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Objet : Supplemental Response for the CSA Consultation Paper 25-402

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The purpose of this Supplement is to bring to the attention of the CSA and OSC a source of some additional important information that could be helpful when the Self-Regulatory Organizational (SRO) Framework separately reviews the SRO IIROC operations.

A few months ago IIROC contracted with the Navigator Company to do a review of the SRO IIROC client experiences after IIROC undertook to review the client's complaint with a financial institution.

Although the Navigator Company Report to IIROC would not in all probability relate to the CSA 25-402 Comment format requests, it could be a most valuable segment in assessing the character and level of satisfaction or dissatisfaction with the way the IIROC have been dealing with Complainants cases.

Regards
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Financial Consumer Advocate