The Compliance and Registrant Regulation Branch of the Ontario Securities Commission (OSC) has developed a list of frequently asked questions (FAQs) and a user guide to help you complete the 2011 Compliance Risk Assessment Questionnaire (Questionnaire).

A copy of the Questionnaire is also available on the OSC website at www.osc.gov.on.ca.

1. **What is the purpose of the Questionnaire?**

The Questionnaire gathers information from portfolio managers, investment fund managers and exempt market dealers about their business operations, practices and procedures.

2. **Do I have to complete the Questionnaire?**

Yes, all registrants must complete and submit a Questionnaire. The Questionnaire has four sections; the general, the portfolio manager, the investment fund manager and the exempt market dealer section. The general section must be completed by all registrants. The three remaining sections are based on your registration categories. For example, if you are registered only as a portfolio manager, you are required to complete the general and the portfolio manager sections. The questions in each of the registration specific sections relate to your activities for that registration category.

3. **How do I complete the Questionnaire?**

You can access the Questionnaire through the secure URL link that was provided to you by e-mail. Detailed instructions for completing the Questionnaire are in the user guide in Appendix A to these FAQs. We strongly suggest that you review the user guide prior to commencing the Questionnaire as it will assist you with getting started and knowing what to expect.

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

4. **I am having difficulty accessing and completing the Questionnaire on-line. What should I do?**

First, review the instructions for accessing and completing the Questionnaire. These are in the e-mail you received with the URL link and in the user guide in Appendix A to these FAQs.
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. **Save the Questionnaire frequently to avoid timing out.**
   Save your work in progress every 15 to 20 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 the Questionnaire. A dialog box will appear after you have successfully saved the Questionnaire.

If you’re still having difficulty, contact us for assistance.

5. **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 registrants 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.

6. **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 by clicking the “print” button. A blank screen will be displayed for a few moments prior to the printing of the document.

7. **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 highlighted in red signify totals that must equal 100%. In addition, there are some fields that will turn red if you have entered an inappropriate response to the question. For example, for a question that requires a numeric response, if you use letters (i.e. one million) instead of numbers (i.e. $1,000,000), the box will become red.
8. **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.

9. **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 mean time, 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.

10. **Will the information submitted be kept confidential?**

Information that you provide to the OSC in the Questionnaire will be treated in strict confidence and will not be shared with outside parties. However, the OSC is subject to the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. Therefore, it is possible that this information could be requested under the FOIPPA.

Although the FOIPPA 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.
11. **Who do I contact if I have questions?**

E-mail us at: ComplianceSurvey@osc.gov.on.ca.

You can also contact any of the individuals from the Compliance and Registrant Regulation Branch listed below:

**Portfolio Manager Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Pawelek, CA</td>
<td>Accountant</td>
<td>416-593-3680</td>
</tr>
<tr>
<td>Dave Santiago, CA, CFA</td>
<td>Accountant</td>
<td>416-593-8284</td>
</tr>
<tr>
<td>Alizeh Khorasanee, CA</td>
<td>Accountant</td>
<td>416-593-8073</td>
</tr>
</tbody>
</table>

**Exempt Market Dealer Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maria Carelli, CA, CBV</td>
<td>Accountant</td>
<td>416-593-2380</td>
</tr>
<tr>
<td>Stratis Kourous, CA</td>
<td>Accountant</td>
<td>416-593-2340</td>
</tr>
<tr>
<td>Anita Chung, CA</td>
<td>Accountant</td>
<td>416-593-8074</td>
</tr>
</tbody>
</table>

**Investment Fund Manager Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dena Di Bacco, CA</td>
<td>Accountant</td>
<td>416-593-8058</td>
</tr>
<tr>
<td>Merzana Martinakis, CA</td>
<td>Accountant</td>
<td>416-593-2398</td>
</tr>
<tr>
<td>Teresa D'Amata, CA</td>
<td>Accountant</td>
<td>416-595-8925</td>
</tr>
</tbody>
</table>

Estella Tong, CA, CPA

Senior Accountant

416-593-8219
Appendix A

2011 Compliance Risk Assessment Questionnaire
User Guide

Software and system requirements
- Windows users: Use Internet Explorer version 6.0 or higher.

Multiple users
Only one user at a time should enter data into the Questionnaire. If multiple users enter data into the Questionnaire at the same time, the system will maintain only the last saved copy of the Questionnaire.

Pop-up windows
You will have to allow pop-up windows from our site in order to save or submit the Questionnaire. If your browser requests permission to allow pop-up windows, click Yes or OK.

Two-hour inactivity limit
After two hours of inactivity, the Questionnaire will close automatically and any unsaved data will be lost. Save your data frequently and before you leave your computer.

Getting started
Open the email you received. Click the URL link to go to the OSC Questionnaire web site. For example,

https://eforms2.osc.gov.on.ca/raq2011/ProcessForm?id=08A6AAAXXX
Question pages
At the top of each page there are navigation buttons to help you navigate, print, save or submit the Questionnaire.

Types of questions and how to respond to them
There are three main types of questions: multiple choice, check box and multiple field.

1. Multiple choice: These questions appear as radio buttons. You can only select one choice for this type of question.

   - **Radio buttons**
     - Mr.
     - Mrs.
     - Ms.

2. Check box: For these types of questions, you can make one or more choices by clicking on each box that is applicable to you.

   - **Check boxes**
     - Check all that apply:
       - Newspaper
       - Radio
       - Television
3. Multiple field: In these types of questions, you must enter data in the applicable fields. In some of the multiple field questions, the whole chart may be highlighted yellow (as shown below). In these instances, you have to make an entry in every field. Even though some of the rows and/or columns may not be applicable to you, you must enter zero in all of them so the system can confirm that you have completed this question.

You must **click** to move to the next field—do not use the **Enter** button.

```
1. Assets under management

Please provide your assets under management (AUM) as of the dates indicated below:

<table>
<thead>
<tr>
<th>Type of Client</th>
<th>AUM (as at Mar 31, 2011)</th>
<th>AUM (as at Mar 31, 2010)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institutional</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pension</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trusts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charitable Organizations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mutual funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pooled funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited Partnerships</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (provide details below)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: $0.00 $0.00

Enter zero in the rows that are not applicable to you.
```

**Comment box**

Some answers require you to provide information in a comment box. The comment box field will change to yellow to prompt you to enter the information. If you don’t enter any information, the system will mark the question as incomplete.

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Error Message

A number of the questions throughout the Questionnaire require you to enter numeric values in the fields. If you enter an incorrect character into the field, an error message will pop up indicating that you have entered invalid information (as shown below).

Incomplete Questionnaire

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.
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 print image of the Questionnaire prior to printing.

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 following message.

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.

Submitting the Questionnaire

Use the Submit button to send your completed Questionnaire to the OSC. If any information is missing, the system will require you to enter the information before it will accept the submission.

Once the submission is successful, you will get a submission successful message.
Confirmation not received
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 hour glass 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
Once the Questionnaire has been submitted, you can view it using the same URL link that you used to complete the Questionnaire.