

Client Satisfaction Survey: Results

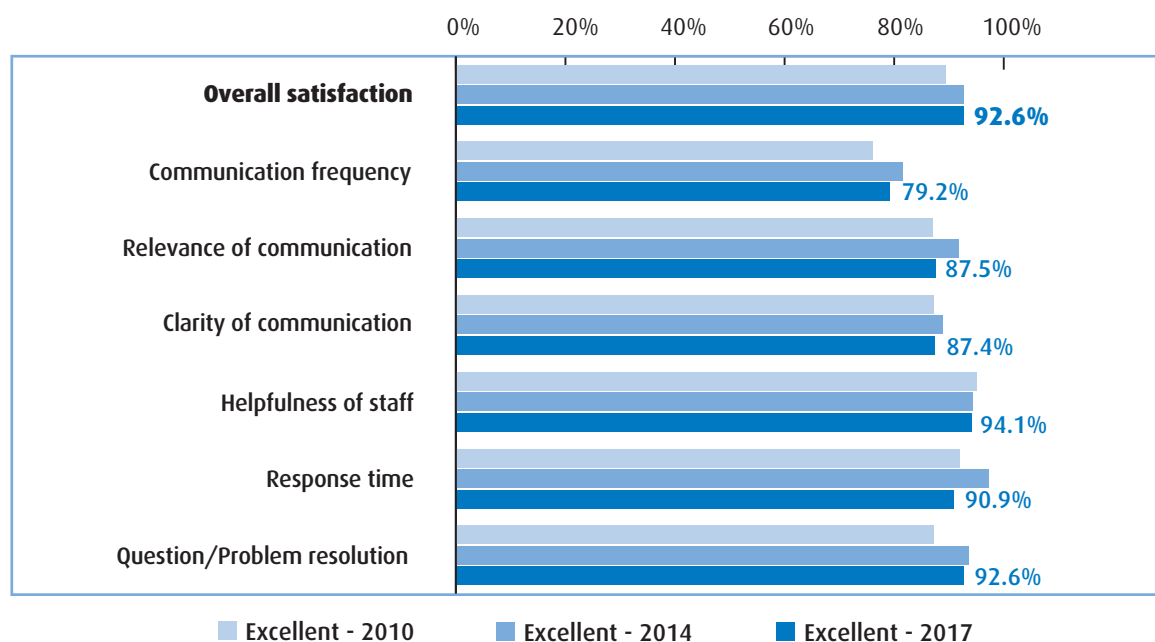
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Dear Client,

We are very proud to share with you the results of our Client Satisfaction Survey for 2017. We take this survey seriously and make it a top priority to address the outcomes in order to better serve you.

With a very strong participation rate (44%), we are pleased to report consistent, positive results in this year's overall scores. Figure 1 demonstrates that 92.6% of our clients rated their overall satisfaction of our team as "Excellent".

Figure 1 



We work very hard to deliver a great client experience and first-class service on an ongoing basis. Hence, these results are extremely gratifying to our team.

We would like to note in the interest of transparency that the non-confidential nature of the survey may have created an upward bias. We decided to make the survey non-confidential to allow us to rapidly address any concerns or suggestions brought to our attention. That being said, the recent pace of change and newly heightened regulations within our industry have created more work in the background, which may have impacted our communication frequency. We do not take this lightly, and we commit to elevating this score going forward.

We thank you for taking the time to provide your feedback and look forward to continuing to work with you.

Tim Anderson, CFA
Senior Vice President and Portfolio Manager

Catherine Laurin, CFA
Vice President and Portfolio Manager

www.anderson-laurin.com