

OUR **COMMITMENT** TO CLIENTS



www.investquebec.com

If you wish to make a complaint concerning a failure regarding our service commitment, please write to the manager of the service concerned or to the General Secretary of Investissement Québec. For more information, call **1-866-870-0437** or visit our website: www.investquebec.com.

You can be sure that we will deal with your concerns with courtesy, speed and impartiality.



Imagine the possibilities.

Investissement Québec employees are committed to providing you with top-notch service and to meet the highest standards of professional conduct in all their dealings with you. This commitment is embodied in the statements made below.

AN ATTENTIVE EAR

To help you develop your business, the employees of Investissement Québec will:

- suggest fiscal and financial tools that meet your company's needs;
- help you forge productive, strategic alliances with local and international partners;
- contact you within 48 hours to follow up on your application and clearly explain how your file is being handled, including the time required;*
- carefully explain the decisions made regarding your file;
- maintain regular contact with you;
- evaluate your level of satisfaction.

* The employees of Investissement Québec will rely on you to provide the necessary information and documents within the appropriate time. Your collaboration here is essential.

EFFECTIVE INITIAL CONTACT

The employees of Investissement Québec's Reception and Information Service will:

- provide you with a toll-free number (1-866-870-0437) which you can use anywhere in Canada and in the United States;
- reply to your email requests for information within 24 hours;
- provide you with complete, up-to-date information on Investissement Québec's website;
- give you precise information on the terms and conditions of Investissement Québec's products and services.

SERVICES ACCESSIBLE EVERYWHERE TO EVERYONE

- Investissement Québec advisors serve all regions of Québec.
- Services for foreign investors are available in Québec as well as in the United States and in Europe through Investissement Québec's offices abroad.
- Investissement Québec is committed to providing handicapped persons with access to its services. Its action plan in this regard is available on its website.

IRREPROACHABLE ETHICS

- Investissement Québec has adopted a code of ethics and professional conduct which is available on its website.
- No information about you or your company will be disclosed, unless permitted by law or authorized by you in writing.
- Investissement Québec employees strive to be objective and independent in their actions, and to treat their clients and partners fairly.