

IIROC Rule
<p style="text-align: center;">RULE 9500</p> <p style="text-align: center;">ALTERNATIVE DISPUTE RESOLUTION</p> <p>9501. Introduction</p> <p>(1) Rule 9500 sets out the requirements relating to a <i>Dealer Member's</i> obligation to participate in arbitration programs and ombudsman services approved by <i>IIROC</i>.</p> <p>9502. Participation by a Dealer Member in arbitration</p> <p>(1) The <i>Board</i> may approve, with terms and conditions, one or more arbitration programs or organizations for <i>Dealer Members</i> or any class of <i>Dealer Members</i>.</p> <p>(2) A <i>Dealer Member</i> must participate in or become a member of an arbitration program or organization approved by the <i>Board</i>.</p> <p>(3) The participation of a <i>Dealer Member</i> in, or any decision made under, an arbitration program will not affect <i>IIROC's</i> authority, or prevent it from exercising that authority under <i>IIROC requirements</i>.</p> <p>(4) If a client requests arbitration, the <i>Dealer Member</i> involved must submit to binding arbitration in any dispute between the <i>Dealer Member</i> and the client.</p> <p>(5) The <i>Dealer Member</i> must comply with the arbitration program's requirements and decisions.</p> <p>9503. Participation by a Dealer Member in an ombudsman service</p> <p>(1) A <i>Dealer Member</i> must participate in an ombudsman service approved by the <i>Board</i>.</p> <p>(2) The participation of a <i>Dealer Member</i> in, or any recommendations made by, an ombudsman service, will not affect the authority of <i>IIROC</i> or prevent it from exercising that authority under <i>IIROC requirements</i>.</p> <p>(3) On a client's request, any dispute between a <i>Dealer Member</i> and the client must be submitted to the approved ombudsman service.</p> <p>(4) The eligibility of a dispute for review is made by the ombudsman service based on its terms of reference.</p> <p>(5) A <i>Dealer Member</i> must comply with the ombudsman service's requirements.</p>

APPENDIX B – Proposed Amendments to Rule 9500 (clean)

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>9505. – 9699. Reserved.</p>