



3582 East Hastings Street, Vancouver, B.C., V5K 2A7
Tel: (604) 298-3235 Fax: (604) 298-4003 Email: info@coronetrealtyltd.com

Thank you for downloading our information package. We take pleasure in providing you details of our property management services. As soon as we receive your written authorization to act as your property managers we will:

- 1) Inspect the property to establish a rental value. Rental market value changes over time. We monitor the market changes and advise the owner of rental conditions annually in order to both maximize returns and maintain a steady income stream.
- 2) Suggest any upgrading or repairs that may be done, both at the initiation of the property management agreement and throughout the life of the asset under management.
- 3) Advertise for tenants in local papers, the internet or other media, all at our expense.
- 4) Screen prospective tenants, investigate references and conduct credit checks to establish tenant suitability.
- 5) Negotiate rental agreements. Our tenancy agreements are drafted to protect and maximize the ongoing value of the owner's asset.
- 6) Make a checklist of all deficiencies and the general condition of the premises at the date of occupancy.
- 7) Collect damage deposit and rents, provide monthly statements and, prior to February 28th each year, and provide an annual summary of income and expenses for tax purposes.
- 8) Attend to any repairs or maintenance necessary. Our contract provides for repairs of up to \$200.00 at our discretion, however we generally check with the owner, depending on the nature of the repairs. We maintain a 24-hour answering service in order to respond to emergency situations at any time of the day or night.
- 9) Inspect the property from time to time to ensure that it is being properly cared for and to provide you with suggestions for upgrading. We will also, from time to time, provide you with a property valuation in order to assist you in maximizing the return on your investment.
- 10) Provide and file Non-Resident Tax forms on your behalf with Canada Customs and Revenue Agency for non-resident owners.
- 11) Pay mortgages, insurance, strata fees and other recurring property expenses as the owner may from time to time direct.

Coronet Realty Ltd. has been in business since 1969. We currently manage over 200 individual rental properties throughout the Lower Mainland, both single family homes and individually owned condominium units. Our business is truly global, with clients all over the world, from Hong Kong to the Persian Gulf to Europe and the USA. Our staff includes English, Spanish and Cantonese speakers and consists of four people. Robert Chipman is the Owner | Broker, he has been a licensed Realtor® since 1988. Aaron Best joined our company as a Realtor® in 2003. Aaron acquired his Property Management license in 2009. Ms. Kar Man Chan, our administrative and accounting assistant, has been with us for two decades. Her attention to detail is a great asset, and is complimented by Chan Tao, our office administrator.

You can contact us 24 hours a day by phone (604-298-3235), fax (604-298-4003), toll-free anywhere out of B.C. in Canada and U.S.A. (1-888-643-2299), cellular phone (604-230-4225 - Rob Chipman) and e-mail (address: coronetpm@gmail.com) if you need information regarding your property.

While our fees are negotiable, we normally charge 20% of the 1st month's rent as a fee for finding the tenant and doing all the screening, and 10% of the rents collected. If the property already has a suitable tenant in place, there is no initial start up fee. If you already have a tenant we do not charge the 20% start-up fee, so you pay only the 10% per month. We also have an alternate fee package of 8% monthly with a \$250.00 start-up fee.

Effective property management consists of four fundamental parts: tenant relations, physical property maintenance, complete accounting, and asset management advice.

TENANT RELATIONS: As property managers we place ourselves between the owner and the tenants. The tenants do not normally even know the owner's name and would have no contact with the owner. We maintain the tenancy on a businesslike foothold, free from emotional considerations. All too often, tenancies go awry because the tenancy agreement was not enforced as written, a repair was not followed up on, a rent increase was not properly served or not served at all, an important date was missed, a breach was ignored. Being fully computerized, having an in-depth understanding of the Residential Tenancy Act, and having developed standardized response systems after years of experience, we avoid these pitfalls. Our Residential Tenancy Agreements contain clauses that completely outline the duties and responsibilities of each party, and they are upgraded annually to reflect the changes the Act, the Regulations to the Act, the Interpretation Guidelines to the Act and Regulations, and the Interpretations and Guidelines for Arbitration the Residential Tenancy Branch.

PHYSICAL PROPERTY MAINTENANCE: a residential property is an organic thing. Over time parts of it wear out, systems fail, appliances break. Different properties need different levels of care. We advise the owner on prudent maintenance to maximize the performance of the asset. We confer with the owner on the level of care that is appropriate. In the case of condominiums, we deal with the strata managers and the strata council on the owner's behalf. We discuss with the owner whether we repair now or at a later date. We discuss with the owner any contemplated upgrades to the property and advise whether upgrades are warranted to maximize the value of the asset. We maintain a full list of qualified and dependable tradesmen to select from for each job. We supply estimates before proceeding, except in the case of an emergency. Emergencies can be traumatic for an owner, and an owner may not be in a position to respond in a timely manner, but we deal with broken appliances, leaking roofs, flooded basements, and broken water tanks all the time. For us, it is just part of the job. We maintain complete records of all repairs, purchases, warranties, guarantees, etc. As a property is an organic thing, the day will eventually come when it is no longer worth maintaining, and that the underlying land has a greater value than the structure upon it. We will advise the owner when that day comes as well.

COMPLETE ACCOUNTING: When rent money comes in to the office, it is deposited “in trust”. From there it is dispersed as our owner has directed. Some of our owners have us pay virtually everything, including mortgage payments, strata fees, insurance renewals, property taxes and repair and maintenance. Other owners have us only pay emergency repairs and have all the proceeds sent on to them or to their bank. Every month there is a full accounting of what transpired in the account, and every year there is a consolidated statement. Our service with non-resident taxes allows the owner to travel extensively as we look after the day to day running of the property.

ASSET MANAGEMENT: Many property owners do not think of themselves as investors, but in fact, as soon as a property is put out to rent, the owner is an investor. Once the property is rented, every month the owner's equity is increasing. Over time the property rises in value and over time the tenant pays off a portion of any mortgage principle. We review the property from time to time, check mortgage rates, analyze the rise and fall of the property market, compare rent to value ratios, and provide the owner with ideas to maximize the return on investment in a manner that meets the owner's long term goals. We keep an eye out for potential improvements to the property's value and advise of possible additions to the owner's real estate investment portfolio. Often we find that, because of the rise in property values and the rise in rents over time, an owner can purchase other properties with no additional cash outlay. We also advise owners when to sell a property, either because the property is too old to support a decent cash flow stream or because a property has become so valuable that the rent to value ratio no longer makes sense. As licensed realtors, we can assist owners in all their property transactions.

We trust this letter outlines the level of service we provide. Please call us for answers to any further questions or queries you may have.

We enclose a sample contract for your information. Should you care to proceed, please fill out the contract and return it to us by email, fax or mail.

Yours truly,

Rob Chipman
Owner | Broker
Coronet Realty Ltd.

CORONET REALTY LTD.

3582 EAST HASTINGS STREET, VANCOUVER, B.C., V5K 2A7
PH. (604)298-3235 – or Toll Free – 1-888-643-2299 – FAX: (604)298-4003

PROPERTY MANAGEMENT AGREEMENT

IT IS AGREED BETWEEN:

NAME _____ OCCUPATION _____

NAME _____ OCCUPATION _____

ADDRESS _____
(Hereinafter referred to as the OWNER)

And **CORONET REALTY LTD.**, (hereinafter referred to as the COMPANY), THAT THE LANDS AND

PREMISES KNOWN AS: _____

be managed and rented by the COMPANY to a suitable person or persons acquired by the COMPANY willing to pay the rent and occupy the premises initially by signing a Residential Tenancy Agreement and NOT by signing a term certain lease unless express instructions are given in writing by the Owner to the COMPANY.

- 1) The COMPANY agrees to pay all the advertising costs incurred.
- 2) The COMPANY agrees to collect the rents from the tenant, and to disburse funds by ordinary mail or as instructed by the OWNER on or before the 10th day of the current month, provided, however, that the rent has been received from the tenant.
- 3) The COMPANY will provide monthly and annual statements of account to the OWNER which statement will be sent to the OWNER by ordinary mail during the month in question. The COMPANY will maintain at its offices, records of account, records of repairs, copies of all correspondence between the COMPANY and the OWNER, strata correspondence and minutes, government correspondence and any other documentation as may, from time to time be required for the effective management of the OWNER'S property.
- 4) In the event of a breach of contract by the tenant, the COMPANY may undertake whatever action it deems necessary to protect the interests of the OWNER, and all the costs incurred will be the responsibility of the OWNER, or in the event that funds advanced to the OWNER on receipt of the tenant's cheque, and which cheque is returned refused by the financial institution for any reason whatsoever, the OWNER agrees to indemnify the COMPANY against any loss incurred, and the COMPANY may recover by direct payment from the OWNER or from future rents or from other accounts.
- 5) The COMPANY agrees to advertise for tenants, screen tenants and select tenants of suitable credit worthiness. The COMPANY will set rents that in the opinion of the COMPANY at the time of the rent negotiations with the tenant, reflect the market conditions of that time and approximate rents of comparable rental properties, unless expressly instructed in writing by the OWNER to the COMPANY to the contrary, as to the amount of the initial rent and any subsequent increases as may from time to time be appropriate.
- 6) The OWNER agrees to maintain sufficient and prudent all risks property insurance and that the COMPANY shall be an Additionally Named Insured. The OWNER shall provide a copy of such insurance policy to the COMPANY for the COMPANY'S records.

- 7) The OWNER agrees that interest, at the rate set by the Residential Tenancy Branch, shall be paid to the Tenant on all monies collected as security deposits / pet deposits and forwarded to the OWNER as a security deposit, and that this interest, being the responsibility of the OWNER, along with the applicable amount of the security deposit, may be deducted by the COMPANY from the last rent due to the OWNER and forwarded to the tenant on the OWNER'S behalf.
- 8) The OWNER agrees that the COMPANY can cause to be made any emergency repairs (not alterations) to the property, equipment or the replacement of equipment, if, in the opinion of the COMPANY such expenditures are necessary to protect the property from damage, or to maintain services to the tenant for which the OWNER is obligated; or it is in the best interests of the owner. Otherwise the company agrees to secure the approval of the OWNER for any expenditure in excess of \$200.00 for any one item.
- 9) The OWNER agrees that in consideration of the COMPANY agreeing to manage the above property for the OWNER, the COMPANY is hereby appointed sole and exclusive agent for the OWNER in the management and rental of the property for an indefinite period of time, subject to clauses 11 and 12 of this agreement. This agreement does not need to be renewed annually and will remain effective and in force until specifically terminated by one party or the other.
- 10) The OWNER agrees to pay the COMPANY an amount equal to twenty percent (20%) of the first full month's rent as a fee for acquiring, screening, and renting the premises; and further agrees to ten (10%) percent of all rents collected, (minimum \$40.00 per month), as a fee for managing the property (or an alternate fee package of 8% monthly and a \$250 start-up fee); which fees, plus any repair expenses, may be deducted by the COMPANY from rents, and further agrees to abide by the conditions set forth by the COMPANY to the tenant on the OWNER'S behalf.
- 11) This agreement may be cancelled by either party upon 60 days written notice of intent to the other, subject to clause 13 of this agreement.
- 12) In the event of the premises not renting within 90 day period of entering into this agreement, or of a vacancy continuing for a period of longer than 90 days, the OWNER reserves the right to declare this agreement voided.
- 13) It is hereby agreed that in the event that the OWNER causes this agreement to be terminated as outlined in clause 11 of this agreement, and the tenant acquired by the COMPANY remains in possession of the property for any length of time thereafter, that in consideration of the tenant having been acquired by the COMPANY, and notwithstanding any fees already paid by the OWNER to the COMPANY, that the OWNER shall pay to the COMPANY an amount equal to one month's rent, after payment of which this agreement shall be deemed terminated.
- 14) The OWNER shall, during and after the termination of this agreement, indemnify and save harmless from any damages or injuries to persons or property, or claims, costs, expenses and fees arising from any cause whatsoever (except if due to the gross negligence or willful misconduct of the property manager), provided the property manager is carrying out the provisions of this agreement or is acting on the subsequent directions of the owner. Under no circumstances shall the property manager be liable to the owner for the amount of any loss or damage to the premises or its contents against which the owner is insured and entitled to indemnification.
- 15) While not obligatory, when the client decides to sell the property, we encourage them to first contact our sales division. We are familiar with the property and can present it in its best light and obtain the highest sale value.
- 16) The owner acknowledges that the COMPANY has delivered a copy of the COMPANY's "Personal Information Policy Statement".

Dated this _____ day of _____, 20__

Owner: _____ Owner

 Company
 Coronet Realty Ltd.

Per:

NOTICE TO CLIENTS RE: PERSONAL INFORMATION PROTECTION

This notice concerning the collection, use and disclosure of personal information is directed to all past and present clients of **Coronet Realty Ltd.** This notice addresses personal information about individuals and does not apply to information collected, used or disclosed with respect to corporate or commercial entities.

On January 1, 2004, British Columbia's *Personal Information Protection Act* will apply to **Coronet Realty Ltd.**'s collection, use and disclosure of your personal information.

Coronet Realty Ltd. is committed to maintaining the security, confidentiality and privacy of your personal information. This notice documents our ongoing commitment to you and has been developed in compliance with the *Personal Information Protection Act*.

As a result of our previous or current business relationship with you, we hold some personal information about you. For example, if you listed or purchased a property through us, or we manage your rental property, our files may contain your home contact information, details of the property, and the purchase/selling price of the property. Most of this personal information was collected directly from you through the various contracts and other documents you completed, or through discussions with your REALTOR. Some information may have been collected from other sources such as government departments and agencies.

This information has been, will be or may be used for the following purposes:

- (a) Allowing members of Real Estate Boards (including REALTORS and appraisers) to:
 - (i) Appraise your property.
 - (ii) List your property in the Multiple Listing Service® System in order to market your property. This purpose does not apply if your listing is an exclusive listing.
 - (iii) Market your property for sale through any other media (both print and electronic).
 - (iv) Help you locate a suitable property to purchase.
- (b) Facilitating the purchase and sale transaction (by cooperating with financial institutions, legal advisors and government departments and agencies).
- (c) Complying with legal requirements and acting pursuant to legal authorizations.
- (d) Complying with codes of professional conduct and ethics for members of Real Estate Boards.

This information may have been, or may be, disclosed to various Real Estate Boards in British Columbia and their staff and members, other Realtors and their clients, government departments and agencies, financial institutions, legal advisors, service providers, the British Columbia Real Estate

Association, the Real Estate Council of British Columbia, the Canadian Real Estate Association and members of the public for the purposes described above.

Not all of your information will be accessible by each of these entities. For example, once the listing term has ended, the general public will not have access to your information unless it is otherwise accessible through public registries such as the Land Title Office or BC Assessment.

The above collections, uses and disclosures are a necessary part of your relationship with your REALTOR and **Coronet Realty Ltd.**

Other uses:

- (a) Allowing **Coronet Realty Ltd.** and your REALTOR to communicate with you to determine whether you require additional real estate services.
- (b) Allowing **Coronet Realty Ltd.** and your REALTOR to communicate with you to provide information about other products or services, which may interest you.

If you have questions about the use and disclosure of your personal information, or if you do not want your personal information used or disclosed for the two purposes described above under “other uses”, please contact the **Coronet Realty Ltd.** Privacy Officer:

Coronet Realty Ltd.

Attention: Privacy Officer
3582 East Hastings St. Vancouver, BC.
Bus. 604-298-3235 / Fax. 604-298-4003

For further details regarding **Coronet Realty Ltd.** privacy practices and the collection, use and disclosure of personal information, please consult the **Coronet Realty Ltd.** Privacy Policy. This policy is available on our website at www.coronetrealtyltd.com. If you prefer to receive the policy by mail, please contact the Privacy Officer.

POLICY AND PROCEDURES FOR PRIVACY COMPLAINTS

This document outlines the policies and procedures to be used by **Coronet Realty Ltd.** for dealing with privacy complaints brought pursuant to the British Columbia *Personal Information Protection Act*.

2. **Coronet Realty Ltd.** staff will refer all complainants with complaints or disputes about the collection, use, disclosure and protection of their personal information or other privacy issues to the **Coronet Realty Ltd.** Privacy Officer (contact information below).

3. A complainant may contact the Privacy Officer directly by telephone, email or letter at the numbers and addresses below:

Coronet Realty Ltd.

Attention: Privacy Officer

3582 East Hastings St. Vancouver, BC.

Bus. 604-298-3235 / Fax. 604-298-4003

4. The Privacy Officer will inform the complainant that all complaints must be in writing. Written complaints should specify the nature and substance of the complaint, the relevant date and the names of any **Coronet Realty Ltd.** employees involved; the complainant should also attach copies of any relevant documents. The Privacy Officer may provide a complaint form to assist the complainant to submit a detailed complaint.
5. The Privacy Officer will verify the identity of the complainant and inform the complainant that the Privacy Officer may access that complainant's information and discuss the complaint with other **Coronet Realty Ltd.** staff and employees in order to investigate and resolve the complaint.
6. The Privacy Officer may request further information and documents from the complainant and from other **Coronet Realty Ltd.** staff and employees in order to investigate and resolve the complaint.
7. The Privacy Officer will acknowledge receipt of all written complaints (including date of receipt) and will respond promptly in writing to all complaints. The Privacy Officer will attempt to resolve all complaints in a timely fashion to the mutual satisfaction of the complainant and **Coronet Realty Ltd.**
8. If **Coronet Realty Ltd.** is unable to resolve the complaint to the complainant's satisfaction, the Privacy Officer will inform the complainant that the complaint may be brought to the British Columbia Privacy Commissioner, whose contact information is as follows:

Office of the Information and Privacy Commissioner for British Columbia

Attention: Privacy Commissioner

P.O. Box 9038, Stn. Prov. Govt.

Victoria, BC V8W-9A4

Phone: (250) 387-5629

toll-free: (604) 660-2421 (request transfer to (250) 387-5629)

Facsimile: (250) 387-1696

Web: www.oipc.bc.ca

9. The Privacy Officer will inform the complainant in writing about the outcome of the investigation and the resolution or non-resolution of the complaint. If the Privacy Officer determines, either before or after an investigation, that the complaint is not well-founded,

the Privacy Officer will inform the complainant in writing of this decision and the reasons for it. If the complaint is more appropriately dealt with by another entity (e.g. the Real Estate Board of Greater Vancouver), the Privacy Officer will inform the complainant of that fact in writing and will provide the contact information of the person who should deal with the complainant's complaint.

10. Following the resolution of a complaint, the Privacy Officer will initiate any necessary remedial action such as recommending changes in **Coronet Realty Ltd.** procedures and in staff training to prevent the circumstances which led to the complaint from occurring again.
11. **Coronet Realty Ltd.** employees and managers designated as privacy contacts will cooperate with the Privacy Officer to provide documents and information, resolve disputes and amend **Coronet Realty Ltd.** procedures as required.
12. The Privacy Officer will keep records of all privacy complaints, including the details of any investigation and the resolution reached.

PRIVACY POLICY FOR CLIENTS

OUR COMMITMENT TO PRIVACY

Coronet Realty Ltd. are committed to maintaining the security, confidentiality and privacy of your personal information. This Privacy Policy documents our on-going commitment to you and has been developed in compliance with the British Columbia *Personal Information Protection Act*.

SCOPE OF POLICY

This Policy applies to **Coronet Realty Ltd.** This Policy addresses personal information about identifiable individuals and does not apply to the information collected, used or disclosed with respect to corporate or commercial entities.

This Policy does not impose any limits on the collection, use or disclosure of the following information by **Coronet Realty Ltd.**:

- your business contact information; and
- certain publicly available information.

ACCOUNTABILITY

Coronet Realty Ltd. have designated a Privacy Officer who is responsible for **Coronet Realty Ltd.**'s compliance with this Policy. The Privacy Officer may be contacted as described below.

PURPOSES

When collecting information, **Coronet Realty Ltd.** will state the purpose of collection and will

provide, on request, contact information for the Privacy Officer who can answer questions about the collection.

Most personal information is collected directly from you through the various contracts and other documents you complete (e.g. Multiple Listing Contract, Contract of Purchase and Sale, Property Disclosure Statement), and through discussions with your REALTOR. Some information may be collected from other sources such as government departments and agencies (e.g. Land Title Offices, B.C. Assessment).

Your information may be disclosed to (or accessible by) various Real Estate Boards in British Columbia and their staff and members, other Realtors and their clients, government departments and agencies, financial institutions, legal advisors, service providers, the British Columbia Real Estate Association, the Real Estate Council of British Columbia, the Canadian Real Estate Association and members of the public for the purposes described below.

Not all of your information will be accessible by each of these entities. For example, once the listing term has ended, the general public will not have access to your information unless it is otherwise accessible through public registries such as the Land Title Office or BC Assessment.

You may instruct **Coronet Realty Ltd.** to refrain from using or sharing information in the two ways described above under “other uses” at any time by providing written notification to **Coronet Realty Ltd.** Privacy Officer. **Coronet Realty Ltd.** acknowledges that the sharing of information in the two ways described above is at your option and you will not be refused services merely because you advised **Coronet Realty Ltd.** to stop using or sharing information in these ways.

When personal information that has been collected is to be used for a purpose not previously identified, the new purpose shall be identified prior to use and consent for same shall be obtained from you unless the use is authorized or required by law.

CONSENT

Coronet Realty Ltd. will obtain your consent to collect, use or disclose personal information except where **Coronet Realty Ltd.** is authorized or required by law to do so without consent. For example, **Coronet Realty Ltd.** may collect, use or disclose personal information without your knowledge or consent where:

- the information is publicly available, as defined by statute or regulation;
- **Coronet Realty Ltd.** is obtaining legal advice; or
- **Coronet Realty Ltd.** reasonably expects that obtaining consent would compromise an investigation or proceeding.

Other exceptions may apply.

Your consent can be express, implied or given through an authorized representative such as a lawyer, agent or broker.

Consent may be provided orally, in writing, electronically, through inaction (such as when you fail to notify **Coronet Realty Ltd.** that you do not wish your personal information collected/used/disclosed for various purposes after you have received notice of those purposes) or otherwise.

You may withdraw consent at any time, subject to legal, contractual and other restrictions, provided

that you give reasonable notice of withdrawal of consent to **Coronet Realty Ltd.** On receipt of notice of withdrawal of consent, **Coronet Realty Ltd.** will inform you of the likely consequences of the withdrawal of consent, which may include the inability of **Coronet Realty Ltd.** to provide certain services for which that information is necessary.

LIMITS ON COLLECTION OF PERSONAL INFORMATION

Coronet Realty Ltd. will not collect information indiscriminately and will limit collection of information to that which is reasonable and necessary to provide services and which is reasonable and necessary for the purposes consented to by you. **Coronet Realty Ltd.** will also collect information as authorized by law.

LIMITS FOR USING, DISCLOSING AND RETAINING PERSONAL INFORMATION

Your personal information will only be used or disclosed for the purposes set out above and as authorized by law.

Coronet Realty Ltd. will keep personal information used to make a decision affecting you for at least one year after using it to make the decision.

Coronet Realty Ltd. will destroy, erase or make anonymous documents or other records containing personal information as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information and retention is no longer necessary for legal or business purposes.

Coronet Realty Ltd. will take due care when destroying personal information so as to prevent unauthorized access to the information.

ACCURACY

Coronet Realty Ltd. will make a reasonable effort to ensure that personal information it is using or disclosing is accurate and complete.

If you demonstrate the inaccuracy or incompleteness of personal information, **Coronet Realty Ltd.** will amend the information as required. If appropriate, **Coronet Realty Ltd.** will send the amended information to third parties to whom the information has been disclosed.

When a challenge regarding the accuracy of personal information is not resolved to your satisfaction, **Coronet Realty Ltd.** will annotate the personal information under its control with a note that the correction was requested but not made.

SAFEGUARDING PERSONAL INFORMATION

Coronet Realty Ltd. protects the personal information in its custody or control by making reasonable security arrangements to prevent unauthorized access, collection, use, disclosure, copying, modification, disposal or similar risks.

Coronet Realty Ltd. will take reasonable steps, through contractual or other reasonable means, to ensure that the suppliers and agents who assist in providing services implement a comparable level of personal information protection. Some specific safeguards include:

- physical measures such as locked filing cabinets;

- organizational measures such as restricting employee access to files and databases as appropriate;
- electronic measures such as passwords and firewalls; and
- investigative measures where **Coronet Realty Ltd.** has reasonable grounds to believe that personal information is being inappropriately collected, used or disclosed.

Note that confidentiality and security are not assured when information is transmitted through e-mail or other wireless communication.

PROVIDING ACCESS

You have a right to access your personal information held by **Coronet Realty Ltd.**

Upon written request and authentication of your identity, **Coronet Realty Ltd.** will provide you with your personal information under its control, information about the ways in which your information is being used and a description of the individuals and organizations to whom that information has been disclosed. **Coronet Realty Ltd.** may charge a reasonable fee for doing so.

Coronet Realty Ltd. will make the information available within 30 days or provide written notice where additional time is required to fulfil the request.

In some situations, **Coronet Realty Ltd.** may not be able to provide access to certain personal information (e.g., if disclosure would reveal personal information about another individual, the personal information is protected by solicitor/client privilege, the information was collected for the purposes of an investigation or where disclosure of the information would reveal confidential commercial information that could harm the competitive position of **Coronet Realty Ltd.** **Coronet Realty Ltd.** may also be prevented by law from providing access to certain personal information.

Where an access request is refused, **Coronet Realty Ltd.** will notify you in writing, document the reasons for refusal and outline further steps, which are available to you.

COMPLAINTS

Coronet Realty Ltd. will, on request, provide information regarding its complaint procedures.

Any inquiries, complaints or questions regarding this Policy should be directed in writing to **Coronet Realty Ltd.** Privacy Officer.

Contact Information:

Coronet Realty Ltd.
Attention: Privacy Officer
3582 East Hastings St. Vancouver, BC.
Bus. 604-298-3235 / Fax. 604-298-4003