

## CONFLICTS OF INTEREST

A conflict of interest may arise in circumstances where the interests of different parties (such as you and your advisor) are inconsistent or divergent. Actual, potential and perceived conflicts of interest arise where an action or decision by someone has the effect of benefiting others at that person's expense. Such conflicts exist in almost all human interactions and, as we are an intermediary, acting for both buyers and sellers, conflicts will arise from time to time:

- between you and our firm as well as between you and your advisor;
- between you and our other clients: we act for many clients and must allocate investment opportunities fairly among all of them, so as not to intentionally favour one client over another;
- between us and our related or associated companies.

We have policies and procedures in place to address the handling of conflicts of interest.

- We avoid conflicts prohibited by law as well as conflicts that we cannot effectively control.

In situations that we do not or cannot avoid, where our interests may compete with yours, your interest is always given priority by our acting in one of two ways:

- We control or manage acceptable conflicts by attempting to physically separate different business functions, restricting the internal exchange of information in person or through systems, reducing the possibility of one part of our organization unsuitably influencing another, removing the financial incentive of an employee to favour a particular product or service over another that may be more suitable, and setting up and testing our operational review and approval processes.
- We disclose information about any remaining conflicts to you so that, when you evaluate our recommendations and actions, you can assess independently if conflicts are significant for you.

To help you understand and assess material potential and actual conflicts of interest, we have prepared a more detailed explanation of typical conflicts with examples of what we do in the case of any material ones, which can be found at [www.npw.ca](http://www.npw.ca). If you have any questions or concerns, regardless of whether they involve conflicts of interest or anything else, please ask your advisor for an explanation and more information.