

**Ministry of Government  
and  
Consumer Services**

**ServiceOntario**

Central Production and  
Verification Services Branch

**Ministère des  
Services gouvernementaux  
et des Services aux  
consommateurs**

**ServiceOntario**

Direction de la réglementation



July 3<sup>rd</sup> 2017

**Re: Offices that accept the New Centralized Email Access Point for PIN Corrections and Pre-Approvals**

Over the past 2 years Jeff Lem, The Director of Titles, has incrementally sent notice to 31 Land Registry Office's (LROs) to invite them to participate in an exciting new project whereas their respective jurisdictions professional clients are allowed to send in their PIN Corrections and Pre-Approvals to a centralized email address:

[LROclientSubmit@ontario.ca](mailto:LROclientSubmit@ontario.ca)

At this new email address, we accept (i) PIN corrections; (ii) pre-approvals of complex documents and other related queries that otherwise were submitted to Land Registry Office staff via telephone or in person. The concept is that you can now send by email these types of service requests, together with scanned copies of all supporting documents, to be addressed promptly by a team of specialists drawn from across the province.

This project will continue to expand by adding 1 or 2 LROs a month. Therefore for convenience we are sharing the attached documents in order to help you ascertain which LRO's are providing this email service and which LROs will continue to use the traditional method of sending a fax request for a PIN Correction or Pre-Approval until further notice

We will be rolling-out the centralized email access to all clients throughout the province at a future date in 2017 until then; Teranet clients can utilize Teraview or Teranet Express for updates.

Yours truly,

The Support Network Team



# LAND REGISTRATION REQUEST FORM

<b>ACTION REQUIRED (choose one)</b> <b>Submit One Request Per Form</b>	
PIN Correction - Description	
PIN Correction - Document	
Pre-Approval	
Query	
Non-Convert	
Override	
Crown Document	
Exemption from Reference Plan	
Revenue Refund Request (Attach ELR Recommendation for Refund Request Form)	

<b>REQUIRED CLIENT INFORMATION</b>	
Contact Name	
Organization/Firm	
Telephone Number	
Email Address	

<b>REQUIRED INFORMATION</b>			
LRO Name		LRO #	
PIN(s) #		Registration # (Include Prefix)	
<b>Issue/Question (set out the details):</b>          			

<b>SUBMITTING EMAIL INSTRUCTIONS</b>
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Email a copy of this completed form and remember to attach all supporting documentation to: [LROclientSubmit@ontario.ca](mailto:LROclientSubmit@ontario.ca)

[Examples](#)

- Current PIN Printout
- Document in preparation
- All supporting material/evidence

**LROs in the Support Network that accept requests through  
[LROclientSubmit@ontario.ca](mailto:LROclientSubmit@ontario.ca) (as of July 3<sup>rd</sup> 2017)**

1	Algoma (Sault Ste. Marie)
4	Ottawa
6	Cochrane
8	Dundas (Morrisburg)
12	Essex (Windsor)
14	Glengarry (Alexandria)
15	Grenville (Prescott)
16	Grey (Owen Sound)
19	Haliburton (Minden)
22	Huron (Goderich)
23	Kenora
24	Kent (Chatham)
25	Lambton (Sarnia)
31	Manitoulin (Gore Bay)
35	Muskoka (Bracebridge)
36	Nipissing (North Bay)
39	Northumberland (Cobourg)
41	Oxford (Woodstock)
42	Parry Sound
44	Perth (Stratford)
45	Peterborough
46	Prescott (Hawkesbury)
48	Rainy River (Fort Frances)
49	Renfrew (Pembroke)
50	Russell (Embrun)
52	Stormont (Cornwall)
53	Sudbury
54	Timiskaming (Haileybury)
55	Thunder Bay
61	Wellington (Guelph)
65	York (Aurora)

**Land Registry Offices not supported by  
[LROclientSubmit@ontario.ca](mailto:LROclientSubmit@ontario.ca) as of July 3rd 2017.**

**For unsupported LROs, please use the fax number or email  
address listed below.**

2	BRANT (Brantford)	519-752-0273
3	BRUCE (Walkerton)	519-881-2322
7	DUFFERIN (Orangeville)	519-941-6444
11	ELGIN (St. Thomas)	519-631-8182
13	FRONTENAC (Kingston)	613-548-6766
18	HALDIMAND (Cayuga)	905-772-0105
20	HALTON (Milton)	905-864-3549
21	HASTINGS (Belleville)	613-968-3026
27	LANARK (Almonte)	613-256-0940
28	LEEDS (Brockville)	613-345-7390
29	LENNOX (Napanee)	613-354-1474
30 & 59	NIAGARA NORTH & SOUTH (St. Catharines)	905-684-5874
33	MIDDLESEX (London)	519-675-7611
37	NORFOLK (Simcoe)	519-426-9627
40	DURHAM (Whitby)	905-665-5247
43	PEEL (Brampton)	905-874-4012
47	PRINCE EDWARD (Picton)	613-476-7908
51	SIMCOE (Barrie)	705-725-7232
57	VICTORIA (Lindsay)	705-324-6290
58	WATERLOO (Kitchener)	519-571-6067
62	WENTWORTH (Hamilton)	905-521-7505
66/80	TORONTO	lro66fax@ontario.ca