



Mutual Fund Dealers Association of Canada  
Association canadienne des courtiers de fonds mutuels  
121 King Street West, Suite 1600, Toronto, Ontario, M5H 3T9  
TEL: 416-361-6332 FAX: 416-943-1218 WEBSITE: www.mfda.ca

**MR-0020**

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## **MEMBER REGULATION NOTICE**

### **CLIENT COMPLAINT INFORMATION**

On May 6, 2003 the Canadian Securities Administrators approved amendments to MFDA By-law No. 1 dealing with client complaints and an ombudservice for the benefit of clients.

Subsection 24.A.5 of MFDA By-law No. 1 requires each MFDA Member to provide to new clients, and to clients who submit a written complaint to the Member, a copy of written material approved by the MFDA which describes the ombudservice approved by the MFDA Board of Directors. The approved ombudservice is the Ombudsman for Banking Services and Investments.

For the purpose of complying with Subsection 24.A.5 of MFDA By-law No. 1, the MFDA has prescribed the form of written material required to be provided to all new clients, and to all clients who submit a written complaint to a Member. These clients must be provided with the disclosure contained in the form entitled "Client Complaint Information" attached as Schedule "A" to this Notice.

Members may comply with this obligation in one of the following ways:

- by printing the form and providing it as a stand-alone document to the client; or
- by copying the form, in its entirety exactly as it appears on the MFDA web site including font size, and including or inserting it into documentation provided by the Member to its clients.

An electronic copy of the form is also located under the Forms link on the Regulation page of the MFDA website in PDF format for convenience of downloading by Members and Approved Persons.

Contact: Vanessa Gardiner  
Manager, Investigations  
(416) 943 - 4615  
vgardiner@mfda.ca

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## SCHEDULE A

### MUTUAL FUND DEALERS ASSOCIATION OF CANADA

#### Client Complaint Information

Clients of a mutual fund dealer who are not satisfied with a financial product or service have a right to make a complaint and to seek resolution of the problem. If you have a complaint, these are some of the steps you can take.

- Your complaint should first be explained to your financial advisor. The person who sold you the product or service will solve most problems quickly.
- Contact your mutual fund dealer. Member firms are responsible to you, the investor, for monitoring the actions of their representatives to ensure that they are in compliance with the legislation, rules and guidelines governing their activities.

Some problems are easily solved by a phone call. Some matters can be resolved through the Branch Manager. The dealer's Compliance Department will investigate any complaint that you initiate in writing and respond back to you with the results of their investigation.

- Contact the Mutual Fund Dealers Associations of Canada (MFDA), which is the self-regulatory organization in Canada to which your mutual fund dealer belongs. The MFDA investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate. There is no cost to clients for referring a complaint to the MFDA. The MFDA can be contacted:
  - By telephone in Toronto at (416) 361-6332, or toll free at 1-888-466-6332,
  - By e-mail at [complaints @ mfda.ca](mailto:complaints@mfda.ca), or
  - In writing, using the complaint form which is available on the MFDA website at [www.mfda.ca](http://www.mfda.ca)
- Contact the Ombudsman for Banking Services and Investments (OBSI), an organization independent of the MFDA, government, and the financial services industry. OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to clients. OBSI will investigate your complaint only if you have first exhausted your firm's internal complaint-handling processes. OBSI can make a non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:
  - by telephone in Toronto at (416) 287-2877, or toll free at 1-888-451-4519; or
  - by e-mail at [ombudsman @obsi.ca](mailto:ombudsman@obsi.ca).
- Retaining a lawyer to assist with the complaint.