

2022 Annual Service Commitment Review

As part of its annual review, the OSC conducted a comprehensive evaluation of all its service commitments, including the applications and filings included in the temporary changes [announced on December 7, 2021](#). The below outlines the changes made to service standards as a result of our review, which are effective as of July 1, 2022.

Summary of Changes

All of the [temporary changes](#) to the service commitments that were announced on December 7, 2021, have been **extended to March 31, 2023**, with the exception of service standard 3.9 *Prospectus Amendments: Completion of Review* which has returned to the original timeline that was in effect prior to December 7, 2021.

In addition, the following service standards were **changed** to reflect our updated service commitment that we will apply in our dealings with you:

- 1.3 *General Inquiries or Complaints: Written inquires or complaints received by e-mail, mail, fax, or online form*
- 3.1 and 3.2 *Prospectuses: Issuing comment letters*
- 3.5 *Prospectus Amendments (before final receipt): Long form prospectus or simplified prospectus*
- 3.7 *Prospectus Amendments (after final receipt): Long form prospectus or simplified prospectus*
- 3.8 *Prospectus Amendments (after final receipt): Short form prospectus or shelf prospectus*
- 4.1 *Exemption Application: Issuing comment letters*
- 8.2 *Requesting OSC records*
- 8.4 *Requesting copies of your OSC registration records and related form*

Updated Service Commitments

The following [highlights the changes](#) to our service commitments from those previously published, as outlined above, that we will apply in our dealings with you effective July 1, 2022.

When you have a general question or complaint

Description	Timeline
Written inquires or complaints received by e-mail, mail, fax, or online form	<p>1.3 We will respond to you on routine matters within 35 working days or less (target is 95% of all written inquiries and complaints received).</p> <p>For more complex matters we may ask you for more information or let you know we need more time.</p>

When you make a filing with us

Prospectus: Filing for a confidential prospectus pre-file, preliminary or pro forma prospectus

Description	Timeline
Issuing comment letters for confidential prospectus pre-file, long form prospectus or simplified prospectus	<p>3.1 We will provide a first comment letter within 15 working days of the date of the preliminary receipt (for preliminary filings) or acknowledgment of receipt (confidential prospectus pre-file) and related materials in acceptable form (target is for 80% 85% or more of all filings received).</p> <p>Note: Temporary standard departs from 'best efforts' timelines indicated in <i>National Policy 11-202</i>.</p>
Issuing comment letters for short form prospectus or shelf prospectus	<p>3.2 Except for bought deals, we will provide a first comment letter within 5 working days of the date of the preliminary receipt and related materials in acceptable form (target is for 80% 90% or more of all filings received).</p> <p>Note: Temporary standard departs from 'best efforts' timelines indicated in <i>National Policy 11-202</i>.</p> <p>For bought deals, we will provide a first comment letter within 3 working days of the date of the preliminary receipt and related materials in acceptable form (target is for 80% or more of all filings received).</p>

Prospectus Amendments: Filing an amendment to a preliminary or current prospectus

When filing a preliminary prospectus amendment before the OSC issues a comment letter relating to the preliminary prospectus materials:

Description	Timeline
Long form prospectus or simplified prospectus	<p>3.5 We will issue our comment letter on the later of the date that is 5 working days after the date of the receipt for the preliminary prospectus amendment and the original due date for the comment letter (target is for 80% 90% or more of all filings received).</p>

When filing an amendment to a prospectus after a final receipt has been issued by the OSC:

Description	Timeline
Long form prospectus or simplified prospectus	<p>3.7 We will issue our comment letter 3 5 working days after the date that related materials are received in acceptable form (target is for 80% 85% or more of all filings received).</p>
Short form prospectus or shelf prospectus	<p>3.8 We will issue our comment letter 2 5 working days after the date that related materials are received in acceptable form (target is for 80% 85% or more of all filings received).</p>

Providing our decision on amendment filings:

Description	Timeline
Completion of review	<p>3.9 We will complete our review for routine offerings within 45 40 working days of the issuance of a receipt (for the preliminary filings) and receipt of related materials in acceptable form (target is for 80% 85% or more of all routine filings received).</p> <p>Note: Offerings that are complex or raise new policy issues take longer for the OSC to review; we will provide regular touchpoints to advise you of our progress at a minimum of every 2 weeks.</p>

Exemption Application: Filing an application for exemptive relief (excluding exemption from recognition applications for market infrastructure entities)

Description	Timeline
Issuing comment letters	<p>4.1 We will issue a first comment letter within 15 working days of receiving a complete and adequate application in acceptable form (target is for 80% 85% or more of all applications received).</p>

When you request OSC Records

Requesting OSC records: Calling or emailing Records and Information Management

Description	Timeline
Requesting copies of company filings or Commission hearing materials ¹ available to the public through Records and Information Management	<p>8.1 We will acknowledge receipt of your request by the end of the next working day.</p> <p>8.2 We will complete your request within 5 working days (target is 90% or more for all requests).</p> <p>For certain types of requests, including requests for historical company filings or Commission hearing materials, we may ask you for more information or let you know we need more time.</p>

Requesting copies of your OSC registration records and related forms: Calling or emailing Records and Information Management

Description	Timeline
Registrants requesting copies of their own registration records and related forms	<p>8.3 We will acknowledge receipt of your request by the end of the next working day.</p> <p>8.4 We will complete your request within 5 working days (target is 90% or more for all requests).</p>

¹ Does not include records related to current proceedings before the Commission. They are separately handled through the OSC Registrar.