

Corporations Canada
Survey of Client Intermediaries
January 2007

Future Directions – Verbatim Responses to Question 47

Question wording:

Do you have any suggestions to help Corporations Canada improve the quality of service it provides?

STAFF AND SERVICE ISSUES

Hire more staff

- Add more examiners on the not-for-profit side to enable the 20-business-day turnaround target to be shortened.
- Hire additional staff at busy times, such as year end so that amalgamations and name pre-approvals can be processed in a timely manner.
- It appears that the office is sometimes understaffed. Also, when faxing requests for name decisions I am not able to use the toll free or the regular fax numbers - apparently due to volume of users.
- More employees to help with phone requests.
- More staff in the Vancouver office.
- Your personnel are very helpful. You could use more phone operators during business hours.

Train existing staff

- Please educate staff that "old" defunct federal corporations do not necessarily appear on Strategis.
- As stated in the prior section, new staff at the general inquiries should be thoroughly trained.
- Friendliness of staff - seeing as this is a customer service focused branch, staff should be much more polite than is typically associated with a government office. Found response to be very cold, blunt and really had to prod and poke to find the [...]
- J'ai téléphoné à votre département une seule fois & lorsque j'ai demandé de l'information sur le rapport annuel, on ne savait pas de quoi je parlais. Je trouve que la personne manquait de compétence & m'a fait sentir comme si je m'étais trompé de [...]
- Personnel answering the telephones could be trained in being in re-directing calls instead of losing calls - especially when callers are calling long-distance, and being aware that when questions are being asked, not to make the assumption [...]
- Personnel in Name Decision section need more training.

- Phone operators don't want to understand the actual need rather try to read you a written material which is not helpful at all. The only reason you speak to a live person to get more help than it provided on line.
- There are some senior examiners who are incredibly knowledgeable, client service oriented and extremely responsive to the needs of the legal community. Unfortunately, there are others who [are not].
- Staff could be more helpful and courteous when people call to make inquiries.
- Staff should answer the specific question given to them, and not just send form letters which are no use whatsoever.
- Staff should be better trained before dealing with clients. I have noticed a markedly decrease in the technical expertise of staff at Corporations Canada. I have been told that there have been a number of staff changes and there are a lot of new staff.
- Some (not most) staff, when approving corporate names, should make a greater effort to try and comprehend what their clients are trying to tell them, before refusing names.

Improve communication and responses

- Je n'ai jamais réussi à obtenir une réponse immédiate et nous sommes toujours dans l'obligation de laisser un message à chaque occasion.
- Answer voice mail messages.
- E-mail reponses are slow.
- If you can find me as a "provider" of services in order to do this survey, Corp. Can. can find me to send me updates of office hours, form changes, etc., without my having to run into roadblocks.
- Les délais d'attente pour le service téléphonique est trop long. Dernièrement, j'ai laissé un message pour qu'un préposé me rappelle et je n'ai jamais eu de retour d'appel.
- Please improve Corporation Canada's response time for email communications.
- Rappeler lorsqu'on vous laisse un message dans votre boîte vocale...j'ai laissé un message le 31-10-2006 et aujourd'hui le 8 Novembre personne ne m'a encore rappeler!
- Respond more quickly.
- Le temps d'attente lors des appels téléphoniques pourrait peut-être être amélioré. Le service de boîte vocale peut aller mais il est préférable d'être en communication directe avec un agent.

Improve service quality

- Name Pre-Approval process is difficult and exhaustive. We attempted to file an incorporation over four times because the name failed in incorporation filing but was pre-approved all four times. This caused frustration on behalf of our office.
- One of the weaknesses of dealing with Corporations Canada is the lack of understanding of the needs of its clients. When law firms, etc., as clients of

- Corporations Canada, ask for a document to be processed or for information on a rush basis [...]
- When copies of documents are ordered that are coming from the archives, the representative who is taking care of the request should follow up with the archive to ensure it is being processed.
 - Améliorer le service téléphonique concernant les demandes faite en utilisant ce moyen de communication.

INFORMATION ON WEBSITE

Make information easier to find on site

- Les coordonnées téléphoniques du service à la client ne sont pas très bien identifiées au site internet.
- I do find it difficult at times to find things on its website.
- I find the service excellent - my only complaint is that the website can sometimes be difficult to navigate. There is a wealth of information on the website but I sometimes spend a fair amount of time locating what I need.
- Make telephone numbers more easily available.
- Make the website easier to locate specific documents required.
- Website can be difficult to navigate when searching for specific information. Sorry, I cannot offer examples at the moment.
- The website is way too cluttered, with links going in all directions looping me through documents. I got lost very easily. I would recommend to update to a new content management system.
- The web site is great for general inquiries, but specific questions on more complicated issues need to be answered over the phone or in person, and I find it difficult to get through to a live person quite often.
- The web page is extremely difficult to navigate.
- The search engine on your web site is very poor. If one wishes to find a form it is easier to find directly from Google than from within your site.
- The online filing link should be on the main page.
- Site Internet plus facile à utiliser visuellement pour la recherche d'informations sur les corporations et de formulaires (votre site est très chargé et difficile à comprendre pour une recherche facile).
- Simplify the web site. Too much information and not well organized.
- Revoir le site internet pour alléger son contenu.
- Rendre plus accessible (vulgarisation, explications) l'information sur le site internet.
- Redesign the web site to be user-friendly and respond to primary needs. It seems Byzantine to me.
- Accès direct aux principaux formulaires
- Faciliter l'accès au services de courriels ou d'informations sur les corporations.
- Alléger les pages WEB afin de ne pas surcharger le lecteur qui est à la recherche de l'information.

Make information clearer

- Employer des mots simples et non un jargon technique dont vous seuls les fonctionnaires connaissez.
- The information on the web page regarding applications for business numbers and GST could be clearer and it could be easier to contact an individual with respect thereto.

Provide examples/FAQ/Help

- Examples needed to illustrate how to process.
- If Corporations Canada want corporations to submit their taxes online they should provide an extensive online help for corporations who might not be confident in submitting their own taxes and feel concerned that they might make a mistake.
- Maybe have an FAQ where it details how to go about doing certain things i.e. obtaining copies of articles or obtaining a certified copy of documents. I still, to this day, have not found out how to do this.
- Maybe having a little bit more information regarding on-line filings for first time users or users that do not do this sort of thing all the time and having to recall how to do something they did a while back.
- When a corporation needs information to operate (for instance, shareholder registration) we need to know if we are doing it correctly.
- The check list for the client who just start a new business, and more related link for them to go, will save their time to shop around.
- Should be more friendly and supportive in the process as the users are first timers also, who are trying to understand the system.

Expand online services/information

- Have a "search" response to every area where searches or filings are available. Make consequences of using one type of incorporation filing (pre-approved or not pre-approved) more clear - make it more clear when to obtain order NUANS.
- I would appreciate seeing a list of available documents for each entity.
- I would like to see the ordering of copies of documents as a feature on the on-line service
- La seule chose qui manque c'est un service prioritaire pour les certificat de conformité demandé en ligne.
- Place even more items online.
- Please do a survey to find out how many other main non-official languages are commonly used, and then provide services in other main languages. This will improve the Quality of Services, and also improve the process.
- Would like more not-for-profit online filing etc.
- Would like to be able to use on-line filing for CCA Part II not-for-profit corporations.
- Would like all services offered to be on-line (i.e., amalgamation not available - since we must send by fax and originals by courier to be processed. Suggest that

- system could accept documents that were .PDF format, be processed on honour system [...]
- When filing articles of amendment (to amend the authorized share capital), there should be the option to attach or browse the authorized share capital (same as the incorporation). I've been filing the articles of amendment (share capital) by fax.
 - To be able to file Ontario corps online.
 - There should be a clear link to the site of Corporations Canada from the strategis.ic.gc.ca, which the gateway for most info related to economic and business information. It is easy to go from Corporation Canada to <http://strategis.ic.gc.ca>.
 - Pour la consultation de la base de données des sociétés vous devriez vous baser sur le site de CIDREQ qui est très facile à utiliser et convivial.
 - Il nous serait profitable de pouvoir, d'une part voir les documents déposés au dossier d'une société (ex : certificats de modifications, rapports annuels, différents avis, etc) afin de savoir ceux que nous voulons commandés et d'autre part, commander

SPEED OF SERVICE

Speed up service

- A better or faster procedure should be implemented with respect to obtaining copies of documents from archives.
- Faster processing time.
- Faster turnaround time for Certificates of Compliance. I don't use the online filing for Articles because it is too cumbersome and it takes too long to get the Certificate back - I typically need the Certificate "now", not in a few hours or the next day.
- I file Federal Non Profit corporations for my clients - we wait sometimes 4-5 months - if there is a mistake - very slow in the contact for correction.
- Le processus d'inscription de depot en ligne est un peu long.
- Speed up the name decision process for incorporations.
- Paper filing should be processed faster. I feel at the current rate, it takes a few weeks to months when I have to file something paper (ex. change of registered office).
- There needs to be quicker turnaround on electronic filing.
- The process for filings under the CCA needs to be improved substantially, both in terms of ease and speed.
- Speed up the incorporation process for not-for profit entities.
- Speed up the name pre-approval process.
- Sometimes service is slow due to backlog at Corporations Canada's end which I understand can be the case but when we have deadlines at our end it can be a bit frustrating. All in all, very satisfied with the service.
- Shorten turnaround time to incorporation with a name and short turnaround time for name pre-approval.

- En cas d'erreur provenant du traitement des demandes par le personnel de corporation canada, il faut alléger le processus de correction en place et recourir le temps de traitement.

Add priority option

- Approval of name being expedited.
- It would be nice to have a priority option for non-electronic filings. Recently I needed to file a continuation quickly and because of not having access to the electronic copy of detailed, lengthy special rights and restrictions for multiple shares
- My big suggestion would be to allow expedited service for obtaining Certificate of Incorporation etc. There have been times when we require the Certificate for an opinion and have to wait a day before it can be provided. An option to pay an extra fee [...]
- Possibilité des traitement prioritaire.
- Provide priority service for an additional cost

FORMS

Show status of forms

- Knowing when Examiners are overloaded that Name Decisions become low priority, would be helpful to post on 1st screen that staff is working on requests received on a certain date. Our firm is not normally pushy and most often only finds out about [...]
- A status page on the status of a filing will be helpful. There were times when I filed and email was lost resulting in miscommunication.
- When Submitting the Name approval form online, we should be provided with the time or number of days it will take to provide a name Decision. We were told that since this is a free service it is at the bottom of the pile and did not get a name decision.

General forms/format issues

- Please provide the ability, on form 22, to indicate that a corporation has not yet held an annual meeting.
- Augmenter l'espace de rédaction dans les formulaires 3, 6 et 22 afin que nous puissions indiquer les adresses complètes.
- Combining Certificate and duplicate filed articles into 1 .pdf document
- Format of articles filed electronically need to be improved as the copy issued by Corp Canada is often difficult to read when complex due to lack of indentations, numbering and formatting in general.
- Is the system able to do real time filing as in British Columbia? When we make a filing, we receive confirmation of it immediately (ie: provided with incorporation # and # of corporation if it is a #d corporation) and we have the ability to print [...]

- Draft Articles of Incorporation need to be printed in "landscape" otherwise it is cut off.
- Lors du dépôt en ligne d'une constitution de société ou des clauses modificatrices changeant la description du capital-actions, je trouve que la mise en page n'est pas adéquate car elle n'est pas identique au document original. Je crois que si nous [...]
- (Have) method of correcting information on-line without having to file "change" form.
- Make the name proposal info pages easier to fill out.
- Please have the on line applications accessible at all times. The forms are provided need to be in fill-able format.
- Your forms must provide for longer company names on your PDF forms, otherwise we have to complete them manually....
- With respect to filing Articles online, the ability to enter information on the actual form and submit it.
- When drafting the articles of incorporation you are not able to see all the words.
- Voir à faciliter le dépôt de documents bilingues à même le même formulaire de sorte que les statuts soient dans leur forme du formulaire bilingues.
- There should be more on line filing and all forms should be made available, especially in dynamic PDF format. Also, we should be allowed to print forms that require the MICR printing, there are ways to go around this.
- Sometimes I am unable to use the online filing for incorporations or alterations as I do not like how the system loses the formatting in any long text [...]
- The only thing I have noticed is that the Articles of Incorporation Items are not numbered the same as the finished document that is returned by Corporations Canada, and this has resulted in a correction having to be made.
- Some fill-able electronic forms are not fully visible on screen and it is difficult to present a print out to client for approval. For instance, schedule "D" of articles of continuance.

Add option to save and review forms

- I need to print forms from the website and have them signed by the company's corporate secretary; I have found at times when I go to file some of these documents online, they [...]
- Corporations Canada should allow clients to see what documents have been filed and to obtain copies of filed documents online, rather than requesting them by fax or other form of request.
- I would like to see an option to save articles of amendment to file at a later date and for the save feature for articles of incorporation to be improved where there is a legend on the left pane of the screen to jump from section to section.
- It would be helpful if articles of incorporation, amendments, annual returns, etc. could be saved, printed in the manner in which it will eventually appear (i.e., not just the screens you are completing) and then opened and filed at a later time.
- It would be helpful to be able to save amendments.

- With regards to the online filing system, it would be great to be able to save drafts of all documents being filed like we can with the articles of incorporation.

Make forms reviewable before submission/printing

- It would be useful to have a confirmation page where we can view the information inputted (and correct any typos) in the application before we submit the incorporation. A similar system is used to submit electronically in New Brunswick. Though they [...]
- It would be very helpful if the electronic Incorporation and Amendment forms could be printed in a draft form that mirrors the paper format so that when we present them to clients for signature they look the same and are therefore not confusing to them.
- J'aimerais pouvoir visionner les documents (rapport annuel ect) avant d'accepter (dernière étape).
- Just that Articles of Amendment should also be provided in the format that we can prepare in draft for review and sign off as is the case with Articles of Incorporation.
- Online form completion could be more user-friendly. In particular incorporation form. I need ability to preview information submitted before committing to it in particular the appearance of a form and how the information is captured and displayed.
- With regards to incorporations, before paying, it would be nice to have a page where we can view all the information submitted to make sure it is correct
- When filing annual return online, we should be able to print the annual return as we have entered it before the transaction is finished (rather than wait for the confirmation email). This way, we can edit our information before it is sent final.

Allow/fix attachment options

- Allow special rights as an attachment to Articles of Incorporation/Amendment etc.
- Improve format of filed documents.
- Attachment of articles of incorporation or articles of amendments in either PDF or WORD document format.
- Attachment of share structure for incorporations.
- Avoir la possibilité de joindre des documents Word ou PDF lors d'un dépôt en ligne (ex.: annexes à des statuts de constitution ou clauses modificatrices).
- I am now faxing my Articles of Incorporation as I want the Articles to look exactly as the form I have my clients sign. By faxing I do not have to fear that the wording in my schedules has changed due to converting the document. If I could attach [...]
- I would like to be able to copy and paste lengthy share provisions with multiple paragraph numberings into the articles without losing the original formatting. If that could be done, I for sure would be doing more on-line filings of articles.

- Il serait bien de pouvoir conserver notre mise en page des annexes aux documents de constitution (nos annexes, dont la description du capital-actions, sont en format Word et la forme du document est perdue lorsque l'on dépose les documents de [...])
- Il serait pratique de pouvoir joindre une annexe aux clauses modificatrices lors d'un dépôt en ligne plutôt que de devoir intégrer nos annexes dans le texte du formulaire.
- Improve online filing for incorporations, more precisely, when attaching schedules for share capital and restrictions on transfers of shares and other provisions, allow the text to be identical to its original form (i.e. font, size, margins, bold etc.
- On line filing system not easy to communicate with... especially to enclose documents like schedules to actual articles.
- Permettre le dépôt en ligne des incorporation sous mode pdf.
- Possibilité d'enregistrer autre chose que des statuts constitutifs dans le dépôt électronique. Améliorer l'aspect visuel (forme) de la version électronique des annexes.
- When filing Articles which need a consent to use of name, an attachment should be included in the document so that you do not have to fax it separately.
- When a deficiency has to be filed or something needs to be attached you have to send it by fax and are not able to send online as well.
- Pour le dépôt de document avec des annexes, la possibilité de joindre un fichier Word avec une mise en page plutôt que de copier dans les boîtes de dialogue du site, défaisant ainsi toute mise en page acceptable.
- Pour le dépôt électronique il serait agréable de pouvoir joindre en pièce attachée nos annexes au lieu de les copier/coller dans le menu déroulant.
- Pouvoir joindre nos propres annexes en pièces jointes ou encore pouvoir faire de la mise en pages afin d'avoir une meilleure présentation de nos documents constitutifs et de modification (ex.: pouvoir mettre du gras, souligné, italique, etc.).
- The checklists should include post-incorporation tasks that need to be done. Perhaps contrast the format for on-line filing of articles needs to be updated so that the client can import share structure, etc as a word or pdf rather than having to copy and paste as this wastes too much time.
- Statuts de modification: On ne peut pas insérer d'annexes.
- Souplesse dans les annexes qui accompagnent les statuts de constitution ou les clauses modificatrices re: joindre nos annexes sans qu'elles soient déformées.

Allow templates to be saved for frequent users

- Account reporting to access transactions or lost invoices; the ability to save templates like share rights, other provisions, etc.
- All of the incorporations I do for my clients involve only one incorporator, director and shareholder. Thus, I should be able to enter this information only once instead of having to enter the same name and address over and over again.

- As a multiple filer, a shopping basket would be much appreciated so that credit card information can be entered once rather than for each transaction.
- Allowing for macros or templates to be created and saved enabling frequent online filing users to enter often-used information more efficiently (e.g. director information).
- Should have the ability to save templates for articles of incorporation so that it is not necessary to enter.
- I am most unhappy with articles of incorporation, would like it to be similar to what Cyberbahn provides for Ontario incorporation, where you can save templates for future use, in stead of having to repeat information over and over again when we have [...]
- I know that I felt that some information in the filing of the annual report was repetitive and a waste of time. If you want to contact me I will try to explain it better since I haven't filed an annual return lately.
- If inter-provincial registration is selected, you should pre-populate the data from the previous screens. We don't need to retype lot of information already typed in the previous screens.
- Prévoir un processus par lequel il serait possible d'enregistrer les détails relatifs à la personne qui procède à un dépôt en ligne. Je fais souvent de tels dépôts et à chaque fois, il faut que je dactylographie mon nom, numéro de téléphone, numéro [...]

CONSISTENCY

Decisions and information

- All agents should have access to the same information to provide clients with. There has been more than one time when I have called with a question or inquiry and received what I felt was an inadequate answer. I have called back only to speak to someone else [...]
- Ensure that all information is consistent in policies, information kits, etc. Sometimes it is confusing where to look for example at the policies or the information kit.
- Ensure that employees do not provide conflicting instructions to users.
- More consistent approach to name approval. One examiner would approve a corporate name, but another examiner would disallow the same name. Many names are automatically rejected although they are significantly different from [...]
- It appeared to me that various agencies did not talk to each other. I have an incorporated company: I wanted to incorporate another company with a very similar name to the first: I was required to submit a letter (to whom I cannot remember), a Letter [...]
- When proposed corporate names are rejected, sometimes the examiners reject for one reason [...]
- There should be a straight-forward "names" rules for companies. It is currently applied too strictly i.e. rejecting a corporation because "Group" was in the name

because it may imply to some that it is a group of companies? 'Xxx' Investors Group? Please!

Turnaround times

- La plupart du temps c'est assez rapide mais si c'est une urgence on ne peut pas donner à l'avocat un délai précis.
- More consistent review times for name decisions. Sometimes decisions are processed promptly (within 1-2 days). Other times it has taken 5-10 business days to receive replies due to changed workflow and employee holidays.

Explain decisions thoroughly

- Explications plus détaillées pour le refus d'un nom choisi, et comment faire pour corriger la situation.
- Non pre-approved name corporations are almost always refused in first shot. I am not comfortable with this practice. Another thing: when you see many other companies are already the similar name, how were they approved at first place?

ALREADY DOING A GOOD JOB

- I am impressed, even with the fact that you are requesting feedback on your service, is indicative that you are sensitive to client satisfaction, and I really appreciate that - especially considering you are a government department!!!
- I am pleased to see the revised filing system for annual returns based on incorporation date rather than fiscal year end. The latter was very confusing and made no real sense.
- I find the service very fast and efficient. I often deal with government websites for extra provincial filings and find some provincial websites very confusing and information/forms hard to find. I think the CC website is very organized and easy to [...]
- I think that it is doing the best it can with all of the current cutbacks. We notice a change in the turnaround time, but the quality of service is still very good.
- I wish the entire government were run this well! Client-oriented, efficient and effective service and knowledgeable too, open 'til 8 pm and you can do every single thing (at least in my experience) on line!
- Keep up the excellent work. And thank you.
- Je trouve votre site facile à comprendre et le service excellent.
- Keep up the good work. It's always a pleasure to be at your website.
- Keep up with the good work.
- No, but I would hope that Revenue Canada would be as helpful.
- None at this time.

GENERAL FILING ISSUES

- I find lot of duplication of information in Provincial filing as part of federal filing. It should be as simple as federal filing.
- When a corporation registers, directors should be contacted and provided with this information. I have personally spent unnecessary money in the past having third parties provide services which are readily available on line and very easy to use.
- When a Form 22A is filed please provide the client with a formally filed annual return for their records for example if there is a need to file a Form 22A because information on the previously filed annual return was incorrect there is no option to [...]

REDUCE FEES

- I have a suggestion on the Corporate Annual Return: the fee doesn't make any sense, should be zero and filed together with the company's T2, not on a separate procedure.
- Lower incorporation fees are a good thing, and also the online incorporation process is a plus. Lowering data base search and corporation search fees should be a priority. A lot of information is missed because of fees.
- The name change of a corporation should be free or cheaper that registration within the first 3 months of incorporation.
- Reduce fees.
- Puisque le coût du Rapport annuel est moindre lorsqu'on produit via Internet, le coût des autres formulaires produits via Internet devrait être également moindre que le coût par la poste.

OTHER/UNCODABLE

- Le site web est parfois difficile à consulter, je ne sais pas pour quelle raison. Peut-être est-ce le fort volume de visiteurs qui en rend la consultation parfois difficile.
- Nous avons dû utiliser les modèle de consentements pour l'utilisation d'une dénomination sociale (signés par des détenteurs de dénomination)
- We should keep in open / active 24 hours in 7 days basis
- Alternative to credit card payment.
- Annual returns should be either cancelled or should not be a reason in dissolving a company.
- At one point I was unaware that the corporate tax return filed through CRA didn't exempt us from having to file an annual CC return (under Industry Canada).
- Avoir un choix plus varié en ce qui concerne les catégories d'actions.
- Forwarding Consents filed on applications for incorporation, for example, to the applicable provincial authority for which the company has e-p registered to avoid rejection.
- Companies that have been dissolved should be removed from data base or at least put in a non-active data base.
- Confidentiality of which files on the behalf of client should be kept confidential and not release to other government departments for whatever reason.

- Decisions on Corporation Name Approval should provide more details on the reason for the decision, including better suggestions on how to get a preferred name approved.
- Ensuring that website is always working.
- Fixing the link to Nova Scotia extra-provincial registration
- Hold information seminars in Toronto from time to time to introduce new products and services including online filings and name searches.
- I use Corporations Canada often but I am always afraid to use the NUANS report by e-mail, next time I will try to use it.
- If documents are mailed in for filing, some sort of confirmation should be returned to the registered office.
- If I had gotten this survey shortly after I used the service, I could have given you a specific answer. I remember having some trouble logging in (forgotten password), and I also remember trying to do work on two different files in one evening, and [...]
- Inscrire des rubriques d'informations sur les sociétés de fiducie ainsi que des liens précis avec Revenu Canada sur différentes questions sur la fiscalité
- It would be helpful if we could use our Industry Canada Account number for online filings.
- It would be helpful to have a deposit account for our firm for the ease of annual return and other filings as opposed to using a credit card.
- Je suis présentement en processus avec M. Martin Ouellet de Corporations Canada afin de me permettre de faire le dépôt électronique de nos statuts de constitution. Monsieur Ouellet me donne un très bon service toutefois, je suis étonné des difficultés
- Laisser la production des rapports dans le 6 mois suivant la date de fin d'exercice financier.
- Link BC incorporation to federal.
- Lorsqu'on reçoit notre numéro de charte, svp incorporer une lettre de rappel (date de renouvellement et montant) et un document de changement de renseignements (style permis de conduire) mettre au dossier.
- Advertise services directly to accounting firms
- More leniency with acceptance of names for NUANS Reports
- Online integration between Ontario Ministry and Corporation Canada; in some cases it is quite well done; but in others the customer either has to duplicate inputs OR (worse) one is still paper based while the other is accessible via the web.
- Please go back to the issuing of federal corporation numbers in advance (i.e. allowing the reserving of numbers) for continuances etc. - particularly at year ends not having this service anymore is slowing the continuance/amalgamation process. Thanks
- Please include not for profit corporations for name decision through On-corp or other service providers as mentioned previously NFPs often do not have legal endings
- Please reduce the amount of surveys that are required.
- Yes. The name search tool should be fixed. It must not provide a message to say "no match found" which means that name is available. But when you accept it

and pay for it, then it comes with 37 similar names and I don't get approval for that name.

- When I was updating Director information for a Corporation, the director lives in the Bahamas and they do not have postal codes however the postal code field was mandatory therefore I resulted in putting N/A as the postal code.
- Toujours chercher à simplifier.
- The time difference (Eastern Time zone vs. Western Time zone) makes (telephone) discussions with your personnel difficult at times. Email is an alternative. Also, more convenient ways to pay filing fees would be nice (e.g. accounts to debit).
- Pour le rapport annuel devrait être comme auparavant six mois comme les rapports d'impôts de société et inclus avec la t2
- The online submission process for incorporation re the 1) size of the edit boxes; and 2) the ability to save information if one makes a change; both need to be improved. The BC Corporate Registry website is easier to use; it's obviously a different s
- The only complaint that we have is that if a name is rejected, it is quite difficult to go back in afterwards to complete the job once all conditions have been met.
- Ne pas obliger le client à recevoir des inf [...]
- Prolonger la période "visiteur" jusqu'à 15 h.
- Revenir à la production des rapports annuels des compagnies non incorporé au déclarations d'impôt des corporations
- Review name decision procedures in order that federal-level corporate names can be more fully protected
- Receipt for payment of \$21.20 can not be printed while getting "Name Search Report".