

Ministry of Government and
Consumer Services

ServiceOntario

Central Production and
Verification Services Branch

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Ministère des Services gouvernementaux
et des Services Consommateurs

Service Ontario

Direction des services centraux de
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June 22, 2015

RE: Ottawa LRO Piloting Email Address LROclientSubmit@ontario.ca

On May 29th Jeffrey Lem, the Director of Titles, met with the County of Carleton Law Association at Montebello. He mentioned that as of June 22, 2015 the Ottawa LRO would be piloting a new central email address to submit *Pin Corrections and Pre-Approvals of Complex Documents for Ottawa Proper – LRO # 4*.

We are pleased to inform you that this email service began accepting submissions as scheduled on June, 22, 2015 via our email address at LROclientSubmit@ontario.ca.

By submitting your Pre-Approvals and PIN Corrections to the Ottawa Land Registry Office through this email address we expect you to benefit from the convenience. It also permits the Ottawa LRO staff to more effectively and efficiently administer the service to our clients.

Now you can send in your request and supporting documents to LROclientSubmit@ontario.ca and expect a seamless response upon receipt to be followed up with your completed file sent to your email account.

Please share our email address with Paralegals and Title Searchers that submit PIN Corrections and Pre-Approvals on your behalf.

Our expectation is to process all Pre-Approvals and non-complex PIN Corrections in 3-5 days of receipt. Please submit your requests weeks prior to your closing date or as early as possible.

Following this message are a few tips regarding your submissions so we can process them as quickly as possible and return them to you via our email address.

Please note that access to our central email address for clients in other LROs is not available at this time. Once the pilot is completed in the near future we will expand this service to other locations. Clients in these locations will be contacted.

We are looking forward to working with you in the coming months regarding this exciting opportunity for the Ottawa LRO to better serve you.

Joanne Villeneuve

Operations Manager

Tips for PIN Corrections

- For every PIN Correction submitted please fill in the mandatory client form attached to this email and attach it as a word document.
- All other attachments (excluding the word form mentioned above) should be in a TIF or PDF format.
- Remember to attach all supporting documentation including a Current Pin Printout in your email submission which will help ensure we can process your PIN Correction promptly.

Tips for Pre-Approvals

- There is no mandatory request form for Pre-Approvals therefore you have the option of electronically attaching a traditional letter from your office requesting a Pre-Approval or you can simply type your request in the body of the email.
- All attachments including the Pre-Approval document should be in a TIF or PDF format.
- Our # 1 way of corresponding back to you will be return email however please ensure you supply us with a name and contact number in case we need to contact you for some reason.
- The Pre-Approvals should follow EM 199705 (attached for your convenience) which states that only complex Pre-Approvals will be looked at.