

Blanket Order No. 31-526

**In the Matter of the Securities Act, R.S.N.S. 1989,
Chapter 418, as amended**

-and-

**In the Matter of
Transitional Relief from the Requirement to Provide Dispute
Resolution Services Prescribed by Section 13.16
of National Instrument 31-103**

**Order
(Section 151A)**

Interpretation

Terms defined in the Securities Act, R.S.N.S. 1989, Chapter 418, as amended (the 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

1. 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.
2. 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.
3. 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.
4. The Commission is of the opinion that to do so is not prejudicial to the public interest.

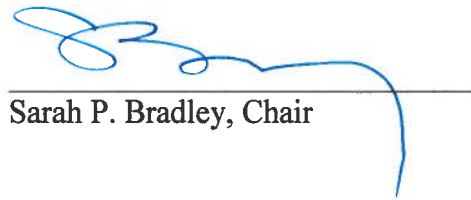
IT IS ORDERED pursuant to section 151A(1) of the Act that section 13.16 of NI 31-103 does not apply to a person or company that was a registered firm in a jurisdiction of Canada on September 28, 2009.

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.

Dated at Halifax, Nova Scotia, this 11th day of July, 2012.

Nova Scotia Securities Commission



Sarah P. Bradley, Chair