

**Ministry of Government
and Consumer Services**

**Ministère des Services Gouvernementaux
et des Services aux consommateurs**

Inspections and Investigations Branch
56 Wellesley Street West
16th Floor
Toronto ON M7A 1C1
Tel.: 416-326-8800
Toll Free: 1 800-889-9768
Fax: 416-326-8665

Direction des inspections et des enquêtes
56, rue Wellesley Ouest
16e étage
Toronto ON M7A 1C1
Tél. : 416-326-8800
Sans frais : 1 800 889-9768
Télééc. : 416 326-8665

March 19, 2020

To: Appointees, licensees, and registrants under the Bailiffs Act, Collection and Debt Settlement Services Act, Consumer Reporting Act, and Payday Loans Act, 2008

Registrar's Bulletin – Compliance and COVID-19

Contraventions and Enforcement Decisions

The current pandemic and declaration of a state of emergency by the Province may have raised questions about your obligations to comply with statutory and regulatory requirements.

Please note that enforcement decisions always take into account the circumstances of a contravention and what type of enforcement action may be appropriate. At this time, the declaration of a state of emergency by the Province, the direction to all Ontarians to avoid public contact and maintain social distance, and the efforts made by the regulated sectors to meet their obligations as set out in their respective statutes and regulations (including by other means, including online), are factors that would be considered by the Registrar in making a decision whether enforcement action is warranted.

As the situation is changing daily or more frequently, please continue to monitor provincial announcements related to the state of emergency to determine how your business may be impacted. You can find those announcements at the following website:

<https://news.ontario.ca/newsroom/en>

Sincerely,



Shane Gallagher

Registrar, Regulated Sectors