**Copy Deck  
Project: Newport Private Wealth – New Website**

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| **Client: Newport Private Wealth** | **Created By: Elan** | |
| **Project: New Website 2024** | **Docket: NWPT-006 OCT23** | |
| **Requested By: Elizabeth** | **Date: February 20, 2025** | **Version: Dispute Resolution** |

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| ***Section Type:*** | **Section Title: Dispute Resolution Service** |
| ***Component*** | ***English*** |
| Meta | Tags  Newport Private Wealth: Dispute Resolution  Description  Newport Private Wealth has an efficient and effective process of resolving any concerns or complaints you may have. |
| Header | Dispute Resolution Service |
| Body Copy | With our commitment to listen, communicate and adapt to continue to provide excellent service to our clients, Newport Private Wealth Inc. has developed an efficient and effective process of resolving any concerns or complaints you may have.  Speak to your Portfolio Manager about your concerns and they will work with you to find a satisfactory solution. If a resolution cannot be found, the matter will be escalated to senior management and you will be required to document your concerns in writing.  Written complaints should be addressed to:  **Newport Private Wealth Inc. 469 King Street West, 4th Floor, Toronto, Ontario M5V 1K4 Attention:  Chief Compliance Officer**  **Main Phone:  416-867-7555 Toll Free:  1-866-534-5402 Email:**[cco@newportprivatewealth.ca](mailto:cco@newportprivatewealth.ca)  Newport Private Wealth will investigate and provide you with a reasoned decision in writing, within 90 days of receipt of your complaint.  If you are not satisfied with Newport Private Wealth’s’ decision and best efforts, you may contact the Ombudsman for Banking Services and  Investments (OBSI) at:  **Ombudsman for Banking Services and Investments 401 Bay Street, Suite 1505, P.O. Box 5, Toronto, Ontario M5H 2Y4**  **Telephone:  1-888-451-4519 Fax:  1-888-422-2865 Email:**[ombudsman@obsi.ca](mailto:ombudsman@obsi.ca) **Website:**[www.obsi.ca](http://www.obsi.ca/)  The OBSI provides free and independent dispute resolution services to clients who are dissatisfied with their firm’s complaint resolution process. If this option is chosen, complaints must be submitted within six months of the date of receiving a response from Newport Private Wealth, since OBSI reserves the right to decline investigating a complaint beyond that timeframe.  Residents of Quebec not satisfied with Newport Private Wealth’s’ decision and best efforts may contact the Autorité des marchés financiers (AMF) at:  **Autorité des marchés financiers** **Direction des plaintes et de l’indemnisation** **Place de la Cité, tour Cominar** **2640, boulevard Laurier, bureau 400** **Québec (Québec) G1V 5C1**  **Telephone: 1-877-525-0337** **Fax: 1-418-525-9512** **Website:**[www.lautorite.qc.ca](http://www.lautorite.qc.ca/)  The AMF provides free voluntary mediation services to clients who are dissatisfied with their firm’s complaint resolution process. |