

ANNEX A

Proposed Amendments to

National Instrument 31-103 *Registration Requirements, Exemptions and Ongoing Registrant Obligations*

1. ***National Instrument 31-103 Registration Requirements, Exemptions and Ongoing Registrant Obligations is amended by this Instrument.***
2. ***Section 13.16 is replaced with the following:***
 - (1) In this section, “complaint” means a complaint that
 - (a) relates to trading or advising activity of a registered firm or one of its representatives;
 - (b) is raised within 6 years of the date when the client knew or reasonably ought to have known of the trading or advising activity; and
 - (c) involves a claim for monetary compensation that the client agrees is for an amount no greater than \$350,000.
 - (2) A registered firm must ensure that an independent dispute resolution or mediation service is made available to a client, at the firm’s expense, with respect to a complaint made by the client.
 - (3) If a person or company makes a complaint to a registered firm, the registered firm must as soon as possible inform the person or company of how to contact and use the dispute resolution or mediation service which it will make available to the client.
 - (4) Except in Québec, for the purposes of subsection (2), a registered firm must
 - (a) ensure that the dispute resolution services of the Ombudsman for Banking Services and Investments are made available to the client if the Ombudsman for Banking Services and Investments is willing and able to consider the complaint, or
 - (b) if the Ombudsman for Banking Services and Investments is unwilling or unable to consider the complaint, ensure that the services of another dispute resolution or mediation service are made available to the client.
3. ***This Instrument comes into force on* [date].**