

**Ministry of Government  
and Consumer Services**

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**Ministère des Services Gouvernementaux  
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February 16, 2021

To: All registrants under the Collection and Debt Settlement Services Act

**Registrar's Bulletin – February 2021****Resuming the Scheduling of Collection and Debt Settlement Services Act Exams**

The Ministry of Government and Consumer Services is now scheduling Collection and Debt Settlement Services Act (CDSSA) exams.

The exam requirements are found in section 15 of R.R.O. 1990, Reg. 74: General under the CDSSA. Most registrants will not need to schedule and write exams. However, registrants that are corporations may need to schedule exams if they have active officers or directors who have not met the exam requirements. Please review the exam requirements to determine whether you need to schedule to write the exam.

If your compliance with the exam requirements requires writing and passing an exam, please contact [cpolicensing@ontario.ca](mailto:cpolicensing@ontario.ca) to arrange to write the exam. Please use the subject line "CDSSA exam schedule request" and advise us of any accommodation that you may need.

Exams will be held remotely until further notice. To satisfy the requirement in subsection 15(4) that exams shall be conducted in the presence of a presiding officer, the exam will involve videoconferencing with Ministry staff and sharing the screen as the exam is being written. Exam candidates must have a computer and internet connection capable of videoconferencing.

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**Remote Inspections**

Inspections are being carried out remotely. If you are selected for an inspection, you will be contacted by an inspector who will outline the inspection process, including what documents to provide and when. If you are contacted and wish to verify the legitimacy of the inspection, please feel free to contact our offices at [cpolicensing@ontario.ca](mailto:cpolicensing@ontario.ca).

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**Consumer Beware List**

Please note that the Consumer Beware List is now a regular part of CDSSA enforcement activity. Ontario's Consumer Protection Act provides that collection agencies may be posted to the Consumer Beware List in certain circumstances, such as when a collection agency fails to correct deficiencies identified in an inspection or when the Registrar sends a warning letter. You can find the Consumer Beware List at the following address:

<https://www.consumerbewarelist.mgs.gov.on.ca/en/cbl/Search>

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Gallagher', written in a cursive style.

Shane Gallagher

Registrar of Collection Agencies