

# 2024 Mid-Year Service Commitment Review

As part of its normal course of operations, the Ontario Securities Commission (OSC) conducts a formal review of the [OSC Service Commitment](#) on an annual basis which entails a comprehensive evaluation of all its service standards and timelines. While the annual review provides a formal point in time to reflect on the OSC's service standards, we remain nimble and responsive to changes throughout the year and may make updates as necessary.

This year, the OSC has conducted an additional mid-year review to implement the following timely changes to our service standards.

The two service standards below relating to dissident proxy circulars have been removed as the occurrence of this type of filing is infrequent. The OSC will continue to process these applications within the current timeframes including providing our comment within five working days and completing our review within fourteen working days from the date the circular is filed.

- 5.5 and 5.6 *Dissident Proxy Circulars*

In addition, the following two service standards have been updated for further clarification.

- 8.3 and 8.4 *Requesting copies of your OSC registration records and related forms*

## Outcomes of the mid-year review

The tables below **highlight changes** made to the OSC's service standards following its 2024 mid-year review.

### Dissident Proxy Circulars

Description	Service Standard
Filing a Dissident Proxy Circular	<del>5.5 We will provide comments, if applicable, within 5 working days from the date of filing of the circular (target is 80% or more on all filings received).</del>
Completion of review	<del>5.6 We will complete our review within 14 working days from the date of filing of the circular (target is 80% or more of all filings received).</del>

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

Description	Service Standard
<p><b>Individuals Registrants</b> requesting copies of their own registration records and related forms<sup>1</sup></p>	<p><b>8.3</b> We will acknowledge receipt of your request by the end of the next working day.</p> <p><b>8.4</b> We will complete your request within 5 working days (target is 90% or more for all requests).</p>

<sup>1</sup> **This service standard is subject to the condition that the individual's records are accessible on the National Registration Database.**