

Supervisor Branch Procedures

CIRO Rule 3300 supervisory framework, Rule 3700 branch operations, IDPC Rule 8000 complaint handling, AML oversight.

CIRO Rule 3300 supervisory framework

- Designated supervisor required at every branch
- Daily review of trades flagged by firm policy
- Monthly review of accounts above firm thresholds
- Annual review of all client accounts at the branch

Rule 3700 branch operations checklist

- Books and records maintained per CIRO retention policy
- Client funds segregated from firm funds
- Communications with public reviewed for compliance
- Branch audit prep documents updated quarterly

IDPC Rule 8000 complaint timeline

- Day 0: complaint received
- Within 5 business days: written acknowledgement to client
- Within 90 days: substantive written response with resolution
- If unresolved: client may escalate to OBSI (\$350,000 cap; verify at obsi.ca)
- Records retained 7 years

AML oversight (PCMLTFA)

- LCTR: \$10,000 cash, single or 24-hour aggregate from same client
- EFT report: \$10,000 international wire in or out
- STR: suspicious transaction, no monetary threshold
- Records: 5 years general; 7 years for client identification

Account approval (Rule 3401) branch touchpoints

- All margin account openings: review of net worth, income, suitability
- All options account openings: knowledge + experience review, level assignment
- All short-selling accounts: confirm UMIR 3.3 locate understanding

Read the live cheat sheet

Trade-review thresholds, books and records by category.

<https://ciroexam.ca/cheat-sheets/supervisor-bp-flowchart>
