

## OUR **COMMITMENT** TO CLIENTS



[www.investquebec.com](http://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](http://www.investquebec.com).

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

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.