

Ministry of Finance
Office of the Minister
Frost Building S, 7th Floor
7 Queen's Park Crescent
Toronto ON M7A 1Y7
Tel.: 416-325-0400



Ministère des Finances
Bureau du ministre
Édifice Frost Sud 7e étage
7 Queen's Park Crescent
Toronto (Ontario) M7A 1Y7
Tél.: 416-325-0400

Minister of Finance | Ministre des Finances
PETER BETHLENFALVY

February 13, 2026

Doug Turnbull
Chair
Financial Services Regulatory Authority of Ontario
25 Sheppard Avenue West, Suite 100
Toronto, ON
M2N 6S6

Dear Mr. Turnbull:

I am pleased to share our government's 2026-27 priorities for the Financial Services Regulatory Authority of Ontario (FSRA).

Agencies are a part of government and are expected to act in the best interests of the people of Ontario. In a time of economic uncertainty, agencies play a critical role in supporting our commitment to Protect Ontario by improving service delivery, driving innovation, and ensuring responsible stewardship of public resources – all while adhering to government policies and directives.

In accordance with the Agencies and Appointments Directive, agencies are required to align their goals, objectives and strategic direction with our government's priorities. As Chair, you are responsible for ensuring that FSRA's business plan clearly demonstrates how the agency will fulfill these expectations. Progress and achievements must be reported through your annual report, and compliance with these requirements will be monitored and reported to Treasury Board/Management Board of Cabinet annually.

This letter sets out my expectations for 2026-27, with a focus on how FSRA will contribute to protecting Ontario by delivering better services and driving innovation and value for money.

Protect Ontario

1. Expand domestic partnerships within Canada, to promote the development of supply chains and economic opportunities across Canada and support economic resilience, particularly in light of ongoing U.S. tariff challenges and economic uncertainty.

2. Procure from Ontario and Canadian businesses whenever and wherever feasible.
3. Provide economic relief for Ontario families, consumers and businesses by freezing government and agency fees, unless approved by me.

Deliver Better Services

4. Focus on a user-centered client/customer experience by simplifying interactions, improving satisfaction, and expanding and optimizing digital service offerings.
5. Identify opportunities to enhance efficiency, improve services, drive innovation, and achieve cost savings for the people of Ontario, including through the use of AI and other advanced technologies.
6. Eliminate unnecessary bureaucracy and red tape by applying lean methodologies or other modalities to achieve operational efficiency.

Drive Innovation & Value for Money

7. Find innovative solutions to use public resources efficiently and to effectively deliver on the agency's mandate while operating within agency's approved budget, supported by accurate and timely financial reporting, effective internal controls, and proactive fraud management practices.
8. Manage agency workforce with careful responsibility to stabilize expenditures and preserve long-term financial viability by:
 - strictly adhering to the hiring control parameters, including ceasing hiring for non-business critical and non-public-facing positions, including the use of consultants;
 - operating within a defined maximum workforce size (including consultants); and
 - ensuring compliance with the Broader Public Sector Executive Compensation Act (BPSECA).
9. Create a span of control policy that recognizes different streams of work within the organization and sets minimum span of control benchmarks, and provide it to me by March 31st, 2026 for my approval.
10. Having provided the amended human resource policy, guideline or directive that adheres to the OPS in-office standard of four (4) days per week effective October 20, 2025, and five (5) days per week effective January 5, 2026, continue to work with the ministry to address any office space constraints.

These are the government-wide commitments for board-governed provincial agencies. Please see the attached guide for further details of each priority and the accompanying outcomes and performance measures that can be utilized if measurements are not currently in place.

In addition to the foregoing, I would ask FSRA to focus on the following priorities:

1. Continue to pursue and implement initiatives that will improve core services, demonstrate fiscal prudence, and achieve cost savings for the people of Ontario.
2. Continue to report on a regular and timely basis the progress of the FSRAForward initiative, including ongoing and planned costs, status of project streams, and any impacts on core services, like licensing.
3. Improve engagement with the pension sector and ensure membership of the stakeholder advisory committee includes a balance of sector participants and increased representation from the full range of pension plan types.
4. Ensure a focus on pension sector compliance with the specific standards set out in the *Pension Benefits Act*.
5. Using a voluntary approach on a sector-wide basis, engage with the pension sector to study trends and good administration practices, resulting in sector-wide analyses and findings.
6. Support the growth of Ontario credit unions through alternative capital-raising options and interprovincial expansion.
7. Continue work on establishing a regulatory framework for life and health managing general agents to improve oversight of third-party distribution.
8. Continue supporting the government's statutory review of the *Mortgage Brokerages, Lenders and Administrators Act, 2006*.
9. Enhance consumer protection, choice, competition and innovation by:
 - o Implementing reforms that allow drivers to opt out of certain non-essential coverages, while maintaining mandatory protections for medical, rehabilitation and attendant care benefits.
 - o Piloting the sale of insurance at automotive dealerships.
10. Support the implementation of labour mobility and mutual recognition across all regulated sectors.

At our next meeting, I would be pleased to discuss these priorities, and I look forward to hearing how they will be reflected in the agency's business plan and in ongoing agency operations.

Thank you and your fellow board members for your continued commitment to FSRA. Your work and ongoing support is invaluable to our government and the people of Ontario.

Should you have any questions, please feel free to contact Blair Hains, Chief of Staff, Ministry of Finance (647) 534-4860 or Blair.Hains@ontario.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter Bethlenfalvy". The signature is fluid and cursive, with a prominent loop at the end.

Peter Bethlenfalvy
Minister of Finance

Attachment: Government Priorities for Agency Sector Chart

c: Dexter John, Chief Executive Officer, Financial Services Regulatory Authority of Ontario
 Blair Hains, Chief of Staff to the Minister of Finance, Ministry of Finance
 Jason Fitzsimmons, Deputy Minister, Ministry of Finance
 Nicole Stewart, Assistant Deputy Minister, Financial Services Policy Division, Ministry
 of Finance
 Patrick Rundans, A/Director, Legal Services Branch, Ministry of Finance