

How to file your formal complaint?

If you have concerns about the characteristics of CRCD's shares or CRCD's distribution method, you may:

- Speak directly with an Investor Relations agent: 1 888 522-3222.
- Contact us by email capital.regional@desjardins.com or by completing the « Contact us » form on our website capitalregional.com.
- Contact your caisse advisor.

In most cases, concerns are satisfactorily addressed by talking to a caisse employee or manager or an Investor Relations agent, but if you're still not satisfied, you can complete this formal written complaint.

Be advised, if you're not satisfied with service you received at a caisse, please contact the person who served you or the related business segment, or see the available options at desjardins.com/comments.

Your contact information

Ms. Mr.	First name	Last name	Investor number
Address			
No.	Street		Apt.
City		Province	Postal code
Daytime phone		Email	

Describe your complaint, what is its specific nature?

Use an additional sheet if necessary.

What is the real or potential prejudice that you may have incurred?

What outcome or settlement are you hoping for?

Documents to attach

Attach any and all documents needed to analyse your complaint (copies of transactions, statements, email, etc.).

Signature

Your signature

Date

How to submit your complaint?

- By mail:
Complaint agent
Capital régional et coopératif Desjardins
2 Complexe Desjardins
P.O. Box 760, Desjardins Station
Montréal, Québec H5B 1B8
- By email: capital.regional@desjardins.com

Complaint process

1. The Complaint agent will acknowledge receipt of your complaint within 5 business days.
2. They will review the file and related information and contact you if necessary to complete your file.
3. Following their review, the Complaint agent will send you the final decision in writing together with an explanation within 30 business days.