

Content on this page has been transferred from the Financial Services Commission of Ontario (FSCO) site as a PDF for reference. Links that appear as related content have also been transferred and can be found at the end of this document.

Service providers: How to update your contact information and file the Annual Information Return (AIR)

The content on this web page has moved to www.fsrao.ca.

Visit <https://www.fsrao.ca/industry/health-care-service-sector/filing-annual-information-return-air> to update your bookmarks.

Step 1: Update your contact information

Step 2: File the AIR (you can access the AIR as of January 23)

- [What you need to do to file the AIR](#)
- [Video instructions for completing the AIR](#) (This video will show you how to access the AIR, but does not address the questions you must answer in the AIR.)

Update your contact information

1. To update your **phone and fax number**, please send the correct information to: contactcentre@fSCO.gov.on.ca. Include a short description of your request, along with the business name and licence number. Only the principal representative can submit instructions to update this information.
2. To update your **email address**:
 - Log in to your [FSCO Account](#) and select the "Change Email Address" link in the left menu.
 - Enter and confirm your new email address, and then select, "Change Email" at the bottom of the screen.
 - Your email will be updated immediately and a confirmation will be sent to your new email address.
3. To update your **Ontario mailing address**:
 - Log in to your [FSCO Account](#) and select the "Request a Change" link.
 - Select your desired change (Change Business Address) under "What do you wish to do".
 - Complete the application and attestation, and submit the request to the regulator.
 - When the review is complete, you will receive an email notification outlining the regulator's decision and/or outcome, as applicable. The notification will be available in the Message Centre of your online FSCO Account.

File the AIR (you can access the AIR as of January 23)

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 [FSCO Account](#).
3. From the menu on the left side, select "I want to...Submit the AIR/Pay the Annual Regulatory Fee".
4. Select the "Start" box at the bottom of the screen and then follow the instructions. Once you finish each step, select the "Next" 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 as Draft" button at the bottom of the screen. If you miss a question, the system will flag that question with a red asterisk.)
5. Your contact information will be listed in the AIR; check to ensure it is up to date. If any of this information is incorrect, please follow the instructions above, under the heading, "UPDATE YOUR CONTACT INFORMATION".
6. Before submitting your AIR, you can review your application, make changes, and review your annual regulatory fee.
7. Complete your attestation by selecting "Submit" at the bottom of the screen. You will not be able to change any information after selecting submit.
8. On the next screen, select "Pay now Using Debit/Credit Card"; once you receive confirmation of payment, you can select "View Receipt" and/or "Next".
9. The final page will confirm submission of your AIR; select "View Application" at the bottom of the screen to print and/or download a copy of your submission.
10. After you have completed your submission, you will receive an email alerting you to check the Message Centre of your online FSCO Account.
11. Log in to your [FSCO Account](#) and check the Message Centre for confirmation that your application has been submitted.
12. Read the [AIR Frequently Asked Questions](#) if you need help.

Video - Instructions for Completing the Service Provider Annual Information Return (AIR)

(This video will show you how to access the AIR, but does not address the questions you must answer in the AIR.)

