



Service Providers Frequently Asked Questions



FAQs

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Marital Status, Corporate Name Changes, Principal Representative

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I am a sole proprietor and have recently changed my legal name. How do I update my Service Provider licence to reflect the change?

You must submit a request to FSCO by completing the online application titled, "Change Individual Name."

As part of the application, you will have to upload a scanned electronic copy of a government-issued photo identification (e.g., driver's licence, passport).

How do I change the business' Principal Representative for a licensed corporation or partnership?

The proposed new Principal Representative must have the appropriate status in relation to the service provider. If the proposed Principal Representative is not currently a Director or Officer of the corporation, or a Partner of the partnership, he/she must first be added by the current Principal Representative as a Director, Officer or Partner by completing the online application titled, "Add/Remove Director, Officer or Partner."

Once FSCO has approved this application, the current Principal Representative must initiate a second application titled, “Change Principal Representative” to complete the process.

My business has changed its operating name. How do I update my Service Provider licence information?

The business’ Principal Representative must submit a request to FSCO by completing the online application titled, “Change Business Name/Trade Name.”

As part of the application process, you will have to provide the new operating (trade) name of the business and associate the new name with one or more of your existing facilities/branches/locations, as applicable. You will also have to upload an electronic copy of the Master Business Licence as proof of the business name registration.

An HCAI facility attached to my licence is no longer associated with my business. How do I remove it from my Service Provider licence?

You will have to complete and submit an application titled, “Add/Remove HCAI Facility,” online through the FSCO portal. You must select, from the existing list, the HCAI facility you wish to remove from the licence. Please note that your business will no longer be able to receive direct payment from any insurer for this HCAI facility, once it has been removed from your licence.

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How do I change the business’ legal name on the Service Provider licence for a corporation or partnership?

The business’ Principal Representative must submit a request to FSCO by completing the online application titled, “Change Business Name/Trade Name.”

During the application process, you will have to upload a scanned electronic copy of the Articles of Amendment document so it can be reviewed by FSCO.

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