



Financial Services Commission of Ontario  
Commission des services financiers de l'Ontario

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APPROVED BY:	Superintendent of Financial Services
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REPLACES:	A300-500, P300-250

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This policy replaces A300-500 (Communications Between PCO and Plan Administrators) and P300-250 (1. How To Get Assistance from the PCO; 2. Telephone Enquiries to the PCO) as of the effective date of this policy.

*Note: Where this policy conflicts with the Financial Services Commission of Ontario Act, 1997, S.O. 1997, c. 28 (FSCO Act), Pension Benefits Act, R.S.O. 1990, c. P.8 (PBA) or Regulation 909, R.R.O. 1990 (Regulation), the FSCO Act, PBA or Regulation govern.*

*Note: The electronic version of this policy, including direct access to all linked references, is available on the Financial Services Commission of Ontario's (FSCO's) website at [www.fSCO.gov.on.ca](http://www.fSCO.gov.on.ca). All pension policies can be accessed from the **Pensions** section of the website through the **Pension Policies** link.*

The purpose of this policy is to assist administrators of pension plans (administrators), their agents and other service providers when they make inquiries to FSCO staff. FSCO staff may receive inquiries verbally, electronically and through written correspondence.

### **The Mandate of FSCO's Pension Division**

The Superintendent of Financial Services (the Superintendent) is responsible for administering and enforcing the PBA and Regulation. FSCO's Pension Division supports the Superintendent in the administration of the PBA and the Regulation by:

- monitoring pension plans to make sure they are administered and funded in compliance with the PBA and FSCO's policies;
- ensuring that applications are processed in a timely and accurate manner in accordance with the PBA and FSCO's policies;
- providing timely and relevant responses to public inquiries and complaints;
- processing wind ups of pension plans in a timely and efficient manner; and
- taking proper enforcement action when required.

## **Inquiries to FSCO**

FSCO is committed to delivering quality service to administrators, in accordance with adopted service and performance targets. FSCO staff will deal with all inquiries and requests for information in a timely and professional manner.

Inquiries may be made in several different ways, such as by letter, e-mail, telephone, etc. FSCO staff will normally respond to an inquiry using the same method of communication in which the inquiry was received. For example, if FSCO receives a letter, the response will be provided in a letter. An e-mail inquiry will generally receive an e-mail response. If an inquiry is made by telephone, then FSCO will try to respond by telephone. However, if the inquiry is complex in nature, FSCO may request that the inquiry be made in writing, as complex written matters may require FSCO staff to request additional information.

To avoid delays and to ensure that inquiries are processed efficiently, administrators should:

- set out the inquiry clearly;
- state the reason for the inquiry;
- provide a brief background/context giving rise to the inquiry;
- reference the relevant sections of the PBA and/or Regulation, if the inquiry relates to a provision of the legislation; and
- provide any other relevant information and documentation.

If detailed information is not provided, FSCO staff may have to request additional information, or request a meeting or conference call with administrators to discuss missing information.

If inquiries are made by the administrator's agent or service provider, the administrator will be provided with a copy of FSCO's written response to the inquiries made by the agent or service provider.

When responding to inquiries, administrators should note that FSCO staff will not and does not provide legal advice.