



Service Providers Frequently Asked Questions



[FAQs](#)

[Licensing Guide](#)

[Apply Now](#)

[Home](#) » [Service Providers](#) » [FAQs](#) » [About The Principal Representative](#)

About The Principal Representative

1. [Who can complete my business' application?](#)
2. [Who is a Principal Representative?](#)
3. [Who must be appointed as Principal Representative?](#)
4. [What are the duties of the Principal Representative?](#)
5. [Does the Principal Representative need to be a Regulated Health Professional?](#)
6. [My business uses the services of a Practice Management Software \(PMS\) vendor. Can my business' PMS vendor be my Principal Representative?](#)
7. [If I have multiple facilities included as part of my licence application, does each facility require its own Principal Representative?](#)

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Who can complete my business' application?

The person who is to be the appointed Principal Representative must complete the application form.

Who is a Principal Representative?

The Principal Representative is the person designated by the service provider to be the primary contact with FSCO and who will be primarily responsible for the service provider's licence and compliance with the law. The Principal Representative will have the authority to make decisions on behalf of the licensee and to communicate with FSCO with respect to:

- Matters related to the licence.

- Matters related to the licensee's compliance with the Insurance Act.

Who must be appointed as Principal Representative?

A Principal Representative must have the following status in relation to the service provider:

- If the licensee is a corporation, the Principal Representative must be a director or officer of the corporation.
- If the licensee is a partnership, other than a limited partnership, the Principal Representative must be a partner.
- If the licensee is a limited partnership, the Principal Representative must be a general partner or a director or officer of a corporation that is a general partner.
- If the licensee is a sole proprietorship, the Principal Representative must be the sole proprietor.

If you are the Principal Representative of your organization, it is your responsibility to stay informed. [Subscribe to our Service Providers eNewsletter](#) so we can keep you up to date.

What are the duties of the Principal Representative?

The Principal Representative's duties are to:

- Ensure that the licensee and every person authorized to provide specified goods or services on the licensee's behalf complies with the Act.
- Ensure that the licensee's business systems, practices and management of the licensee's operations are carried out in accordance with the law and with integrity and honesty.
- Make recommendations to the licensee regarding changes in its business systems, practices and the management of its operations, as necessary.
- Ensure that a system of supervision is in place to ensure that all requirements under the law are met.
- Provide attestations on the licensee's behalf about the licensee and about the licensee's compliance with the Act, as may be required by the Superintendent.

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[Back to top](#)

Does the Principal Representative need to be a Regulated Health Professional?

No, the Principal Representative does not have to be a Regulated Health Professional.

My business uses the services of a Practice Management Software (PMS) vendor. Can my business' PMS vendor be my Principal Representative?

No. The Principal Representative has to meet [specific criteria](#)  set out in regulation.

If I have multiple facilities included as part of a licence application, does each facility require its own Principal Representative?

No. Only one Principal Representative is required per licence.

[Back to top](#)

[Back to top](#)

Page: 3,899 | [Find Page:](#)