



FSRA is actively reviewing all FSCO regulatory direction, including but not limited to forms, guidelines and FAQs.

Until FSRA issues new regulatory direction, all existing regulatory direction remains in force.

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PRINT

Mortgage brokerages and administrators: How to check/update your contact information, and file the Annual Information Return (AIR)

Check/update your contact information

1. Log in to [Licensing Link](#) (ensure that under "Search Option", you select brokerage or administrator as applicable) and then select your licence number – this links to your online profile, which includes your address, telephone number, principal broker or principal representative.
2. To make any updates to the above, or to update your fax number or email address (which FSCO also keeps on file, but does not post on its public website), send a short description of your request, along with the business name and licence number, to: contactcentre@fSCO.gov.on.ca. Only the principal broker of a mortgage brokerage or the principal representative of an administrator can submit instructions to change contact information.
3. FSCO will update your contact information within five to 10 business days; you will receive a confirmation email.

Note: In addition to updating the corporate entity you represent, principal brokers must also ensure their individual contact information is up to date. To do so, please log in to [Licensing Link](#) and sign in as a broker.

File the AIR (you can access the AIR as of January 22):

1. Ensure you meet the internet requirements (secure high-speed internet connection; JavaScript, cookies, pop-ups, 128-bit encryption and [security protocol TLS 1.2 enabled](#)). It is highly recommended that you use Internet Explorer 11.
2. Log in to your [Licensing Link](#) account.
3. Under "Activities", select "Annual Information Return – File/Revise".
4. Read the guide, and then select the "Next" button at the bottom of the screen.
5. On this page, check that your contact information is up to date (if it is not, then please send the correct information to: contactcentre@fSCO.gov.on.ca. Only the principal broker of a mortgage brokerage or the principal representative of an administrator can submit instructions to change

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Please consult our [outage schedule](#) for more details.

contact information. FSCO will update your contact information within five to 10 business days; you will receive a confirmation email. Do not complete the AIR until you have received a confirmation email that your contact information has been updated.

6. Follow the instructions on the screen. Once you finish each page, select the "Next Page" button at the bottom of the screen. (Note: You do not need to complete the AIR all at once; to save your progress, select the "Save AIR" button at the bottom of the screen. If you miss a question, the system will flag that question with a red asterisk. For fields that ask for a number, but you do not have a number to enter, enter "0". Numbers should be rounded and not contain any commas or periods, e.g. one million: 1000000).
7. Before you submit your AIR to FSCO, you can review your application and make changes.
8. Complete your attestation by selecting "Submit AIR" at the bottom of the screen – note that you will no longer be able to make any changes.
9. After submitting, you may print your AIR by selecting the "Print" button at the bottom of the confirmation page.

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