2016 Risk Assessment Questionnaire

FAQ and User Guide



O N T A R I O SECURITIES COMMISSION

Ontario Securities Commission 2016 Risk Assessment Questionnaire

Frequently Asked Questions and User Guide

The Compliance and Registrant Regulation Branch of the Ontario Securities Commission (**OSC**) has developed a list of frequently asked questions (**FAQ**) and a User Guide to help you complete the 2016 risk assessment questionnaire (**Questionnaire**).

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1. Where is the Questionnaire?

You can access the interactive electronic Questionnaire through a secure URL link that was sent to your chief compliance officer (CCO) and ultimate designated person (UDP) in an email on May 18, 2016. Each firm is provided with a link to a Questionnaire that is tailored to the firm's registration category(ies).

In addition, a copy of the Questionnaire in PDF format is attached to the email and is also available on the OSC website at www.osc.gov.on.ca. The PDF version of the Questionnaire is for reference only. Many interactive features of the Questionnaire (e.g. responses that are located in drop down menus) are not available in PDF format or in a printed version of the Questionnaire. You must complete and submit the Questionnaire online.

2. What is the purpose of the Questionnaire?

The Questionnaire gathers information from portfolio managers, restricted portfolio managers, investment fund managers, exempt market dealers and restricted dealers about their business operations, practices and procedures. The information gathered through this process will be used for risk ranking, selection of firms for compliance reviews as well as other regulatory purposes.

3. Do I have to complete the Questionnaire?

Yes, all firms must complete and submit a Questionnaire. Your firm will receive a general set of questions, plus a section for each of its OSC registration categories. For example, if you are registered only as a portfolio manager with the OSC, you are required to complete the general and the portfolio manager sections of the Questionnaire, and only these sections will be sent to you. The questions in each of the registration specific sections relate to your activities for that registration category.

Regardless of whether you are relying on each of your registration categories for your current business activities, if you are registered in any of the categories, you must complete the related section of the Questionnaire. If your firm was recently registered, respond to each question with the information you have available, and provide comments where applicable.

4. How do I complete the Questionnaire?

Answer the questions online by accessing the Questionnaire through the secure URL link. Detailed instructions for completing the Questionnaire are in the User Guide. *We* strongly suggest that you review the User Guide before you begin completing the Questionnaire as it will assist you with getting started and knowing what to expect.

5. What is the Excel spreadsheet that was part of the May 18, 2016, email message?

a. Do I have to complete the spreadsheet?

The spreadsheet that was attached to the email sent to your firm's CCO and UDP on May 18, 2016 must be completed by investment fund managers that manage non-prospectus qualified funds. For example, if you manage hedge funds, then you are required to submit the spreadsheet.

When you have completed the spreadsheet, follow the instructions provided in question 1 in the investment fund manager section of the Questionnaire to attach it for submission.

b. What is the purpose of collecting the information in the spreadsheet?

The OSC is interested in collecting data that captures a broad area of the investment fund universe, especially non-prospectus qualified funds for which limited information is available through other sources. The purpose of collecting this information is to better understand the operations of investment fund managers operating in Ontario and the types of funds that are made available to investors.

c. How are we going to use the information?

The OSC will use the information collected for internal analysis and a better understanding of the size and composition of the prospectus-exempt space.

d. Will the information be shared with other parties? If yes, with whom?

This information will be shared on a confidential basis with other Canadian regulators with whom we are working to monitor and assess risks in the Canadian financial system. It is also anticipated that some of the information gathered through this spreadsheet may be shared with the International Organisation of Securities Commissions (IOSCO), but this will be done strictly on an aggregated basis with no identifying information included.

See also question 14 below.

6. What do the attestation statements mean?

At the beginning of the Questionnaire, there is an attestation statement that must be completed by your UDP. We recognize that some responses to the Questionnaire may require professional judgment. By signing the attestation statement, you acknowledge that the information provided to us is complete and accurate.

Your UDP must also attest that information submitted in the spreadsheet for investment fund managers of non-prospectus qualified funds, if applicable. This attestation is located at the beginning of the investment fund manager section of the Questionnaire.

7. I am having difficulty accessing and completing the Questionnaire online. What should I do?

First, review the instructions for accessing and completing the Questionnaire in the User Guide. In particular, keep the following in mind:

a. The URL link is case sensitive

Copy and paste the entire URL link into the Internet address line to avoid typing errors.

b. Software and system requirements

The Questionnaire supports the following web browsers:

- Internet Explorer 8.0 and 9.0 (if using Internet Explorer 10 or later, please turn on the browser's Compatibility View Settings)
- Firefox 10.0, 11.0 and future fix packs
- Google Chrome 18 and future fix packs

The Questionnaire may not function properly if it is used on other browsers.

c. Disabling/turning off the pop-up blocker

Pop-up blocker in your web browser's settings must be disabled or turned off for you to save or submit the Questionnaire.

d. Save the Questionnaire frequently to avoid timing out

Save your work in progress every 10 to 15 minutes to minimize the impact of any Internet disruptions. If you close the Questionnaire and log in later, the system will retrieve the last saved version of your Questionnaire. A dialog box will appear after you have successfully saved the Questionnaire. After 120 minutes of inactivity, the Questionnaire session will expire and any unsaved data will be lost – the Questionnaire will remain open and only when you click on Save will there be a notice that the session has expired

If you're still having difficulty, contact us at (416) 593-8314 for assistance on technical issues.

8. What should I do if the choices for a response do not adequately describe our business operations?

The responses are designed to apply to the majority of registered firms and may not cover all situations. If this is the case, select the response that best describes your business and provide an explanation in the comment box. If a comment box is not available for a question, use the final overall feedback box for your comments. Please include the section and question number along with your comments.

9. What if my firm is located outside of Canada, but is registered with the OSC – do I provide information about my worldwide operations?

For the general section of the Questionnaire, respond to questions based on your firm's global operations. Questions specific to registration categories should include information related only to your Canadian operations.

10. How do I submit the Questionnaire?

Please ensure that you are satisfied with your answers prior to clicking the "Submit" button at the top of the page. *Once the Questionnaire has been submitted, changes can no longer be made.*

You can print a copy of the Questionnaire at any time by clicking the "Print" button.

11. I am unable to submit my Questionnaire. What should I do?

You will not be able to submit your Questionnaire if you have not completed all the questions, including required information in comment boxes. The system will prevent you from submitting the Questionnaire if it detects any fields with missing information.

If you attempt to submit the Questionnaire without completing it, you will automatically be brought back to the page where the question or the comment box is incomplete. You may have to scroll down the page to find the question where information is missing.

Fields highlighted in yellow are mandatory. Fields will turn red if you have entered an inappropriate response to the question, including a field in a table. An example of this would include where a column total that must equal 100%. If your responses total more than 100% or less than 100%, the total field will turn red, and you will be unable to submit your Questionnaire. Another example would be if a question requires a numeric response, and you have entered letters (i.e. one million, instead of 1,000,000). When a field turns red, a related message will be shown, indicating the reason for the red field.

12. How do I know if the OSC has received my completed Questionnaire?

A confirmation will appear on your screen to inform you that you have successfully submitted the Questionnaire to the OSC, including an identification number of the submission for your future reference.

13. Why did I not receive my submission confirmation?

You should receive a confirmation indicating that the OSC has received your Questionnaire shortly after you click the "Submit" button. However, if the server is busy processing a large number of Questionnaires at once, there may be a delay in receiving your confirmation. In the meantime, the "Submit" and "Save" buttons will disappear as you can no longer make changes to the Questionnaire. This process may take up to a few minutes, depending on how busy the server is. Do not close the browser until you receive your confirmation with an identification number.

14. Will the information submitted be kept confidential?

Subject to section 153 of the *Securities Act* (Ontario), information that you provide to the OSC in the Questionnaire will be treated in strict confidence to the fullest extent permitted by law. However, the OSC is subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)*. Therefore, it is possible that this information could be requested under the *FIPPA*.

Although the *FIPPA* protects business information that has been supplied to an institution in confidence, the final decision on whether information falls within the relevant exemption provisions resides with the Information and Privacy Commissioner. Before any information could be disclosed under an access request, you would be notified and given the opportunity to make written submissions on whether or not the information should be disclosed.

15. Who do I contact if I have questions?

Email us at: <u>ComplianceSurvey@osc.gov.on.ca</u>

Alternatively, please do not hesitate to contact one of the individuals listed below.

Contacts:

Questions relating to accessing, saving, printing, navigating and submitting the Questionnaire

OSC Inquiries & Contact Centre 416-593-8314

Investment Fund Manager Team Alizeh Khorasanee Accountant 416-593-8129	Estella Tong Senior Accountant 416-593-8219
Exempt Market Dealer Team	
Allison Guy	Louise Harris
Compliance Examiner	Accountant
416-593-2324	416-593-2359
Portfolio Manager Team	
Susan Pawelek	Teresa D'Amata
Accountant	Accountant
416-593-3680	416-595-8925
Spreadsheet to collect fund level informa	tion

Nevena Pencheva	Paul Redman
Analyst – Research and Economics	Chief Economist and Head of Research
416-204-8977	416-593-2396

Part B - User Guide

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ABOUT THE USER GUIDE

The User Guide provides you with detailed instructions of how to access, complete, and submit the Questionnaire. It also provides other helpful information and troubleshooting instructions.

GETTING STARTED

Accessing the Questionnaire

To access the Questionnaire, click the secure URL link that was emailed to your chief compliance officer (**CCO**) and ultimate designated person (**UDP**). Once you have opened the Questionnaire by clicking the secure URL link, you can start completing the Questionnaire. The following address is an example of the link that was sent to you:

https://eforms.osc.gov.on.ca/raq/ProcessForm?id=08X08XXXXX

Software and system requirements

The OSC's electronic filing portal currently supports the following web browsers:

- Internet Explorer 8.0 and 9.0 (if using Internet Explorer 10 or later, please turn on the browser's Compatibility View Settings)
- Firefox 10.0, 11.0 and future fix packs
- Google Chrome 18 and future fix packs

If you are not using any of these web browsers, the Questionnaire may be supported in your browser's 'compatibility view'. See, for example,

http://windows.microsoft.com/en-CA/internet-explorer/use-compatibility-view or consult the Help tab of your web browser for further information on how to resolve compatibility issues.

If you continue to have technical difficulties, please contact us at 416-593-8314.

User access

Only one user at a time should enter information into the Questionnaire. If multiple users enter information into the Questionnaire at the same time, the system will maintain <u>only</u> the last saved copy of the Questionnaire.

Anyone who has access to your firm's URL link will have access to your firm's Questionnaire and will be capable of responding to questions, saving and/or submitting the Questionnaire. Ensure that you provide the URL link only to individuals you wish to have access to the Questionnaire.

Pop-up blocker

To save or submit the Questionnaire, you must disable or turn off the pop-up blocker in your web browser's settings.

120-minute inactivity limit

After 120 minutes of inactivity, your session will expire and any changes made will not be saved. You will need to re-open the Questionnaire using the original link provided.

Notification of session expiry will **only** appear when you try to save or submit the Questionnaire. Navigation, printing, and input remain available despite the session having expired. However, since your session has expired, any unsaved data will be lost.

Save your Questionnaire frequently and before you leave your computer!

Returning to the Questionnaire

Click on the same URL link to return to the Questionnaire. The system will retrieve the last saved version of the Questionnaire.

BASICS FOR COMPLETING THE QUESTIONNAIRE

All Registrants are required to complete the general section of the Questionnaire along with each section that is relevant to their OSC registration category(ies). The UDP **must** complete the certification before submitting the Questionnaire to the OSC.

General section - Certification

PM EMD Comment	Next Page: 1/9
GENERAL SECTION: QUESTIONS FOR ALL REGISTRANTS	
mpleted by your ultimate designated person.	
ed the Risk Assessment Questionnaire completed by our firm. To the best of my knowledge, the resp	oonses to the Risk Assessment
ete, accurate, free from any misstatements and are not misleading in any respect.	

The Questionnaire that was sent to you through the secure URL link has been prepopulated with your firm's name, NRD Number and registration category(ies). Please verify that the pre-populated information presented on the first page of the general section is correct. If the information is incorrect, call any of the listed individuals immediately.

Your firm's registration category(ies) determines which sections of the Questionnaire you have to complete. For example, if your firm is registered in the categories of portfolio manager (PM) and investment fund manager (IFM), you will have to complete the general, PM and IFM sections of the Questionnaire. Your Questionnaire will not contain the exempt market dealer (EMD) section as it is not applicable to you.

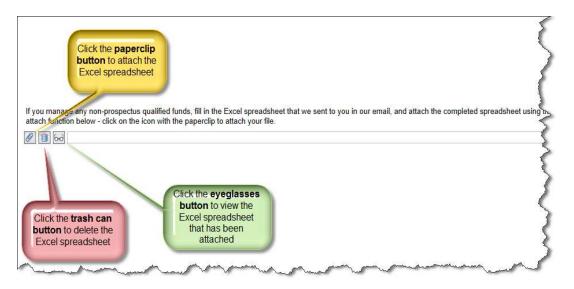
Pre-populated firm's information

Company name	ABC Company	3
NRD number	12345	
	Registered as	
Investment fu	nd manager 🚽	
Portfo	lio manager 🛛 🗐	
Exempt m	arket dealer 📃	
Restricted portfo	olio man <mark>ag</mark> er	
	ricted dealer	

Excel spreadsheet

If you manage any non-prospectus qualified funds, you have to complete and submit to us the Excel spreadsheet that was sent to you along with the Questionnaire.

The spreadsheet can be saved on your computer (i.e. local drive) until it is completed. Once you are ready to submit the spreadsheet, click on the paperclip button in Question 1 in the IFM section of the Questionnaire to attach the spreadsheet for submission. You can only attach the document in Microsoft Excel format and we ask that you do not alter the format of the spreadsheet. If you want to delete your attachment, click on the trash can button. To view your attachment, click on the eyeglasses button.



Attestations

You will find two attestation statements in the Questionnaire. The first attestation statement is in the general section of the Questionnaire and the second attestation statement is in the IFM section of the Questionnaire. The attestations must be completed by the firm's UDP.

General IFM PM EMD Comment GENERAL SECTION: QUESTIONS FOR ALL REGISTRANTS Certification	Page: 1 /9
ertification	
nis certification must be completed by your ultimate designated person.	
certify that I have reviewed the Risk Assessment Questionnaire completed by our firm. To the best of my knowledge, the responses to the Risk Questionnaire are complete, accurate, free from any misstatements and are not misleading in any respect.	k Assessment
Name:	
Phone number:	
Date:	

You are required to complete the following attestation statement only if your firm manages non-prospectus qualified funds as indicated in question 1 in the IFM section of the Questionnaire.

P	rint Save	Previous	Next
General (IFM) PM Comment		Page:	1 /12
IFM SECTION: QUES	TIONS FOR INVESTMENT FUND MANAGERS		
Certification			5
This certification must be completed by your ultimate designated perso	on.		~
Certify that I have attached the Excel spreadsheet containing all the To the best of my knowledge, the responses to the fund-level quest	e requested fund-level information for all non-prospectus qualified funds n tions are complete, accurate, free from any misstatements and are not mis	nanaged by ou sleading in any	r firm. respect.
NAME			
DATE			<
			5
Question 1 – Assets under management (AUM)	<i>B</i>		5
Fill in the table below for all the funds that you manage.	•		5
Photoxestm of funds the nove a food of fund story AUM of	a counted once in a both and a counted once in a both	portune and they	m

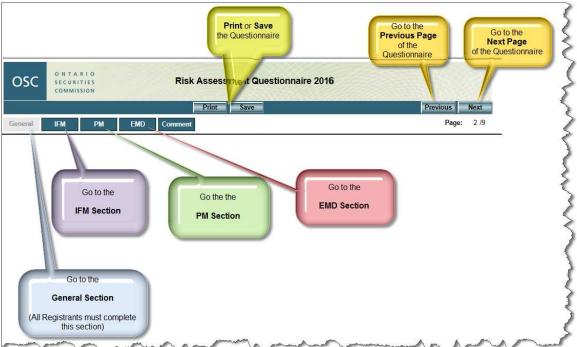
GETTING AROUND

At the top of each page, there are navigation buttons to help you navigate throughout the Questionnaire.

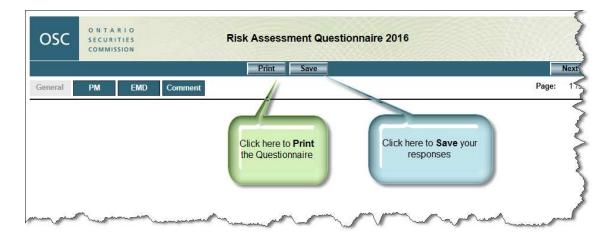
To navigate to the general, IFM, PM or EMD sections, click on the General, IFM, PM or EMD tabs.

To move to the next page, click on the **Next** button that appears to the right of the navigation bar. To go the the previous page, click the **Previous** button.

Navigation bar



To print and save the Questionnaire, click on the **Print**, and **Save** buttons. Refer to page 13 of this User Guide for Printing/Saving/Exiting the Questionnaire.



Comment tab

The comment tab is located in the navigation bar. The comment tab should either be used when a comment box is not available for a question, or when a comment box is available but not enough space is provided to enter your complete response. In these instances, you can provide us with additional information or comments to questions in the Questionnaire by clicking on the Comment tab. When entering your response, ensure that you identify the question number and its respective section (e.g. PM Q2, IFM Q1, EMD Q7).

OSC	O N T A I SECURI COMMIS	TIES	Risk	ssessment Questionnaire 2016	
				Save Submit	Previ
General	IFM	РМ	EMD Comment		
Final Overal	I Feedback	l.			1
				V	5
					(
					1

TYPES OF QUESTIONS

This section provides you with examples of the types of questions you will come across in the Questionnaire.

Multiple choice question - one response

The answers appear as radio buttons. You can **only** select one choice for this type of question.

Question 15 - Claims

Which statement best describes any pending litigation and/or claims against your firm?

a) No claims or litigation outstanding

b) Potentially some claims or litigation outstanding

O c) Some claims or litigation outstanding

Od) Potentially significant claim(s) or litigation outstanding

e) Significant claim(s) or litigation outstanding

Multiple choice question - multiple responses

For this type of question, you can make **one or more choices** by clicking on each box that is applicable to you. For example, if you select box "h) None", you will not be able to select boxes "a)" through "g)". If you select box "h) None" in error, you must click on it again to deselect before you are permitted to select any of the other boxes " a)" through "g)".

Question 3 – Special committees
Does your firm have committees responsible for the following functions? Check all that apply.
🗌 a) Risk management
b) Policy review
c) New product review
🗹 d) Investment
🛫e) Valuation
of Audit
🐋 🗊 Other - provide details in comment box below
h) None
Other committees that your firm has
HR Committee

Multiple field question

In this type of question, you must enter information in the applicable fields. In some of the multiple field questions, the whole chart may be highlighted in yellow (as shown below), and you must make an entry in every field. You must enter zero in the rows and/or columns that are not applicable to you, so the system can confirm that you have completed this question.

To move to the next field, use the mouse or press the **Tab** button on your keyboard. Do not use the **Enter** button.

Product	Approximate percentage of total AUM	
Equities (exchange traded)	9	6
quities (non-exchange traded)	9	6
ixed income	9	6
Prospectus qualified funds (excluding exchange traded funds)	9	
Exchange traded funds	9	6
Ion-prospectus qualified funds	9	6
Cash equivalents	9	6
Other (describe below)	9	6
[otal	9	6

Multiple field question with drop-down menus

In this type of question, you must use the drop down menu to select your response. Click on the inverse triangle to open the drop down menu and select the most appropriate response.

Question 9 – Marketing	
(A) Fill in the table below.	
Marketing practice	Does your firm and/or registered individuals use this marketing practice?
Word of mouth	Yes 🔻
Cold calling, including the use of telemarketing firms	Yes No
Electronic media (e.g. websites, email)	Yes
Social media sites (e.g. blogs, LinkedIn, Twitter, Facebook)	Yes 🔻
Printed modia (e.g. nowenanore, magazinee, brochuree, namphlote)	Voc -

Comment box

Some answers require you to provide additional information in a comment box. For example, if you select box "g) Other – provide details in comment box below", the

comment box field will change to yellow to prompt you to enter the information. Once you enter the information in the comment box, the comment box will turn white. If you do not enter any information, the system will mark the question as incomplete.

Question 3 – Special committees
Does your firm have committees responsible for the following functions? Check all that apply.
🗌 a) Risk management
□ b) Policy review
c) New product review
Investment
✓ e) Valuation
Image: Image
☑ g) Other - provide details in comment box below
h) None
Other committees that your firm has
Other committees that your firm has

PRINTING/SAVING/EXITING

Printing the Questionnaire

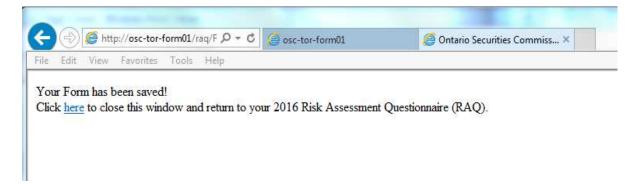
You can print the Questionnaire at any time using the **Print** button. It may take some time to print as the system needs to generate a PDF image of the Questionnaire prior to printing.

ONTATIO	Print Print	
GENERAL SI Types of Doc Certification Sclosure do yo nemorandum et ion agreement eement hip disclosure lean material he above de dove de dove	I person Printe: Probleme Probleme I person Pages to Print Print in graysca I person Image Image I person Image	Advanced Help @ le (black and white) Comments & forms Document Document Document & 1 x 10.6 in 8.5 x 11 Inches
	Choose paper source by PDF page size Print on both sides of paper Orientation: Auto portrait/landscape Portrait Indexame	

Saving the Questionnaire

Use the **Save** button to save your work-in-progress. Your Questionnaire will be saved to our secured server.

Once the Questionnaire is saved successfully, you will get the message below:



Exiting the Questionnaire

You can **exit** the Questionnaire at any time by closing the browser window. Make sure you save your work before you exit.

())	https://eforms.osc.gov.	on.ca/raq/ProcessForm?pw 🎗 👻 🗎 C 🧔 eforms.osc.gov.on	von.ca	<u>۵</u>
File Edit V	riew Favorites Tools	Help	Click the "x" to exit	× 0 • 0
OSC	O N T A R I O SECURITIES COMMISSION	Risk Assessment Question		ζ
General	IFM PM	EMD Comment	Page: 1 /9	1
-		GENERAL SECTION: QUESTIONS FOR ALL	ALL REGISTRANTS	
Certification				5
This certificati	on must be completed b	y your ultimate designated person.		1
U certify that Question of	It I have reviewed the Ri aire are	sk Assessment Questionnaire completed by our firm. To the common statements and are not misleading in	b the best of my knowledge, the responses to the Risk Assessment	\sim

SUBMITTING

Submitting the Questionnaire

Use the **Submit** button to send your completed Questionnaire to the OSC.

The **Submit** button is found on the navigation bar of the Questionnaire. If you have not completed all the questions, including mandatory information in comment boxes, the system will require you to enter the missing information before it will accept the submission.

OSC	O N T A R I O SECURITIES COMMISSION	Risk Assessment Questionnaire 2016	1
		Save Submit	Previous
General	IFM PM	EMD Comment	2
Final Overall F	eedback	4	\rightarrow
			2
			1
mon	man	man and the second and the second	him many many

Once the submission is successful, you will get a successful submission message similar to the following:

l		{
osc	O N T A R I O SECURITIES COMMISSION	2
Thank you fo	or your submission.	3
Submission II	ID: <u>RAQ1401472772800-174</u> .	>
Submission d	date and time: 2016-06-03 09:58.	5
Please save a	a copy of your submission in PDF for your records by clicking	Ś
man -	Annone management	

Receiving your identification number

If the server is busy, there may be a delay in receiving your confirmation. You will notice that the **Submit** and **Save** buttons will disappear and the hourglass appears. This could take up to a few minutes depending on how busy the server is. **Do not close the browser until you receive your confirmation with an identification number.**

Viewing the Questionnaire

After you submit the Questionnaire, you can still view or print the Questionnaire by using the same secure URL link.

TROUBLESHOOTING

Below are examples of some of the error messages that you may encounter as you are completing or submitting the Questionnaire.

Error message 1 – Text values are not permitted for these fields

Enter \$0 to \$900,0	00,000,000		
osc	O N T A R I O SECURITIES COMMISSION	Risk Assessm	nent Questionnaire 2016
		Print	Save
General	IFM PM EM	1D Comment	
R388-001945/0751/	ssets Under Management		
Provide your as Enter zero in ro	usets under management (AUM) ws that are not applicable to you	u.	vices as of the dates indicated below.
^o rovi <mark>de</mark> your as	sets under management (AUM)		
Provide your as Enter zero in ro	esets under management (AUM) ws that are not applicable to you AUM as at March 31, 2016	u. AUM as at March 31, 2015	
Provide your as Enter zero in ro Type of Client	esets under management (AUM) ws that are not applicable to you AUM as at March 31, 2016 (in CAD dollars)	u. AUM as at March 31, 2015 (in CAD dollars)	Message from webpage

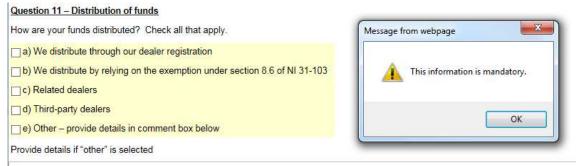
Error message 2 – Numeric value entered exceeds permitted dollar range

Enter \$0 to \$900,0	60,000,000		
OSC	O N T A R I O SECURITIES COMMISSION	Risk Assessi	nent Questionnaire 2016
		Print	Save
General	IFM PM EM	D Comment	
200	ssets Under Management	for your Considion only income	n ince an of the dates indicated below
Provide your as	2015 R.F. (Research		ervices as of the dates indicated below.
Provide your as inter zero in ro ype of Client	sets under management (AUM) ws that are not applicable to you AUM as at March 31, 2016	I. AUM as at March 31, 2015 (in CAD dollars)	(
Provide your as	esets under management (AUM) ws that are not applicable to you AUM as at March 31, 2016 (in CAD dollars)	J. AUM as at March 31, 2015 (in CAD dollars)	Message from webpage

Error message 3 – Numeric value entered exceeds permitted percentage range

General IFM PM EMD	Comment		
Question 10 – Receipt of trade orders How do you receive trade orders from investors?		lume of trades received in the past 12 n	nonths ending March 31, 20
Enter zero in the rows that are not applicable to y	vou. Volume of trades in (as a percentage of total		
a) FundSERV	1000	% Message from	webpa
o) Fax	0	%	webpa
) Email	10	%	
) Phone	10	% 📕 🚣 ^{En}	ter 0 to 100
e) Mail	0	%	
Other - provide details in comment box below	0	%	ОК
y) Not applicable – trades are processed directly hrough a stock exchange	0	%	

Error message 4 – Mandatory information is not complete



Error message 5 – Submitting Questionnaire with incomplete responses

In order to complete the Questionnaire, all questions must be answered, including required information in the comment boxes. If you attempt to submit the Questionnaire without completing it, a message will appear on your screen indicating that one or more questions have not been correctly completed (as shown below). After clicking "Ok", you will then be brought back to the page where the question or the comment box is incomplete. You may have to scroll down the page to find the question where information is missing, i.e. fields that are highlighted in yellow.

