



Date: November 8, 2016

To : All clients of The Property Registry

Subject : Important changes are coming for your deposit accounts

In June 2016 we conducted a client survey to get your feedback about current accounting practices at The Property Registry (TPR). We learned a lot about how our clients use TPR deposit accounts and statements. We also received valuable suggestions for how we can change and simplify those account processes. We're now working to implement some of those suggested changes.

Deposit account changes

TPR currently has three different kinds of deposit accounts to pay for our different online and in-person services. This means more work on your end to manage your user access, more work to add money to your accounts and more emails from us when you pay for a transaction. Beginning in December, we will be consolidating deposit accounts. There will be just one deposit account to pay for all land titles office transactions and one deposit account to pay for Personal Property Registry transactions.

	Currently	Beginning December 11, 2016
Land titles office (LTO) deposit account	Used to pay for document registrations and other land titles office transactions.	Used to pay for online orders (copies of titles, documents and plans), survey plan submissions and land titles office registrations.
Online service deposit account	Used to pay for online orders (copies of titles, documents and plans) and survey plan submissions.	No longer available.
Personal Property Registry deposit account	Used to pay for all Personal Property Registry transactions.	Used to pay for all Personal Property Registry transactions (no change).

Online deposit accounts will be discontinued on December 11, 2016.

Instead, the LTO deposit account will be used to pay for **all** land titles office transactions, including online orders (copies of titles, documents and plans), survey plan submissions and land titles office registrations.

The Personal Property Registry deposit accounts will not be changing.

What this means for you

Your online deposit account will close on December 11 and you'll be able to use your LTO deposit account to pay for all of your land titles office transactions, including online searches and survey plan submissions.

The updated Terms of Use are available on our website at www.tprmb.ca/tpr/terms_of_use_en.pdf.

Please see the attached Q&A document for more detailed information.

Funds remaining in your online deposit account

You may have funds remaining in your online deposit account on December 11. What happens to that money is up to you:

1. **Transfer the funds.** TPR will transfer the funds remaining in your online deposit account to your LTO deposit account on December 11 if you want us to.

To choose this option your firm administrator must email tprclient@tprmb.ca by November 25 to confirm that you want us to move the funds. Your email **must** include your online deposit account number (the transfer from account) **and** your LTO account number (the transfer to account).

or

2. **Receive a cheque for the remaining funds.** If you don't wish to have the funds transferred, TPR will issue you a cheque in December for the funds remaining in your online deposit account.

Do you have questions about the upcoming deposit account changes? Please see the attached Q&A document for more information. You can also contact our Client Service Team at tprclient@tprmb.ca or 204-945-2042.

You received this communication because our records list you as either the primary, alternate or accounting contact for your organization. We ask that you distribute this notice to anyone within your organization that may be impacted by this change.

Sincerely,



Maureen Terra
Executive Sponsor, Client Service Improvement Initiative

Q&A: Deposit account changes

1. What is a land titles deposit (LTO) deposit account and how is it different from an online deposit account?

Currently, our online deposit accounts are used to pay for online title, document and plan searches through The Property Registry's Online Services like Titles Online, Documents Online and Survey Plans Online. They are also used for submitting plans for examination through Plan Deposit Submission. Online deposit accounts only work for Online Services though. Our clients currently need to have a separate deposit account for all other land titles transactions, including the registration of new documents and in-person services.

Beginning in December, we're going to combine the existing LTO deposit account and online deposit account into just one account that can be used to pay for all land titles transactions. As of December 11, you'll be able to use your LTO deposit account to pay for registrations, service requests and online orders through our Online Services.

2. What happens to the money currently in my online deposit account once it's discontinued?

You may have funds remaining in your online deposit account on December 11, 2016. What happens to that money is up to you:

Transfer the funds. TPR will transfer the funds remaining in your online deposit account to your LTO deposit account on December 11 if you want us to.

To choose this option your firm administrator must email tpclient@tprmb.ca by November 25 to confirm that you want us to move the funds. Your email **must** include your online deposit account number (the transfer from account) **and** your LTO account number (the transfer to account).

or

Receive a cheque for the remaining funds. If you don't wish to have the funds transferred, TPR will issue you a cheque in December for the remaining funds in your online deposit account.

3. What will happen to our user access? Will the people who currently have access to our online deposit account automatically have access to our LTO deposit account?

All of your firm's active online account users will be transferred and granted access to the LTO deposit account. Your account administrator will continue to control which users can access your LTO deposit account.

If a user has access to your online deposit account on December 10 they will be given access to your LTO deposit account on December 11. To learn about adding or removing user access your online deposit account, see page 14 of the [My Account Inquiry User Guide](#).

4. Will my online deposit account order history carry over to my LTO deposit account order history once the online deposit account is discontinued?

The order histories in Titles Online and Plan Deposit Submission will not be affected by the change. Order histories in Documents Online and Survey Plans Online will be reset on December 11, 2016 and will **not** carry over. Please ensure you download or print a copy of your documents or plans ordered prior to December 11, 2016.

5. Will my statements change?

Yes, there will be some changes to the number of statements you receive, and to the types of transactions included in them. After December 11, no more account statements will be produced for online deposit accounts. Your LTO deposit account statement will show transactions made for **all** online searches, survey plan deposits and land titles office transactions.

Your account administrator will be able to access LTO deposit account statements online at any time by logging in to [Documents Online](#). Your account administrator will receive emailed statements (either monthly or weekly) if that option was selected when you completed your Client Application Form.

6. Will the Personal Property Registry (PPR) still have a separate deposit account?

Yes, PPR will still have a separate deposit account.