

## **British Columbia Securities Commission**

BC Instrument 31-509

### ***Transitional Relief from the Requirement to Provide Dispute Resolution Services Prescribed by Section 13.16 of NI 31-103***

#### **Interpretation**

1. Terms defined in the *Securities Act*, National Instrument 14-101 *Definitions*, or National Instrument 31-103 *Registration Requirements, Exemptions and Ongoing Registrant Obligations* (NI 31-103) have the same meaning in this order.

#### **Background**

2. Section 13.16 [*dispute resolution service*] of NI 31-103, provides that a registered firm must ensure independent dispute resolution or mediation services are made available, at the firm's expense, to a client to resolve a complaint made by the client about any trading or advising activity of the firm or one of its representatives and must inform the client as soon as possible of how to contact and use the dispute resolution or mediation services which are provided to the firm's clients.
3. Section 16.16 [*complaint handling*] of NI 31-103, provides temporary relief from the application of section 13.16 of NI 31-103 until September 28, 2012 (transition period) to persons or companies registered in a jurisdiction of Canada on the date NI 31-103 came into force.
4. The Commission is currently reviewing with the Canadian Securities Administrators the dispute resolution provisions in section 13.16 of NI 31-103 and is extending the transition period that is available in section 16.16 of NI 31-103.

#### **Order**

5. Section 13.16 of NI 31-103 does not apply to a person or company that was a registered firm in a jurisdiction of Canada on September 28, 2009.

6. This order comes into effect on September 28, 2012 and expires on the earlier of:
- (a) September 28, 2014; or
  - (b) the coming into effect of revisions to section 13.16 of NI 31-103.

July 5, 2012

Brent W. Aitken  
Vice Chair

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*(This part is for administrative purposes only and is not part of the Order)*

**Authority under which Order is made:**

Act and section: Securities Act, section 48(1)