

## SELF-HELP POLICY

Please see below for the TriAct Canada Marketplace LP ("TriAct") policy on service interruptions at other marketplaces ("self-help policy"). TriAct will provide notice when any or all market data feeds that comprise the NBBO are delayed to actual market conditions, not sending or appropriately updating, providing misleading or incorrect information, experiencing equipment failure or otherwise malfunctioning.

TriAct will always remove markets that are not open for trading from the NBBO and add them back once trading has resumed. Notices will not be sent in this event.

TriAct's policy applies only to NBBO calculations. TriAct does not route order flow on to other marketplaces, but back to Access Vendors as necessary.

### Data Feed Issue

If the service interruption is confirmed to be bad data originating from the marketplace itself, internal to TriAct or from TriAct's data vendor, TriAct will remove the market data feed in question from the NBBO and will notify IIROC Surveillance, the affected marketplace and TriAct subscribers by email.

Sample Notice:

"Please be advised that xxx has been removed from MATCHNow's NBBO at 12:30pm due to data feed issues. Further updates will be broadcast as available."

When the problem has been resolved, a Notice will be sent confirming the data feed in question has been reinstated into NBBO calculations.

Sample Notice:

"Please be advised that xxx will be reinstated into MATCHNow's NBBO effective immediately."

TriAct reserves the right to halt trading if determined necessary by management. Both IIROC Surveillance and TriAct subscribers will be notified in this event.

Please contact TriAct Operations at 416-861-1010 x0 / [support@matchnow.ca](mailto:support@matchnow.ca) with any questions or concerns.