

I, Manon Losier, Secretary of the New Brunswick Securities Commission (Commission), hereby certify that:

Blanket Order 31-525 was issued by Members of the Commission at a meeting held on 18 June 2012 with an effective date of 28 September 2012.

IN THE MATTER OF THE SECURITIES ACT S.N.B. C. S-5.5 (the Act)

AND

IN THE MATTER OF  
TRANSITIONAL RELIEF FROM THE REQUIREMENT TO PROVIDE  
DISPUTE RESOLUTION SERVICES PRESCRIBED BY SECTION 13.16 OF NI 31-103

Blanket Order 31-525

Section 208

**WHEREAS:**

1. Terms defined in 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.
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 28 September 2012 (transition period) to persons or companies registered in a jurisdiction of Canada on the date NI 31-103 came into force.
4. The New Brunswick Securities Commission (the "Commission") is currently reviewing 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.

**IT IS ORDERED** pursuant to section 208 of the Act that:

- A. 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 28 September 2009.
- B. This order comes into effect on 28 September 2012 and expires on the earlier of:
  - (a) 28 September 2014; or
  - (b) the coming into effect of revisions to section 13.16 of NI 31-103.

**DATED** at Saint John, New Brunswick this 18th day of June 2012.

"original signed by"

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Manon Losier  
General Counsel and Secretary to the Commission