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Contact: For distribution to relevant parties within your firm

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By-laws and Regulations

Amendment Regarding Client Communication of Alternative Dispute Resolution Programmes – By-law 37.2

The Association's Board of Directors approved the attached By-law 37.2 to be effective April 1, 2000.

By-law 37.2 requires that Members provide all their new clients with a national brochure, which describes the Association's alternative dispute resolution (ADR) programme. In addition, the By-law requires that where a client submits a written complaint to a Member, that Member must provide the client the same national brochure. In accordance with the By-law, the brochure has been approved by all District Councils.

By-law 37.2 should increase awareness among Members' clients of the availability of the ADR programme. A copy of the amendment is attached.

****Please note:** The lower limit in Ontario (of \$6,000), and in Quebec (of \$3,000) has been eliminated. As such, the programmes are consistent nationally in that there is no lower limit and the upper limit for the programme nation-wide is \$100,000.

How to Obtain the Brochure

Members can obtain copies of the approved Arbitration brochure in two ways:

- Members who wish to obtain copies of the brochure from our pre-selected printer, The Graphicshoppe Limited, may order electronically via Shop DMX (a division of The Graphicshoppe Limited) at www.shopdmx.com by entering the USER ID "ida" and PASSWORD "national", or by faxing the attached order form to 1-800-379-5248. The order form can also be obtained through its Fax-On-Demand system at the same fax

number (enter job order # 1007 [for English order form] and 1008 [for French order form]). All order inquiries should be directed by e-mail to orderdesk@shopdmx.com or by phone at 1-888-320-7050. Service is available in both English and French, as requested. A price list is available on the order form relating to the number of copies that you wish to order. Your electronic order will be confirmed by e-mail within 24 hours and delivered within five business days. Your faxed order will be confirmed by fax within 48 hours and delivered within seven business days. The invoice will follow by mail.

- For Members who wish to produce the brochure themselves, film (1up 11x17 emulsion down right reading) is available on the order form. PDF formats (English and French) are available from the IDA Public Affairs Department by e-mailing your request to PUB_AFFAIR@IDA.CA or by calling Veronica Willoughby at 416-943-5820, e-mail at vwilloughby@ida.ca.

Any special requests may be directed to Tanya Payne, The Graphicshoppe.

Timothy P. Ryan

Association Counsel & Secretary

**INVESTMENT DEALERS ASSOCIATION OF CANADA
BY-LAW AMENDMENT**

By-law 37.2 shall read as follows:

“37.2 Each Member shall provide to new clients, and to clients who submit written complaints to the Member, a copy of the written material approved by the applicable District Council which describes the alternative dispute resolution programme or organization approved by the Board of Directors pursuant to By-law 37.1.”