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For distribution to relevant parties within your firm

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Investor Protection for Clients of IDA Member Firms Brochure

Revised Brochure Includes the Complaints Examination Process Available to Québec Residents.

Pursuant to the decision of the Autorité des marchés financiers (AMF) to grant the IDA SRO recognition, the IDA has undertaken to promote the complaints examination and dispute settlement process developed by the AMF in accordance with the *Securities Act* and the *Act respecting l'Agence nationale d'encadrement des services financiers*. Information on the process is provided in a new version of the brochure, *Investor Protection for Clients of IDA Member Firms* (the Revised Brochure).

The Revised Brochure outlines the services offered by the AMF in Québec, as well as the obligations incumbent on Members who receive a complaint from a client residing in Québec.

The *Securities Act* (s. 168.1.3) requires Members to inform each complainant who is a Québec resident, in writing and without delay, (the AMF considers this to be within 5 days of receipt of the written complaint) that the complainant may, if dissatisfied with the complaint examination procedure or its outcome, request the Member to forward a copy of the complaint file to the AMF. The AMF shall then examine the complaint and, if it considers it appropriate, may offer the parties a mediation service. It should be noted that the mediation service is voluntary and requires the consent of both the firm and the client. This service is free.

The IDA amended the brochure to include this information, in order to facilitate communication between Members and their clients.

The Revised Brochure also contains the new contact information for the Canadian Commercial Arbitration Centre.

Effective 21 March 2005, in accordance with By-Law 37.3, new clients, as well as any client who files a written complaint, must be provided with a copy of the Revised Brochure which outlines the services offered by the AMF.

Members may order the Revised Brochure through the Internet at: www.ordernet.ca
The procedure for ordering online is available at the IDA web site at www.ida.ca under "Membership". For information about the Revised Brochure or to order by telephone, contact Browne at (416) 383-4512. Firms wishing to have Revised Brochure printed by another supplier may also purchase the film (1 up 11x17 'emulsion down right reading') on the OrderNet site. PDF versions of the Revised Brochure (in French and in English) are available at no charge. Please send your orders to "publicaffairs@ida.ca".

Kenneth A. Nason
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