
PART 2 OF 2

Investment Industry Regulatory Organization of Canada

Protecting Investors and Supporting Healthy Capital Markets Across Canada
If you’ve suffered a financial loss because your investment advisor or firm acted improperly, you will likely ask, “How can I get my money back?”

First of all, it’s important you act promptly. There are time limits attached to all of the options available to you.

The first step in seeking compensation is to make a written complaint directly to your investment advisor and his/her firm. They must provide you with a substantive response to your claim within 90 days.

Still not satisfied?
Please go directly to OBSI or consider the other options outlined in this brochure.

You can contact OBSI at:
1-888-451-4519
ombudsman@obsi.ca
www.obsi.ca

The Ombudsman for Banking Services and Investments (OBSI)

OBSI is Canada’s free, independent service for resolving investment and banking disputes with participating firms.

IIROC requires all the investment firms it regulates to take part in the OBSI process.

Some firms may suggest you use their own internal ombudsman first, but it is your choice whether or not to participate in that process. It is voluntary.

If you’ve already formally complained to your investment firm and feel your complaint wasn’t resolved to your satisfaction, you have up to 180 days from the time you receive the firm’s written response to submit a complaint to OBSI.

It is important to know that if you choose to use a firm’s internal ombudsman, you will have less than 180 days to complain to OBSI as the 180 time limit begins to apply after the firm’s written response to you. You do not need to appeal the firm’s decision to the internal ombudsman before going to OBSI.

OBSI can recommend compensation up to $350,000 but its decisions are not legally binding. Many firms will compensate the complainant but some choose not to.
There is no limit to the amount of compensation you can claim. It is a good idea to get advice from a lawyer before pursuing legal action, as this can be an expensive option.

There is also a statute of limitations on legal action. This means there are legal time limits and you could run out of time to pursue some of your claims in court.

If you choose legal action, your provincial law society can help you find a lawyer. For a list of provincial law societies, go to www.flsc.ca.

Arbitration is a process where a qualified arbitrator – chosen in consultation with both you and the investment firm – hears both sides and makes a final, legally binding decision about your complaint.

IIROC requires all the investment firms it regulates to take part in this option if you choose to go to arbitration.

The arbitrator acts as the judge in the proceedings and reviews facts presented by each side of the dispute. Either side can choose to be represented by a lawyer, though this is not required. Arbitrators can award up to $500,000.

There are costs to using arbitration, often less than the cost of going to court. The arbitration fees themselves are usually divided between the two parties. When you file your case, you can decide whether to give the arbitrator the added power to award legal costs on top of any other award, in which case the unsuccessful party would pay the other party’s legal costs.

IIROC has designated two independent arbitration organizations:

**ADR Chambers**  
1-800-856-5154  
www.adrchambers.com

**In Québec: Canadian Commercial Arbitration Centre**  
1-800-207-0685  
www.ccac-adr.org/en/
## Compensation Options

<table>
<thead>
<tr>
<th>CHANNEL</th>
<th>TIME LIMIT* TO COMPLAIN</th>
<th>AWARD LIMIT</th>
<th>COST</th>
<th>DECISION BINDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>OBSI</td>
<td>Yes</td>
<td>Up to $350,000</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Court</td>
<td>Yes</td>
<td>None</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Arbitration</td>
<td>Yes</td>
<td>Up to $500,000</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Québec / AMF</td>
<td>Yes</td>
<td>Up to $200,000</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

*It is important to understand the time limits of each option.*
In Québec: AMF Mediation Services

If you live in Québec you can use the free services of the Autorité des marchés financiers (AMF). You must first make a formal complaint to your investment firm. If you are not satisfied with its response, you can ask the firm to transfer your complaint to the AMF.

The AMF will assess the complaint and may offer mediation services, though firms are not required to participate.

For more information on the AMF:
1-877-525-0337
renseignementsconsommateurs@lautorite.qc.ca
www.lautorite.qc.ca/en/

Other options if you live in Manitoba, New Brunswick or Saskatchewan

Securities regulators in these provinces can order a person or company that has broken provincial securities law to pay compensation. These orders are enforced similar to court judgements.

For more information, contact:
Manitoba Securities Commission: www.msc.gov.mb.ca
New Brunswick Financial and Consumer Services Commission: FCNB.ca
Financial and Consumer Affairs Authority of Saskatchewan: www.fcaa.gov.sk.ca
Understanding IIROC’s Role

As an investor you can complain to IIROC and we will review your complaint to determine whether or not your advisor and/or firm has broken our rules. If we find that our rules have been broken, we may take disciplinary action including fines, suspensions or permanent bans. However, IIROC cannot provide compensation to you or force an investment firm or individual advisor to reimburse you.

If you have questions, please contact IIROC at:
Tel: 1-877-442-4322
Fax: 1-888-497-6172
Email: investorinquiries@iicroc.ca