



INVESTMENT DEALERS
ASSOCIATION OF CANADA

bulletin



ASSOCIATION CANADIENNE DES
COURTIERS EN VALEURS MOBILIÈRES

Contact:

Carmen Crépin

Vice-President, Quebec

(514) 878-2854

Alex Popovic

Vice-President, Enforcement

(416) 943-6904

For distribution to relevant parties within your firm

BULLETIN #3495

December 22, 2005

Autorité des marchés financiers

Consumer Complaints – Annual Report by Members of the IDA to the Autorité des marchés financiers (AMF)

Bulletin #3407, issued April 5, 2005, was a reminder of the obligation of IDA member firms in Québec, or having clients in Québec, to file an annual report to the AMF regarding complaints received from their Québec clients.

In July 2005, the AMF established the details and the frequency of this report (Info Autorité – Volume 2, Numéro 2 – Mars 2005 - <http://www.lautorite.qc.ca/bulletin-publications/mag-info-autorite/AMF-Info-vol2no2.pdf>) and indicated that, as regards IDA member firms, it would accept a report based on the complaints filed in ComSet by IDA members pursuant to Policy No. 8.

Under an Agreement between the IDA and the AMF, approved by the IDA Board of Directors' Member Regulation Oversight Committee and signed on December 8, 2005, the IDA will produce the reports for each of its members, on their behalf, based on ComSet. The IDA will send each of the member firms concerned a copy of the report thus submitted to the AMF.

This Agreement between the AMF and the IDA applies to 2005, to the period from July 1 to December 31. The reports will be submitted to the AMF no later than January 31, 2006.

Thereafter, this report will be filed semi-annually with the AMF, namely by July 31 of each year for the period from January 1 to June 30; and by the end of January of the following year, for the period from July 1 to December 31.

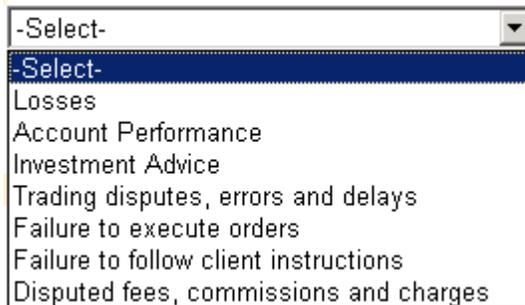
The first report for 2005 shall therefore be submitted in January 2006 and each member firm will receive a copy of the report filed by the IDA on its behalf.

The following changes will be implemented in ComSet on January 1, 2006, as a result of the Agreement:

Additional violation types will be available:

Violation Info

Violation Type:



A screenshot of a web form's dropdown menu. The menu is open, showing a list of options. The top option is "-Select-" with a downward arrow. Below it is "Select-". The remaining options are: "Losses", "Account Performance", "Investment Advice", "Trading disputes, errors and delays", "Failure to execute orders", "Failure to follow client instructions", and "Disputed fees, commissions and charges".

Additional questions when entering a Customer Complaint:

ComSet Reporting to The Autorité des marchés financiers (AMF)

Is the client resident in Quebec?

Yes No

Please provide their Postal Code:

Has the complaint file been transferred to the AMF?

Yes No

Kenneth A. Nason
Association Secretary