

Lending Policy EL-9
Investment Fund redress /appeals process

The CEO shall not fail to review, in good faith, a written request for appeal by a client, whose loan application has been declined. That review will be completed by the CEO within 7 business days of receiving the written request for appeal. Should the decision of the CEO, after review, remain unchanged, the CEO will ensure the client is provided the opportunity for a Stage 2 appeal with the Sagehill Board of Directors.

The CEO will provide the written request for a Stage 2 appeal to the Chairperson of the Sagehill board within 3 business days of receipt of same. The Chairperson will call a special meeting of the Board to deal with the Stage 2 appeal unless the appeal is received within 5 business days of the next scheduled board meeting; in that case the appeal will be dealt with at that board meeting. All file information will be provided to each member of the Board attending the meeting.