any order or any time after the Security has been purchased or transferred to the Account and to change the margin requirements on any or all margin positions at any time at Qtrade's discretion. Margin requirements established by Qtrade may exceed those set by applicable regulatory requirements. Qtrade may (in its discretion) place restrictions on the Client's Account respecting the amount of margin Qtrade will allow on any Security or group of Securities and may change such restrictions from time to time in its discretion and without notice. Qtrade is hereby authorized as the Client's agent and in its discretion to transfer property from any of the Client's Accounts, either individual or joint, to any other

Account to satisfy margin in connection with any transaction for any Account.

- b. The Client agrees to pay the carrying and operating charges, if any, levied by Qtrade from time to time, and interest upon any debit balance of the Client's Account with Qtrade at Qtrade's customary rate as fixed by Qtrade from time to time, and Qtrade shall not be obliged to notify the Client of any change in such rate. If the Client does not promptly supply Securities sold on the Client's order, Qtrade may, at their option, borrow the Securities required and the Client shall reimburse Qtrade for all loss, damage, costs, or expense suffered or incurred by Qtrade through such borrowing or Qtrade's failure to make delivery.
- c. Whenever and so often as the Client is indebted to Qtrade, any and all property of the Client or in which the Client may have an interest which is held or carried by Qtrade for or on account of the Client (either individually or jointly) shall be subject to a general lien for the Client's obligations to Qtrade wherever or however arising and without regard to whether or not Qtrade has made advances with respect to such property, Qtrade is hereby authorized to sell and/or purchase, pledge, re-pledge, hypothecate or re-hypothecate any and all such property without notice or advertisement to satisfy such a general lien. The Client shall pay to Qtrade on demand any amount owing with respect to any of the Client's Accounts.
- d. Whenever Qtrade (in its discretion) consider it necessary for its protection, Qtrade is authorized (without the necessity of a margin call and without prior demand, tender or notice, all of which are expressly waived by the Client) to sell any or all property of the Client held or carried by Qtrade or buy any properties relating thereto of which the Account or Accounts may be short, in order to close out in whole or in part any commitment on the Client's behalf. Such sale or purchase may be made at Qtrade's discretion upon any exchange or other market where such business is transacted or at a public auction or private sale with or without advertising upon such terms and in such manner as Qtrade in its discretion may deem advisable. The net proceeds of any such sale, or the Securities received on any such purchase, shall be applied against the Client's indebtedness to Qtrade, or the Client's short position with Qtrade, but this shall not affect the Client's liability for any deficiency. Any demand, advertisement or notice, which may be given by Qtrade, shall not be deemed a waiver of any right to take any action authorized by this Agreement without demand, advertisement or notice.
- e. Any Securities held by Qtrade (including for safekeeping) for the account of the Client may be used at any time by Qtrade for making delivery against a sale whether a short sale or otherwise, and whether such sale is for the account of the Client, or of another client of Qtrade or for any account in which Qtrade, any partner therein or any director thereof, is directly or indirectly interested. Qtrade shall be under no obligation to deliver the same certificates or Securities as those deposited with Qtrade or received by Qtrade for the account of the Client, but Qtrade's obligations to the Client shall be discharged by delivering certificates or Securities to an equivalent amount of the same nature and kind. Qtrade may exercise voting privileges on any Securities beneficially owned by the Client and held by Qtrade only pursuant to the Client's written instruction.
- f. Whenever there shall be a credit in the Client's Account with Qtrade the amount of such credit balance need not be segregated or held separately but may be commingled with the general funds of Qtrade and used for the general purpose of Qtrade's business and such credit balance shall be deemed to be and shall be an item in a debtor and creditor account between the Client and Qtrade and the Client shall rely on the liability of Qtrade in respect thereof.
- g. Every transaction in the Account of the Client is subject to the constitution, by-laws, rules, regulations and customs (now or hereafter in effect) of the applicable regulatory authorities, the exchange upon which the transaction is executed and the applicable Clearing Corporations, and if not executed upon any exchange, to the by-laws, rules, and regulations and customs of

any market association of brokers or dealers made applicable thereto by any law, agreement or custom of brokers.

- h. Margin trading is not appropriate for all Clients; the Client is aware of the inherent risks associated with margin trading and the Client is fully prepared financially to undertake such risks and to withstand any losses created thereby.

42. If trading Options, the Client hereby agrees that:

- a. The Client acknowledges, confirms and agrees that the Client has received and reviewed the Risk Disclosure Statement for Futures and Options contained in the Disclosure Documents enclosed with this Agreement. Options trading is not appropriate for all Clients; the Client is aware of the inherent risks associated with Options trading and the Client is fully prepared financially to undertake such risks and to withstand any losses created thereby. Commission charges on Options trading may be significant in relation to the premiums paid and the Client agrees to pay Qtrade all commissions incurred by the Client on every transaction relating to Options (including any exercising of an Option) and/or the honouring of any obligation in respect of any Option which has been exercised and all commissions that may be incurred relative to Qtrade selling out or buying in Securities or Options.
- b. Every transaction in the Account of the Client is subject to the constitution, by-laws, rules, regulations and customs (now or hereafter in effect) of the applicable regulatory authorities, the exchange upon which the transaction is executed and the applicable Clearing Corporations including, without limitation, position limits and exercise limits, and if not executed upon any exchange, to the by-laws, rules, and regulations and customs of any market association of brokers or dealers made applicable thereto by any law, agreement or custom of brokers. In the case of Equity and Bond Options, maximum limits may be set on short positions. The Client will not exceed in aggregate, either with Qtrade or elsewhere, either personally or in concert with others, any exercise or position limits, including limits or restrictions on short positions, which the applicable exchanges may from time to time impose nor any limitations that Qtrade may impose at the time the Client enters orders with Qtrade respecting Options. The Client acknowledges and consents that Qtrade is required to report any position or exercise limit that is in violation of the regulatory authorities.
- c. In the event of the Client failing to notify Qtrade to sell, purchase or exercise an Option by 3:30 pm (ET) on the business day immediately preceding the expiration date of any Option and where the Option is one which, in Qtrade's opinion, if sold, purchased or exercised would result in a cash benefit to the Client (after payment of all transaction costs and any sale and/or purchases of such Option and/or its underlying Securities), Qtrade shall be entitled to act in its discretion to close out such Option for the purpose of obtaining such cash benefit for the Client. If any such Option is so exercised, Qtrade shall immediately sell and/or purchase the underlying Securities covered by such Option in the open market for the Client's account and risk.
- d. Should the Client wish to sell, purchase, close out and/or exercise any Option prior to its expiry date, it shall be the Client's sole responsibility to so instruct Qtrade within such time periods as it may from time to time establish. Except during the ten (10) business days immediately prior to the expiration date of any Option, the applicable Clearing Corporations and exchanges on which the Options are from time to time listed and traded retain the right to restrict the exercise of an Option and any such restriction may have a serious adverse effect on the Client's ability to deal with such Option.
- e. Within two (2) days of learning of the Client's death, Qtrade hereby agrees to close out any Option which is in an open position in the Account and for that purpose Qtrade shall take any and all steps it considers necessary.

- f. Notwithstanding anything contained herein, Qtrade may require any transaction in respect of an Option to be on a "cash only" basis, and in particular may require transactions in respect of any Option to be on a "cash only" basis during the last ten (10) business days prior to the expiry of such Option.
- g. Qtrade may, in its sole discretion, act in all matters on instructions given or purporting to be given by or on behalf of the Client by a trade request, and has the right, in its sole discretion to refuse to accept any Securities order entered by the Client except selling orders when Qtrade is holding in the Client's Account the Securities covered by the selling order in good delivery form and are satisfied that the Securities are the rightful property of the Client and are not forged or stolen certificates, and Qtrade shall not incur any liability by reason of acting or not acting on or because of any error in any such trade request. The Client hereby waives any and all claims against Qtrade for any damage or loss which may arise from or in any way be related to any acceptance or refusal of Qtrade of Securities trading instructions except as allowed for herein.
- h. Qtrade shall not be responsible for: (i) any delays in bringing the Client's order to market, including delays caused by failure of communication services or equipment or by excess volume of trading; (ii) the accuracy of any quotation, market information or any other information or tools provided or made available to the Client; (iii) any loss or damage incurred as a result of any trade, including any trade made upon the advice of any employee of Qtrade or as a result of the cancellation or change of any orders. The Client acknowledges and agrees that neither Qtrade nor any of its directors, officers, employees, agents or third party suppliers will be liable to the Client for, and the Client agrees to indemnify each of them from any harm whatsoever that may arise from, any errors or omissions in connection with the Client's reliance on or use of in any way whatsoever: (i) market data, research or any other information whatsoever provided to the Client by Qtrade or third party suppliers of Qtrade; (ii) systems, platforms, tools or any other technology services of any kind whatsoever provided to the Client by Qtrade or third party suppliers of Qtrade; or (iii) the handling of, or orders relating to, the purchase, sale, execution or expiration of a Security or any matter related thereto by Qtrade or its respective third party suppliers.
- i. Neither Qtrade nor its respective directors, officers, employees, agents or third party suppliers of market data, research or tools will be liable to Clients: (i) for errors or omissions in connection with, or in the handling of, or orders relating to, any advice or the purchase, sale, execution or expiration of a Security or any matter related thereto; or (ii) for the accuracy or timeliness of the quotation information or research provided to Clients.
- j. Notices will be allocated by Qtrade on a first-in, first-out basis, and in the event of any alteration in such method of allocation, the Client will be notified in writing at least forty-eight (48) hours prior to the implementation of such alteration which will be binding on the Client.
- k. Orders will be accepted over the telephone from the hours of 5:30am to 5:00pm PT on any regular business day.
- 43. If applying to open a QA Clarity Managed Account, the Client hereby agrees that:**
- Fairness in Allocation: QA confirms that in the event that Securities are purchased for the accounts of more than one client of QA Clarity Managed Account, and an insufficient number of Securities are available to satisfy the purchase order, the Securities available will be allocated to the extent possible pro rata to the size of the Accounts taking into consideration the available Client information. There may be exceptional circumstances where strict application of this rule does not lead to a fair and reasonable allocation. In such circumstances, allocation by a method other than this rule will be permitted where such allocation produces a fairer and more reasonable result.
- 44. Termination of QA Clarity Managed Account Agreement:**
- a. All terminations of the QA Clarity Managed Account Agreements must be in writing; and when initiated by the Client, will be effective immediately upon receipt by QA of notice; or if initiated by QA, will be effective 30 days from the date of delivery.
- b. Early Termination Fees: If the Client closes a QA Clarity Managed Account within one year of the date of opening of such account, QA shall be entitled to charge, at its sole discretion, an early termination fee in an amount equal to the following formula: *the balance of (i) minus (ii)*; where (i) is the fee that would have been payable by the Client had such QA Clarity Managed Account remained open for one full year from the account opening date; and (ii) is the aggregate fees that were paid by the Client up to and including the actual date of closure for the QA Clarity Managed Account.
- c. For individual accounts, in the event of death, the managed account agreement will be deemed to have terminated effective upon receipt by QA of notice of same. In the event a client becomes a non-resident of Canada, automatic rebalancing of the account will be suspended and only sell transactions will be permitted.
45. The English language version of this Agreement and all other agreements, forms and disclosures relating to the opening, operation or maintenance of the Client's Account shall be controlling in all respects, notwithstanding any translation of such documents made for any purpose whatsoever.

National Instrument 54-101 – Communication with Beneficial Owners of Securities of a Reporting Issuer

Explanation to Clients

National Instrument 54-101 - Communication with *Beneficial Owners of Securities of a Reporting Issuer* ("NI 54-101") applies when the Securities in your Account with us are not registered in your name but in our name or the name of another person or company holding your Securities on our behalf. When you are not the registered holder of Securities, you are referred to as the "beneficial owner" of your Securities. The issuers of the Securities in your Account may not know the identity of the beneficial owner. We are required under securities law to obtain your instructions concerning the various matters below relating to your holding of Securities in your Account. Please indicate your instructions by completing the National Instrument 54-101 Communication with Beneficial Owners of Securities section in the *New Account Application Form* (the "NI 54-101 Form").

Disclosure of Beneficial Ownership Information

Securities law permits reporting issuers and other persons and companies to send materials related to the affairs of the reporting issuer directly to beneficial owners if the beneficial owner does not object to having their contact information disclosed to the reporting issuer or other persons and companies. Section 1 of the NI 54-101 Form allows you to tell us if you OBJECT to the disclosure by us to the reporting issuer or other persons or companies of your beneficial ownership information, consisting of your name, address, e-mail address, Securities holdings and preferred language of communication. Canadian securities legislation restricts the use of your beneficial ownership information to matters relating to the affairs of the Canadian reporting issuer. If you ALLOW us to disclose your beneficial ownership information, please mark "I DO NOT OBJECT" in Section 1 of the NI 54-101 Form. You will not be charged with any costs associated with sending securityholder materials to you. If you DO NOT ALLOW us to disclose your beneficial ownership information, please mark "I OBJECT" in Section 1 of the NI 54-101 Form. If you do this, all materials to be delivered to you as a beneficial owner of Securities will be delivered by us and you will be responsible for any costs associated with providing these materials to you.

Receiving Securityholder Communication

For Securities that you hold through your account, you have the right to receive proxy-related materials sent by Canadian reporting issuers to registered holders of their Securities in connection with meetings of such securityholders. Among other things, this permits you to receive the necessary information to allow you to have your Securities voted in accordance with your instructions at a securityholder meeting. In addition, Canadian reporting issuers may choose to send other securityholder materials to beneficial owners, although they are not obliged to do so. Securities law permits you to decline to receive three types of securityholder materials. Securities law does not allow you to decline to receive other types of securityholder materials. The three types of materials that you may decline to receive are:

- a. proxy-related materials, including annual reports and financial statements, that are sent in connection with a securityholder meeting at which only "routine business" is to be conducted;
- b. annual reports and financial statements that are not part of proxy-related materials; and
- c. materials that a Canadian reporting issuer or other person or company sends to securityholders that are not required by corporate or securities law to be sent to registered securityholders.

Section 2 of the NI 54-101 Form allows you to receive all materials sent to beneficial owners of Securities or to decline to receive the three types of materials referred to above. If you want to receive ALL materials that are sent to beneficial owners of Securities, please mark the first box in Section 2 of the NI 54-101 Form. If you want to DECLINE to receive the three types of materials referred to above, please mark the second box in Section 2 of the NI 54-101 Form.

Note: Even if you decline to receive the three types of materials referred to above, a reporting issuer or other person or company is entitled to deliver these materials to you, provided that the reporting issuer or other person or company pays all costs associated with the sending of these materials. These materials would be delivered to you through us if you have objected to the disclosure of your beneficial ownership information to reporting issuers.

If you indicate in Section 2 of the NI 54-101 Form that you WANT to receive all securityholder materials, but you also indicate in Section 1 that you DO NOT ALLOW the disclosure of your beneficial ownership information, you will be responsible for any costs associated with providing these materials to you.

Preferred Language of Communication

Section 3 of the NI 54-101 Form allows you to tell us your preferred language of communication (English or French). You will receive materials in your preferred language of communication if the materials are available in that language.

Electronic Delivery of Documents

Securities law permits us to deliver some documents by electronic means if we have your consent. By providing us with your email address you are providing your consent for electronic delivery of proxy-related, continuous disclosure and other NI 54-101-related documents by Qtrade or its agents. While your e-mail address forms part of the ownership information, the reporting issuer may not use your e-mail address to deliver materials directly to you.

Contact

If you have any questions or want to change your instructions in the future, please contact your QA Advisor using the contact information they have provided or a QI Investment Representative at 1-877-787-2330.

Joint Account Agreement

If applying to open a joint Account, each Client hereby jointly and severally acknowledges and agrees that the following terms and conditions shall apply:

In consideration of Qtrade carrying one or more joint Account(s) for the Clients, the Clients jointly and severally agree that each of them shall have authority, all on behalf of said joint Account(s) to operate such Account(s) including: to buy and/or sell (including short sales) Securities on margin or otherwise; to receive money, Securities and property of every kind and to dispose of same; to receive demands, notices,

confirmations, reports, statements of account and communications of every kind; to sign such authorizations, agreements and documents as Qtrade may require pertaining to any of the foregoing matters and generally to deal with Qtrade as fully and completely as if each of the Clients alone was interested in said Account(s), all without notice to the other(s).

Qtrade is authorized to act upon the instructions of any of the Clients in every respect regarding said joint Account(s) and to make deliveries to any of the Clients or upon his/her instructions, of any or all Securities in said Account(s) and to make payments to any of the Clients, or upon his/her order, of any and all monies at any time or from time to time in said Account(s) even if such deliveries and/or payments shall be made to any of the Clients personally, and not for the joint Account of the Clients. In the event of any such deliveries of Securities or payments of monies to any of the Clients, Qtrade is not bound or under duty or obligation to inquire into the application or disposition or the purpose or propriety of any such delivery of Securities or payment of monies.

Right of Survivorship (*not applicable to residents of Quebec*): The Clients declare that their interests in the joint Account(s) are as joint tenants with full rights of survivorship and not as tenants in common. In the event of the death of either or any of the Clients, the entire beneficial interest in the joint Account(s) shall vest in the survivor or survivors, and if more than one survivor as joint tenants with full rights of survivorship and not as tenants in common on the same terms and conditions as contained in this Agreement.

The death of one of the Clients shall in no way affect the right of the survivor to withdraw all monies and to take delivery of all Securities held in said Account(s) as aforesaid, subject to compliance with all applicable laws relating to succession duties and estate and inheritance taxes. In the event of the death of a Client, the survivor(s) may continue to operate the Account(s) under this agreement provided Qtrade is immediately advised in writing at its Head Office at Vancouver, British Columbia of such death and Qtrade retains the right at its sole discretion to take such proceeding, require such estate tax and succession duties, waivers and consents to be provided by the survivor(s), and retain such portion of and/or restrict transactions in the joint Account as Qtrade deems advisable to protect Qtrade against any tax, liability, penalty or loss under any present or future laws or otherwise.

Right of Obligations of Survivors (*for residents of Quebec only*): In the event of the death of any of the Clients:

- a. the surviving Client or Clients will immediately give Qtrade written notice thereof;
- b. Qtrade is authorized prior to or after the receipt of the written notice of the Client's death, to take such proceedings, require such papers, retain such property or restrict transactions in the account as Qtrade may consider advisable to protect Qtrade against any tax, liability, penalty or loss under any present or future laws or otherwise; and
- c. the estate of the deceased Client, which estate will be bound by the terms hereof, and each survivor, the heirs and assigns of each Client will continue to be liable to Qtrade, jointly and severally, for any debts, obligations, liabilities or losses in respect of the Account, including, without limitation, those resulting from the completion of transactions initiated prior to the receipt by Qtrade of the written notice of the Client's death or incurred in the liquidations of the Account.

Risk Disclosure Statement

Risk Disclosure Statement for Futures and Options

This brief statement does not disclose all of the risks and other significant aspects of trading in futures and Options. In light of the risks, you should undertake such transactions only if you understand the nature of the contracts (and contractual relationships) into which you are entering and the extent of your exposure to risk. Trading in futures and Options is not suitable for many members of the public. You should carefully consider whether trading is appropriate for you in light of your experience, objectives, financial resources and other relevant circumstances.

Futures

1. **Effect of "Leverage" or "Gearing"**
Transactions in futures carry a high degree of risk. The amount of initial margin is small relative to the value of the futures contract so that transactions are "leveraged" or "geared". A relatively small market movement will have a proportionately larger impact on the funds you have deposited or will have to deposit: this may work against you as well as for you. You may sustain a total loss of initial margin funds and any additional funds deposited with the firm to maintain your position. If the market moves against your position or margin levels are increased, you may be called upon to pay substantial additional funds on short notice to maintain your position. If you fail to comply with a request for additional funds within the time prescribed, your position may be liquidated at a loss and you will be liable for any resulting deficit.
2. **Risk-reducing Orders or Strategies**
The placing of certain orders (e.g. "stop-loss" order, where permitted under local law, or "stop-limit" orders) which are intended to limit losses to certain amounts may not be effective because market conditions may make it impossible to execute such orders. Strategies using combinations of positions, such as "spread" and "straddle" positions may be as risky as taking simple "long" or "short" positions.

Options

3. **Variable Degree of Risk**
Transactions in Options carry a high degree of risk. Purchasers and sellers of Options should familiarize themselves with the type of Option (i.e. put or call) which they contemplate trading and the associated risks. You should calculate the extent to which the value of the Options must increase for your position to become profitable, taking into account the premium and all transaction costs.

The purchaser of Options may offset or exercise the Options or allow the Options to expire. The exercise of an Option results either in a cash settlement or in the purchaser acquiring or delivering the underlying interest. If the Option is on a future, the purchaser will acquire a futures position with associated liabilities for margin (see the section on **Futures** above). If the purchased Options expire worthless, you will suffer a total loss of your investment which will consist of the Option premium plus transaction costs. If you are contemplating purchasing deep-out-of-the-money Options, you should be aware that the chance of such Options becoming profitable ordinarily is remote.

Selling ("writing" or "granting") an Option generally entails considerably greater risk than purchasing Options. Although the premium received by the seller is fixed, the seller may sustain a loss well in excess of that amount. The seller will be liable for additional margin to maintain the position if the market moves unfavourably. The seller will also be exposed to the risk of the purchaser exercising the Option and the seller will be obligated to either settle the Option in cash or to acquire or deliver the underlying interest. If the Option is on a future, the seller will acquire a position in a future with associated liabilities for margin (see the section on **Futures** above). If the Option is "covered" by the seller holding a corresponding position in the underlying interest or a future or another Option, the risk may be reduced. If the Option is not covered, the risk of loss can be unlimited.

Certain exchanges in some jurisdictions permit deferred payment of the Option premium, exposing the purchaser to liability for margin payments not exceeding the amount of the premium. The purchaser is still subject to the risk of losing the premium and transaction costs. When the Option is exercised or expires, the purchaser is responsible for any unpaid premium outstanding at that time.

Additional Risks Common to Futures and Options

4. **Terms and Conditions of Contracts**
You should ask the firm with which you deal about the terms and conditions of the specific futures or Options which you are trading and associated obligations (e.g., the circumstances under which you may become obligated to make or take delivery of the underlying interest of a futures contract and, in respect of Options, expiration dates and restrictions on the time for exercise). Under certain

circumstances the specifications of outstanding contracts (including the exercise price of an Option) may be modified by the exchange or clearing house to reflect changes in the underlying interest.

5. **Suspension or Restriction of Trading and Pricing Relationships**
Market conditions (e.g. illiquidity) and/or the operation of the rules of certain markets (e.g. the suspension of trading in any contract or contract month because of price limits or "circuit breakers") may increase the risk of loss by making it difficult or impossible to effect transactions or liquidate/offset positions. If you have sold Options, this may increase the risk of loss.

Further, normal pricing relationships between the underlying interest and the future, and the underlying interest and the Option may not exist. This can occur when, for example, the futures contract underlying the Option is subject to price limits while the Option is not. The absence of an underlying reference price may make it difficult to judge "fair" value.

6. **Deposited Cash and Property**
You should familiarize yourself with the protections accorded money or other property you deposit for domestic and foreign transactions, particularly in the event of a firm insolvency or bankruptcy. The extent to which you may recover your money or property may be governed by specific legislation or local rules. In some jurisdictions, property which had been specifically identifiable as your own will be prorated in the same manner as cash for purposes of distribution in the event of a shortfall.
7. **Commission and Other Charges**
Before you begin to trade, you should obtain a clear explanation of all commission, fees and other charges for which you will be liable. These charges will affect your net profit (if any) or increase your loss.
8. **Transactions in Other Jurisdictions**
Transactions on markets in other jurisdictions, including markets formally linked to a domestic market, may expose you to additional risk. Such markets may be subject to regulation which may offer different or diminished investor protection. Before you trade you should enquire about any rules relevant to your particular transactions. Your local regulatory authority will be unable to compel the enforcement of the rules of regulatory authorities or markets in other jurisdictions where your transactions have been effected. You should ask the firm with which you deal for details about the types of redress available in both your home jurisdiction and other relevant jurisdictions before you start to trade.
9. **Currency Risks**
The profit or loss in transactions in foreign currency-denominated contracts (whether they are traded in your own or another jurisdiction) will be affected by fluctuations in currency rates where there is a need to convert from the currency denomination of the contract to another currency.
10. **Trading Facilities**
Most open-outcry and electronic trading facilities are supported by computer-based component systems for the order-routing, execution, matching, registration or clearing of trades. As with all facilities and systems, they are vulnerable to temporary disruption or failure. Your ability to recover certain losses may be subject to limits on liability imposed by the system provider, the market, the clearing house and/or member firms. Such limits may vary; you should ask the firm with which you deal for details in this respect.
11. **Electronic Trading**
Trading on an electronic trading system may differ not only from trading in an open-outcry market but also from trading on other electronic trading systems. If you undertake transactions on an electronic trading system, you will be exposed to risks associated with the system including the failure of hardware and software. The result of any system failure may be that your order is either not executed according to your instructions or is not executed at all. Your ability to recover certain losses which are particularly attributable to trading on a market using an electronic trading system may be limited to less than the amount of your total loss.
12. **Off-exchange Transactions**
In some jurisdictions, and only then in restricted circumstances, firms are permitted to effect off-exchange transactions. The firm with which

you deal may be acting as your counterparty to the transaction. It may be difficult or impossible to liquidate an existing position, to assess the value, to determine a fair price or to assess the exposure to risk. For these reasons, these transactions may involve increased risks. Off-exchange transactions may be less regulated or subject to a separate regulatory regime. Before you undertake such transactions, you should familiarize yourself with applicable rules.

Risks of Borrowing to Invest (QAM)

Here are some risks and factors that you should consider before borrowing to invest:

Is it Right for You?

Borrowing money to invest is risky. You should only consider borrowing to invest if:

- You are comfortable with taking risk.
- You are comfortable taking on debt to buy investments that may go up or down in value.
- You are investing for the long-term.
- You have a stable income.

You should not borrow to invest if:

- You have a low tolerance for risk.
- You are investing for a short period of time.
- You intend to rely on income from the investments to pay living expenses.
- You intend to rely on income from the investments to repay the loan.
- If this income stops or decreases you may not be able to pay back the loan.

You Can End Up Losing Money

- If the investments go down in value and you have borrowed money, your losses would be larger than had you invested using your own money.
- Whether your investments make money or not you will still have to pay back the loan plus interest. You may have to sell other assets or use money you had set aside for other purposes to pay back the loan.
- If you used your home as security for the loan, you may lose your home.
- If the investments go up in value, you may still not make enough money to cover the costs of borrowing.

Tax Considerations

- You should not borrow to invest just to receive a tax deduction.
- Interest costs are not always tax deductible. You may not be entitled to a tax deduction and may be reassessed for past deductions. You may want to consult a tax professional to determine whether your interest costs will be deductible before borrowing to invest.

Your advisor should discuss with you the risks of borrowing to invest.

Leverage Risk Disclosure (CQSI)

Using borrowed money to finance the purchase of Securities involves greater risk than using cash resources only.

If you borrow money to purchase Securities, your responsibility to repay the loan and pay interest as required by its terms remains the same even if the value of your purchase declines.

Electronic Delivery of Documents Agreement

By consenting to the Electronic Delivery of Documents when opening an Account or by opening an online brokerage Account the Client is consenting to the electronic delivery of all documents and communications pertaining to the Client's Account including trade confirmations and account statements ("Account Information"). Account Information will be delivered to the Client electronically either, in the Broker's discretion, via posting to the "Documents" section of the Client's online account accessible by logging in to the Client's account on the Broker's website or via email to the email address the Client has

provided. The Client will receive email notification when Account Information has been posted to the Client's secure online account.

The Client agrees that the Client will inform the Broker immediately in writing in the event that the Client is unable to access the Documents section of the Client's secure online account or the Client's email address changes. Contact details can be found on the Broker's website. To view Account Information posted to the Client's secure online account, the Client understands and agrees that the Client must use a modern web browser and Adobe Acrobat.

The Client acknowledges and agrees that Account Information posted to the Client's secure online account will be deemed to be delivered to and received by the Client at the time it is posted to the Client's secure online account regardless of whether or when the Client actually accesses or views the Account Information, and Account Information sent to the Client's email address will be deemed to be delivered to and received by you when it is sent, regardless of whether and when the Client actually accesses or views the Account Information. The Client agrees to notify the Broker within five business days in the event that the Client fails to receive an eConfirm for a particular trade and that, absent such notification, the trade confirmation will be deemed to have been delivered, whether actually received by Client or not.

The Client agrees that all Account Information delivered to the Client electronically as described above will constitute original written documents for the purposes of all applicable laws. The Broker's records will be conclusive proof of the date on which Account Information is posted to the Client's secure online account, the Client accessed the Client's secure online account or particular Account Information and Account Information is sent to the Client's email address.

The Client agrees to release, hold harmless, defend and indemnify the Broker and its agents, contractors and employees from any and all claims, losses, suits or damages which may in any manner arise out of the transmission through the internet of information ("Confidential Information") related to the Client or the Client's Account, any inaccuracies contained in such Confidential Information, any subsequent use of such Confidential Information, whether authorized or unauthorized, by the intended or unintended recipient and the Client's access to or use of Confidential Information related to the Client's Account.

The Client understands and agrees that if the Client revokes the Client's consent to the electronic delivery of Account Information, the Broker may charge the Client a fee for paper delivery. Paper versions of Account Information can be obtained for a fee by making a request by email or telephone to the Broker.

Designating Beneficiaries for Registered Accounts

In some provinces, your designation of beneficiary for your registered Account will not be revoked or changed automatically by any future marriage or divorce. In Quebec, a designation of beneficiary is generally required to be made by will, codicil or other form of testamentary instrument only. If you wish to change the beneficiary designation for your Account, you can do so by notifying the Broker in writing. You agree to immediately notify the Broker in writing in the event that you revoke an existing beneficiary designation you previously made on your Account, whether such revocation is by instrument, subsequent designation or by will, codicil or other testamentary instrument. Beneficiary designations must be signed by the account owner. A beneficiary designation purported to be made pursuant to a Power of Attorney may be invalid. Accordingly, a beneficiary designation should not be signed by a person acting as an attorney pursuant to a Power of Attorney instrument. If you are designating the beneficiary of a locked-in account, see the applicable addendum for important terms and conditions. You are solely responsible for ensuring that your designation of beneficiary for your registered Account is legally valid. Please contact a lawyer if you would like advice regarding beneficiary designations.

CQSI Relationship Disclosure

The purpose of this document is to provide a meaningful and plain language description of the products and services CQSI offers, the nature and manner in which Accounts are operated and Qtrade's responsibilities to its Clients.

Account Relationship

CQSI operates two separate divisions, Qtrade Investor ("QI") and Qtrade Advisor ("QA"). These two divisions offer distinct products and services.

QI offers investors an order execution-only service account. QI clients are solely responsible for all investment decisions in their accounts. QI does not make recommendations or ensure the suitability of any transactions.

QA clients are responsible for making their own investment decisions in consultation with their Investment Advisors ("Advisors"). QA Advisors are responsible for the advice they provide and must ensure that it is suitable based on your investment needs and objectives. The QA Advisor must speak with you prior to every trade that is carried out in your Account and may not trade without your authorization.

QA Advisors also may offer a "managed account" which is an account solicited by QA in which the investment decisions are made on a continuing basis by a third party hired by Qtrade. The managed account product is offered through the Qtrade Clarity Managed Account program.

Products and Services

QI offers online and over-the-phone trading for Clients who do not wish to receive advice for their investment Accounts. QA offers full service advice for both commission and fee-based Accounts.

In both divisions, Clients have access to purchase and sell equities, mutual funds and fixed income products. Option trading is available through QI. A Qtrade Clarity Managed Account is offered through QA only.

Investment Suitability Process – QA

Advisors are required to ask Clients for personal and financial information such as net worth, income, investment objectives, time horizon, risk tolerance and investment knowledge. This information is collected to ensure that an accurate assessment of a Client's investment profile is made, and the best product recommendations are given consistent with this investment profile.

Clients are provided with a copy of account opening documents where all of this personal and financial information is captured.

QA has supervisors who will assess the suitability of the investments whenever a trade is accepted, a recommendation is made, Securities are transferred or deposited, there is a change of Advisor responsible for the management of the account, and when there is a material change to personal or financial information. Managed accounts are supervised in the same way that a QA Account is supervised.

Advisors may contact Clients from time to time in the event of significant news, market fluctuations or for any other reason. QA supervisors will generally not assess the suitability of Accounts in the event of market fluctuations.

Client Account Reporting

Clients receive trade confirmations, either electronically or through the mail, promptly after each trade that is made. Also, where a Client enrolls in a systematic investment plan on a monthly or more frequent basis, CQSI will send a trade confirmation for the initial purchase only.

CQSI will deliver Client statements, at a minimum, on a quarterly basis, monthly statements will be provided for new transactions, or when a fee is incurred, that will show all account activity during that period.

Managed Account Clients will receive client statements, at a minimum, on a quarterly basis. Managed Account Clients will not receive a trade confirmation.

Conflicts of Interest

It is possible that CQSI and its employees may have multiple interests such as employment and activities that may give rise to a conflict of interest. Conflict of interest situations, where not avoided, will be disclosed to Clients.

CQSI sells securities of the OceanRock Mutual Funds, the Meritas SRI Funds, the Ethical Funds, the NEI Funds, the Northwest Funds, Fiera Capital Corporation, Fiera Capital Mutual Funds and members of Desjardins Group which are all related or connected issuers of CQSI.

All Clients with a managed account must give express permission in writing for their portfolios to hold any investments that are related or connected to CQSI. This permission may be given by the Client on the Qtrade Investment Profile Questionnaire at the time of opening a managed account.

QA Advisors may have multiple employers including CQSI, a credit union or other financial institution or an affiliate of them and may also be licensed to sell insurance through an insurance distributor. Different products such as securities, insurance and banking products may be suitable for different clients, and may result in different compensation to QA or the Advisor. Advisors may be paid a salary, bonus, commission or combination of the three. For fee-based arrangements such as the Clarity Investment Account, QA and the Advisor are paid a fee based on the size of the account.

Traders employed with QI are paid a salary and bonus that is not tied to commissions or transactions.

Operating Charges and Transaction Fees

General operating charges and transaction fees for QA are set out on the relevant commission and fee schedules provided to you at account opening. QI commission and fee schedules are available online at www.qtrade.ca or, QA Clients will receive a copy of the fee schedule from their Advisor or will be directed online.

Regarding transaction fees, in general, commissions are payable to CQSI on equity, Option and fixed income trades. Clients who hold a Clarity Investment Account or a Clarity Managed Account are charged a monthly fee based on the assets held in the Account. For mutual funds, commissions may be charged by CQSI at the time of purchase on front-end load purchases and may be incurred on redemptions where funds are purchased on a deferred sales charge or low-load basis where the sales charge redemption schedule has not expired. Investment fund company charges, including the management fee, are detailed in the issuing company's prospectus or offering document.

Client Obligations and Account Documents

Investment relationships will be more successful when clients keep well informed about their investments. All QA Clients must proactively ask questions of their Advisor as it relates to their investments, keep track of their investments by actively participating in the review process and inform their Advisor if there are significant changes in their circumstances. All Clients must promptly and carefully review all documentation they receive from CQSI. This includes:

- All information relating to their personal and investment profile found on their *New Account Application Form* or *Account Holder Information & KYC Update Form*
- *Customer Agreements & Disclosure Documents*
- Fee schedule
- All other registered account disclosure documents including regulatory brochures or forms for specific types of accounts such as Declarations of Trust or Locked-In Plan Addenda
- Any relevant prospectus or other required product disclosure document
- Written investment recommendations, investment policy statements and similar documents
- Trade confirmations
- Account statements
- The Canadian Investor Protection Fund brochure
- The Strip Bonds and Strip Bond Packages Information Statement
- "Making a Complaint: A Guide for Investors" brochure
- "How Can I Get My Money Back: A Guide for Investors" brochure

- "How IIROC Protects Investors" brochure
- Investment Policy Statement (if a Clarity Managed Account)

Any error, issue or concern relating to this documentation should be raised immediately with CQSI.

Investment Performance Benchmarks

Investment performance benchmarks (indices) may be used to assess performance of a Client's mutual funds and other investment holdings. While consideration may be given to several other quantitative and qualitative factors when measuring performance, benchmark risk and return often provide a broad-based scope to gauge expected risk and return ranges of investments. Investors cannot invest in an index benchmark without incurring fees, expenses and commissions, which are not reflected in the benchmark return. Past performance is not necessarily indicative of future performance and the risk associated with a particular investment can change over time. Performance comparisons of investments versus applicable benchmarks may be available from your Advisor.

Complaint Handling Procedures

CQSI will provide Clients with the IIROC approved complaint handling process brochure entitled "Making a Complaint: A Guide for Investors" at the time of account opening. All complaints received in writing will be answered in writing. For complaints that involve possible rule infractions regarding accounts, CQSI will acknowledge receipt of complaints within 5 business days and provide a final decision within 90 calendar days along with a summary of the complaint, the results of the investigation, an explanation of the decision and options for seeking compensation if you are not satisfied with CQSI's response. If CQSI cannot provide a response in 90 days, the Client will be informed of the delay, the reason for the delay and the expected new response time.

Disclosure in Respect of Securities Related Activities in a Canadian Financial Institution

Qtrade registrants may conduct securities related activities in an office or branch of a Canadian financial institution such as a credit union. Qtrade hereby notifies the Client that it is a separate entity from any such Canadian financial institution, and Securities purchased from or through Qtrade (a) are not insured by a government deposit insurer, (b) are not guaranteed by a Canadian financial institution, and (c) may fluctuate in value. The Client confirms reading this disclosure.

Statement of Policies Concerning Related Registrants

The securities legislation of certain jurisdictions requires investment and mutual fund dealers, when they trade in or advise with respect to their own Securities or Securities of certain other issuers to which they, or certain other parties related to them, are related or connected, to do so only in accordance with particular disclosure and other rules. These rules require dealers and advisers, prior to trading with or advising their customers or clients, to inform them of the relevant relationships and connections with the issuer of the Securities. For the purposes of this summary: "related" may be said to involve positions permitting, through ownership or otherwise, a controlling influence, and would include all companies under a common controlling influence; and "connected" may be said to involve a state of indebtedness to, or other relationship with, the registrant or those "related" to the registrant that, during a distribution of Securities, would be material to a purchaser of the Securities. Clients should refer to the applicable provisions of these securities laws for the particulars of these rules and their rights or consult with a legal adviser.

Respect for the Law

Aviso Wealth Inc. ("Aviso Wealth") and its wholly-owned subsidiaries CQSI, QAM, Qtrade Insurance Solutions Inc. ("QIS"), and OceanRock Investments Inc. ("OceanRock"), and each of their officers, employees and representatives, must observe, in letter and spirit, all applicable laws and regulations. Together these firms shall be referred to as the ("Regulated Entities").

Confidential Client Information

Each of the Regulated Entities takes confidentiality of Client information seriously. In accordance with Aviso Wealth's Privacy Policy, the employees of the Regulated Entities may not release confidential Client information unless required by law or with the Client's consent.

Improper Use of Confidential and Insider Information

The improper use of confidential information or the improper use of any inside information not generally disclosed, for personal gain or for the benefit of another person, is prohibited and grounds for immediate dismissal of an employee or representative.

Revision or Amendment

Revisions or amendments to this Statement will be provided to each customer in accordance with applicable law.

Statement of Related Registrants

Securities legislation requires a dealer or adviser to advise its customers of any of its principal shareholders, officers, partners or directors who are also principal shareholders, officers, partners or directors of another dealer or adviser. As well, the dealer or adviser must provide to its customers details of the policies and procedures adopted to minimize the potential for conflict of interest resulting from the relationship.

One or more of the Regulated Entities may from time to time have directors and/or officers who are also directors and/or officers of these other Regulated Entities. Each Regulated Entity is a separate legal entity that carries on its business independently. Each Regulated Entity may enter into arrangements with any of Aviso Wealth or the other Regulated Entities respecting such matters as the provision of support services, distribution of products and services, and customer referrals.

Conflicts of interest resulting from the above relationship are minimized in a number of ways. Regulations, policies and procedures made by securities authorities and industry regulatory bodies restrict the relationships among dealers and advisers and govern their relationships with customers. As well, each Regulated Entity has its own conflict of interest policy. Compliance with both internal and external regulations, policies and procedures are monitored at all levels of the company through each Regulated Entity's Compliance Department.

It is the policy of Qtrade that, subject always to compliance with the provisions of applicable securities and corporate legislation, and subject to the terms of the individual registrations of CQSI and QAM, they are prepared to act as principal or agent in sales or purchases to, from, or on behalf of other clients in respect of Securities of the OceanRock Mutual Funds, the Meritas SRI Funds, the Ethical Funds, the NEI Funds, the Northwest Funds, Fiera Capital Corporation, Fiera Capital Mutual Funds and members of Desjardins Group which are all related or connected issuers of CQSI, QAM and OceanRock.

Further information concerning these matters is available directly from Aviso Wealth, Suite 1920, One Bentall Centre, 505 Burrard St., Vancouver, BC, V7X 1M6 Attention: Compliance Department.

Dual Occupations

Your QA or QAM Representative may be dually employed by QA or QAM and your credit union or other financial institution or an affiliate of them (a "Referring Organization"), and may also be licensed to sell insurance through an insurance distributor. Securities and mutual funds are offered through QA and QAM. Other products and services offered through your Referring Organization, and insurance products offered through an insurance distributor, are not the business or responsibility of QA or QAM.

The Remainder of this Document is for QAM Clients Only

Nature of the Advisory Relationship

At QAM, Clients are responsible for making their own investment decisions in consultation with their QAM Representatives. QAM Representatives are responsible for the advice they provide and ensuring that it is suitable based on the Client's investment needs and objectives, but may not exercise discretion with respect to Client Accounts.

Nature of the Products and Services Offered

QAM offers the following types of products for sale: mutual funds, guaranteed investment certificates and principal protected notes. In very limited circumstances, and subject to compliance with applicable legislation, QAM may offer Securities that are exempt from the prospectus requirement in securities legislation. Where a QAM Representative is properly qualified, QAM may offer securities-related financial planning services.

The following products and services are not the business of or responsibility of QAM. QAM does not sell credit union Securities or the Securities of private issuers, particularly where QAM Representatives are in any way related to such private issuers. QAM does not sell or advise on insurance, and as explained in section 46, only provides a platform to third party insurance agents for transacting in segregated funds. QAM does not offer insurance related financial planning services, nor does it provide legal, accounting or tax advice.

Procedures Regarding Handling of Cash and Cheques

QAM does not accept cash. Securities must be paid for via a cheque or electronic funds transfer made out to Qtrade Asset Management Inc. Cheques and drafts must never be made payable to a QAM Representative. Funds must come from an account in the Client's name. QAM does not pay interest on Client cash held in trust.

Suitability of Orders Accepted/Recommendations Made

QAM is required under securities legislation and MFDA Rules to ensure each recommendation made is suitable for the Client in relation to the Client's risk tolerance, investment objectives, financial circumstances and other personal circumstances. QAM must also collect enough information to establish the identity of a Client and make reasonable inquiries as to the reputation of the Client. For non-individual Clients, such as corporations and partnerships QAM must establish the nature of the Client's business and the identity of a beneficial owner of more than 10% of a corporation and of a partnership or trust, one who exercises control over the affairs of the partnership or trust. The obligation to make a suitability determination applies to trades proposed by the Client, whether or not a recommendation is made. Effective December 3, 2011, QAM must also assess the suitability of investments in the Client's account when the Client transfers assets into a QAM account, when QAM becomes aware of a material change in Client information, or when there is a change in the QAM Representative responsible for the Client's account.

Definitions of Terms Used in New Account Application Form

For the purposes of QAM's *New Account Application Forms*, the following terms have the following meanings.

Risk Tolerance

When making an investment decision, Clients should consider risks such as, but not limited to, market risk, interest rate risk, inflation risk and liquidity risk. All of these risks may erode the principal of your investment, the income that you wish to earn on your investment and there is no guarantee that your investments will appreciate in value.

The following risk tolerances indicate the types of investments the Client would like to hold in the account.

Low – Low risk investments demonstrate a low volatility and are for investors who are willing to accept lower returns for greater safety of capital and may include such investments as T-bills, Canadian bond funds and Canadian money market mutual funds.

Low to Medium – Low to Medium risk investments demonstrate a low to medium volatility but a higher volatility than those described in the definition of Low risk investments and may include bond, balanced or US money market funds.

Medium – Medium risk investments demonstrate a medium volatility and are for investors that are looking for moderate growth over a longer period of time and may include Canadian dividend, Canadian equity, U.S. equity and certain international equity funds.

Medium to High – Medium to High risk investments demonstrate a medium to high volatility and are for investors looking for medium to long term growth and may include funds that invest in smaller companies, specific market sectors or geographic areas.

High – High risk investments demonstrate a high volatility and are for investors who are growth oriented and are willing to accept significant short term fluctuations in portfolio value in exchange for potentially higher long term returns and may include labour-sponsored venture capital funds or funds that invest in specific market sectors or geographic areas such as emerging markets, science and technology, or funds that engage in speculative trading strategies including hedge funds that invest in derivatives, short sell or use leverage.

Investment Objectives & Time Horizon

Income – The Client's objective is to generate current income from investments and the Client is less concerned with capital appreciation. Investments that will satisfy this objective include fixed income investments such as funds that invest in bond or money market instruments or income trusts.

Growth – The Client's objective is capital appreciation and current income from investments is not a requirement. This may lead the Client to hold a relatively high proportion of funds that invest in equities if the Client also has a higher risk tolerance and medium to long term time horizon.

Balanced – The Client's objective is a combination of income and growth. An account with a balanced objective will typically include funds that the fund manufacturer describes as a "balanced fund". Alternatively, an account with a balanced objective can hold a mix of at least 40% income-oriented investments and no more than 60% growth-oriented investments. For example, any of the following combinations of investments would be acceptable:

- 40% income and 60% growth,
- 53% income and 47% growth, or
- 60% income and 40% growth.

Conversely, if a Client indicates a mix of Income and Growth on the NAAF that is within 40/60 to 60/40 range described above, then the client agrees that either a corresponding mix of income and growth-oriented investments or a balanced fund will be suitable for the Client.

Time Horizon – The period from the present to when the Client will need to access a significant portion of the money invested in the account.

Content and Frequency of Reporting

Beginning with the period ended December 31, 2011, QAM will deliver Client statements on at least a quarterly basis. Effective June 3, 2012, QAM will provide at least annual performance reporting either in the form of an annualized percentage rate of return or information about the value of the account at the beginning and end of the period and deposits and withdrawals therefrom.

QAM will deliver trade confirmations promptly after each trade. However, trade confirmations may not be sent where the manager of a mutual fund sends the required information. Also, where a client enrolls in a systematic trading plan on a monthly or more frequent basis, QAM may send a confirmation for the initial purchase only.

Compensation

When QAM sells an investment to a Client, it may receive a transaction fee at the time of the sale, such as a commission, a deferred sales charge fee, or a low load fee, or may earn an ongoing transaction fee (trailer fee) for as long as the Client holds the investment, or both. The compensation paid to QAM will depend on the product purchased. Clients should refer to the mutual fund prospectus, information statement or other offering materials associated with the product for details. These documents will also contain information about other fees and expenses that may impact your investment, such as management fees and operating expenses.

QAM also charges certain operating fees including registered account trustee fees, estate fees and transfer fees. Clients should consult the fee schedule provided by their QAM Representatives.

Please speak to your QAM Representative if you would like more information about compensation or fees.

Fee for Service Relationship

You may agree to pay a fee for the professional services of your Representative that is negotiated between you and your Representative, and not based on compensation tied to the purchase of products

Investment Performance Benchmarks

Investment performance benchmarks (indices) may be used to assess performance of a client's mutual funds and other investment holdings. While consideration may be given to several other quantitative and qualitative factors when measuring performance, benchmark risk and return often provide a broad-based scope to gauge expected risk and return ranges of investments. Investors cannot invest in an index benchmark without incurring fees, expenses and commissions, which are not reflected in the benchmark return. Past performance is not necessarily indicative of future performance and the risk associated with a particular investment can change over time. Performance comparisons of your investments versus applicable benchmarks may be available from your Representative.

Complaint Handling Procedures

Qtrade will acknowledge receipt of complaints promptly, generally within five days. Where the complaint relates to certain serious allegations, our initial acknowledgement will include a copy of this complaint handling procedures summary and a regulatory document describing other options for you to pursue your complaint.

We review all complaints fairly, taking into account all relevant documents and statements obtained from the Client, our records, our partner institutions, other staff members and any other relevant source.

Once our review is complete we provide Clients with our response, which will be in writing if the complaint was made in writing. Our response may be an offer to resolve your complaint, a denial of the complaint with reasons or another appropriate response. Our response will summarize your complaint, our findings, and will contain a reminder about other options for dealing with your complaint. We will generally provide our response within ninety days, unless we are waiting for additional information from you, or the case is novel or very complicated.

We will respond to communications you send us after the date of our response to the extent necessary to implement a resolution or to address any new issues or information you provide.

Complaints by Quebec residents

Residents of Quebec must be given the option to lodge their complaint with the AMF (Quebec regulator). If QAM has received any complaints they must also be reported to the AMF through their on-line reporting system. This reporting is done semi-annually by the CCO.

Report a Complaint

To report complaints to Qtrade please send your complaint to:
1920 – 505 Burrard St. Box 85, Vancouver, BC V7X 1M6.
If you wish to electronically send your complaint please send to:
clientconcerns@qtrade.ca.

Mutual Fund Dealers Association of Canada

Client Complaint Information Form

Clients of a mutual fund dealer who are not satisfied with a financial product or service have a right to make a complaint and to seek resolution of the problem. MFDA Member dealers have a responsibility to their clients to ensure that all complaints are dealt with fairly and promptly. If you have a complaint, these are some of the steps you can take:

- Contact your mutual fund dealer. Member firms are responsible to you, the investor, for monitoring the actions of their representatives to ensure that they are in compliance with by-laws, rules and policies governing their activities. The firm will investigate any complaint that you initiate and respond back to you with the results of their investigation within the time period expected of a Member acting diligently in the circumstances, in most cases within three months of receipt of the complaint. It is helpful if your complaint is in writing.
- Contact the Mutual Fund Dealers Association of Canada ("MFDA"), which is the self-regulatory organization in Canada to which your mutual fund dealer belongs. The MFDA investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate. You may make a complaint to the MFDA at any time, whether or not you have complained to your mutual fund dealer. The MFDA can be contacted:
 - By completing the on-line complaint form at www.mfda.ca
 - By telephone in Toronto at (416) 361-6332, or toll free at 1-888-466-6332
 - By e-mail at complaints@mfda.ca*
 - In writing by mail to 121 King Street West, Suite 1000, Toronto, ON M5H 3T9 or by fax at (416) 361-9073

*You may wish to consider issues of internet security when sending sensitive information by standard e-mail.

Compensation:

The MFDA does not order compensation or restitution to clients of Members. The MFDA exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry. If you are seeking compensation, you may consider the following:

- Ombudsman for Banking Services and Investments ("OBSI"): You may make a complaint to the OBSI after you have complained to the dealer, at either of the following times:
 - If the dealer's Compliance Department has not responded to your complaint within 90 days of the date you complained, or;

- After the dealer's Compliance Department has responded to your complaint and you are not satisfied with the response. **Please note that you have 180 calendar days to bring your complaint to OBSI after receiving the dealer's response.**
- OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to clients. OBSI can make a non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:
 - By telephone in Toronto at (416) 287-2877, or toll free at 1-888-451-4519
 - By e-mail at ombudsman@obsi.ca
- Legal Assistance: You may consider retaining a lawyer to assist with the complaint. You should be aware that there are legal time limits for taking civil action. A lawyer can advise you of your options and recourses. Once the applicable limitation period expires, you may lose rights to pursue some claims.
- Manitoba, New Brunswick and Saskatchewan: Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgment of the superior court in that province. For more information, please visit:
 - Manitoba: www.msc.gov.mb.ca
 - New Brunswick: www.nbsc-cvmnb.ca
 - Saskatchewan: www.fcaa.gov.sk.ca
- Québec:
 - If you are not satisfied with the outcome or with the examination of a complaint, the Autorité des marchés financiers ("AMF") can examine your complaint and may provide dispute resolution services.
 - If you think you are a victim of fraud, fraudulent tactics or embezzlement, you can contact the AMF to see if you meet the eligibility to submit a claim to the Fonds d'indemnisation des services financiers ("Financial Services Compensation Fund"). An indemnity up to \$200,000 can be payable through monies accumulated in the fund for an eligible claim.
 - For more information:
 - Contact the AMF by telephone at (418) 525-0337 (in Québec), or toll free at 1-877-525-0337
 - Visit www.lautorite.qc.ca