

**Subject: Service Delivery Options and Company Key Requirements**

November 22, 2024

Dear Ontario Business Registry Partner Portal Intermediary,

We are pleased to share that through the Ontario Business Registry (**OBR**), the Ministry of Public and Business Service Delivery and Procurement (**MPBSDP** or **Ministry**) has made great strides to ensure there are a variety of convenient and secure service channel options available to Ontario businesses, Service Providers<sup>1</sup>, and Intermediary Organizations<sup>2</sup>. This notice is to inform you about our expanding service delivery options and the requirements of a Company Key to access the OBR system.

As of July 2024, there are over 2,000 Intermediary Organizations, such as law firms and accounting firms, who access the OBR Partner Portal to submit registry filings on behalf of entities. The Ministry has also contracted with two Service Providers to allow them to have authorized access to the OBR and conduct business registry services on behalf of their service clients. These Intermediary and Service Provider entities play an important role in delivering business registry services within Ontario.

**The Path Forward**

Effective February 1, 2025, the Ministry will increase customer choice for business registry services by increasing the number of Service Providers.

Additionally, effective February 1, 2025, all entities registered in the OBR must use a Company Key to conduct transactions whether filing directly through the OBR self-serve portal, through an Intermediary or through a Service Provider.

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<sup>1</sup> **Service Provider** means an entity that is licenced with the Ministry to provide OBR product and services to its service clients.

<sup>2</sup> **Intermediary** means any entity having authority to act, as agent or otherwise, on behalf of their service client(s) in conducting transactions through the Ontario Business Registry such as law firms, lawyers, paralegals, accountants, small business consultants, financial institutions, search houses.

## Company Key

A Company Key consists of a unique series of digits and/or characters. It is provided to the official email, or registered office or other business address, as applicable, for a sole proprietorship, corporation, or other entity under the business law statutes.

If an entity plans to engage the services of an Intermediary or a Service Provider, the entity will be responsible for Delegated Authority<sup>3</sup> by providing their Company Key directly to the Intermediary or Service Provider to conduct registry filings and transactions on their behalf. Obtaining a Company Key for an entity is a one-time process. If an Intermediary or Service Provider has been provided with the entity's Company Key, they do not need to request a new Company Key. If you have used a Service Provider after October 19, 2021, to register or incorporate a new entity<sup>4</sup>, the Service Provider will continue to have Delegated Authority and it will remain in place until the entity revokes the Delegated Authority.

## Company Key Distribution

All entities are encouraged to obtain their Company Key. The Ministry distributes Company Keys automatically to the official email address of the entity when a new business is registered or incorporated in the OBR. A Company Key can also be requested [online](#). To better assist with requesting a Company Key, kindly consult the [guide](#) provided or the [Company Key notice](#) posted on Ontario.ca.

If you have any questions related to service delivery options or the Company Key, please call the ServiceOntario Contact Centre from Monday to Friday, 8:30 a.m. to 5:00 p.m.:

- Tel: 416-314-8880
- Toll-free: 1-800-361-3223
- TTY: 416-325-3408
- Toll-free TTY: 1-800-268-7095

**Contactez-nous si vous avez besoin de la version française de cette correspondance.**

Thank you,

Ministry of Public and Business Service Delivery and Procurement

CC: Dye & Durham Corporation  
ESC Corporate Services Ltd.

**This is a system-generated email. Please do not reply to this email.**

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<sup>3</sup> **Delegated Authority** means the authority given to an Intermediary and/or a Service Provider that is performing services and transactions on behalf of the owner.

<sup>4</sup> Registering or incorporating an entity could include incorporating an Ontario corporation, registering an extra-provincial corporation, registering a business name, forming an Ontario limited partnership, etc. It does not include a maintenance filing.