

IIROC Rule

RULE 9500

ALTERNATIVE DISPUTE RESOLUTION

9501. Introduction

- (1) Rule 9500 sets out the requirements relating to a *Dealer Member's* obligation to participate in arbitration programs and ombudsman services approved by *IIROC*.

9502. Participation by a Dealer Member in arbitration

- (1) The *Board* may approve, with terms and conditions, one or more arbitration programs or organizations for *Dealer Members* or any class of *Dealer Members*.
- (2) A *Dealer Member* must participate in or become a member of an arbitration program or organization approved by the *Board*.
- (3) The participation of a *Dealer Member* in, or any decision made under, an arbitration program will not affect *IIROC's* authority, or prevent it from exercising that authority under *IIROC requirements*.
- (4) If a client requests arbitration, the *Dealer Member* involved must submit to binding arbitration in any dispute between the *Dealer Member* and the client.
- (5) The *Dealer Member* must comply with the arbitration program's requirements and decisions.

9503. Participation by a Dealer Member in an ombudsman service

- (1) A *Dealer Member* must participate in an ombudsman service approved by the *Board*.
- (2) The participation of a *Dealer Member* in, or any recommendations made by, an ombudsman service, will not affect the authority of *IIROC* or prevent it from exercising that authority under *IIROC requirements*.
- (3) On a client's request, any dispute between a *Dealer Member* and the client must be submitted to the approved ombudsman service.
- (4) The eligibility of a dispute for review is made by the ombudsman service based on its terms of reference.
- (5) A *Dealer Member* must comply with the ombudsman service's requirements.

APPENDIX A – Proposed Amendments to Rule 9500 (blackline)

IIROC Rule
<p>(6) The ombudsman's recommendations are non-binding on each participant in the service.</p> <p>9504. Dealer Members must provide information to ombudsman service</p> <p>(1) The ombudsman service may ask a <i>Dealer Member</i>, or an <i>Approved Person</i>, or other <i>person</i> subject to <i>IIROC's</i> authority for information or <i>records</i> relating to a review or investigation.</p> <p>(2) The <i>person</i> in subsection 9504(1) must submit the information requested in the form and manner, including electronic, as prescribed by the ombudsman service.</p> <p>(3) The ombudsman may not provide <i>IIROC</i> with any information or <i>records</i> of its service received relating to a review or investigation, except information relating to an <i>IIROC</i> investigation or <i>hearing</i> allegation that:</p> <p>(i) the <i>Dealer Member</i> provided information to the ombudsman service it knew was false and intended to mislead the ombudsman, or</p> <p>(ii) the <i>Dealer Member</i> failed to provide information as required by section 9504.</p> <p>9505. – 9699. Reserved.</p>