Corporations Canada Survey of Client Intermediaries

Final: November 2, 2006

Thank you for agreeing to take part in this client satisfaction survey for Corporations Canada, the branch of Industry Canada responsible for incorporation at the federal level. Your participation will assist Corporations Canada in improving its services to you. This survey is registered with the national survey registration system¹.

The survey should take no more than 15 minutes to complete. You can save your responses at any time and return to complete the survey at your convenience. All responses will be treated in confidence – no individuals or organizations will be identified in any way.

If you have any questions about the survey, please contact Philippe Azzie of Phoenix by phone (613-260-1700, x 222) or email (pazzie@phoenixspi.ca).

¹The registration system has been created by the survey research industry to allow potential respondents to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free phone number is 1-800-554-9996.

NOTES:

A 'DON'T KNOW/NO RESPONSE' OPTION WILL BE AVAILABLE TO RESPONDENTS FOR ALL APPROPRIATE QUESTIONS. WHERE RELEVANT, A 'NOT APPLICABLE' OPTION WILL ALSO BE AVAILABLE AS A SEPARATE RESPONSE.

THE LINES SEPARATING QUESTIONS INDICATE WHERE THE 'PAGE BREAKS' WOULD BE IN THE ONLINE VERSION OF THE SURVEY.

SECTION 1: USE SERVICES & SERVICE CHANNELS

During the past 12 months, have you contacted Corporations Canada on behalf of one or more of your business clients? This could have been to file documents or make requests for any reason related to Corporations Canada products & services.

Yes No*

*TERMINATE IF RESPONDENT SAYS 'NO' & DIRECT TO NEW WINDOW (SEE BELOW).

New Window:

Thank you for your willingness to take part in this client satisfaction survey. Unfortunately, only those who have had service dealings with Corporations Canada during the past 12 months on behalf of business clients are eligible to complete the survey. Is there another individual in your firm who has had dealings with Corporations Canada in the last 12 months <u>and</u> who can speak to your office's service experience?

Yes

No – TERMINATE*

*Thank you for your interest in Corporations Canada.

Link to: http://corporationscanada.ic.gc.ca/epic/internet/incd-dgc.nsf/Intro

IF YES:

Please provide the following information for this individual so that we may invite him/her to complete the survey:

Name:

Email Address:

1. Corporations Canada provides various services to individuals and businesses that help companies become incorporated. During the past 12 months, which of the following services have you used on behalf of your business clients? CHECK ALL THAT APPLY

Name pre-approval process (i.e. request for a name decision letter; acceptability of a proposed corporate name)

Incorporation process

Filing of documents (e.g. annual returns, changes to corporate information, continuance, dissolution, amalgamation, amendment)

Certification and copies (e.g. obtaining copies of articles and other related documents)

Information services (i.e. make general/specific information enquiries)

2. For each of the Corporations Canada services you've used, approximately how many transactions have you <u>personally</u> completed during the past 12 months? PROGRAM NOTE: ONLY SHOW THE SERVICES USED BY EACH RESPONDENT PER Q.2.

No. of Transactions	Name Pre- approval	Incorporation Process	Filing of documents	Certification & copies	Information Services
One only	О	O	O	O	O
2-5	О	О	О	О	O

6-10	О	0	О	О	О
11-20	О	О	O	O	О
More than 20	О	О	O	О	О
Can't Recall	О	О	О	О	О

3. During the past 12 months, in which of the following ways have you been in contact with Corporations Canada? Please focus on contact initiated by you, not contact initiated by Corporations Canada. CHECK ALL THAT APPLY

By phone
By mail or courier
In person
By email
Online Filing
Visit to website for information

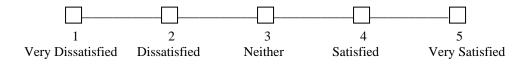
SECTION 2: OVERALL CLIENT SATISFACTION

4. Thinking about the service you received from Corporations Canada during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongl	Disagre	Neither	Agre	Strongly	
	y disagree	е	3	е	agree 5	N/A
	1	2	3	4	3	11///
Staff were knowledgeable and competent.	0	0	O	О	О	О
Staff were courteous and professional.						
You were treated fairly.	О	O	O	О	O	O
You were satisfied with the amount of time it took to get the service.	О	О	О	О	0	О
You were satisfied with the accessibility of the service.	О	О	О	О	0	О
You were informed of everything you had to do in order to get the service.	О	О	О	О	0	О
Staff went the extra mile to make sure you got what you needed.	О	О	О	О	0	О
Staff gave you what you needed or guided you to others who could help you.	О	О	О	О	О	О
It was clear what you could do if you had a problem or question.	О	О	О	О	О	О
Decisions were clearly explained to you.	О	О	О	O	0	О
You received service in the official						
language of your choice (i.e. English or French).	О	О	О	О	О	О
You are confident that client information	О	0	О	О	О	O

you provided will remain confidential.	

5. Overall, how satisfied were you with the quality of service you received from Corporations Canada during the past 12 months?



6. Would you say the service you received exceeded your expectations, met your expectations, or fell short of your expectations?

Exceeded expectations Met expectations Fell short of expectations

7. For <u>each</u> of the methods you used to contact or deal with Corporations Canada during the past 12 months, how satisfied were you with the overall quality of service that you received? PROGRAMMING NOTE: ONLY SHOW THE SERVICE CHANNELS USED BY RESPONDENTS PER Q.4.

	Very dissatisfied	Dissatisfie d	Neither	Satisfie d	Very satisfied
	1	2	3	4	5
By phone	О	0	О	0	О
By mail or courier	О	0	О	О	О
In person	О	О	О	О	0
By email	О	О	О	О	О
Online Filing Services	O	O	О	О	0
Website	0	0	О	О	О

SECTION 3: SATISFACTION WITH SPECIFIC SERVICES

PROGRAMMING NOTE: NO RESPONDENT WILL BE ASKED TO COMPLETE MORE THAN TWO SURVEY MODULES ON SPECIFIC SERVICES. THE SURVEY SHOULD BE PROGRAMMED TO RANDOMIZE THE SELECTION OF MODULES, WHILE ENSURING THAT AN ADEQUATE NUMBER OF RESPONDENTS COMPLETE <u>EACH</u> MODULE.

Name Pre-approval Process

You mentioned that you conducted one or more name searches as part of the name preapproval process during the past 12 months. Can you please confirm this?

8. How did you obtain your NUANS report(s)? Did you ...?

Order your own from the NUANS Real-Time System Use the assistance of a NUANS Registered Search House

IF USED REAL-TIME SYSTEM, ASK:

9. Please rate the extent to which you agree with each of the following statements about the NUANS Real-Time System. If something does not apply, please indicate this (N/A). [ROTATE LIST]

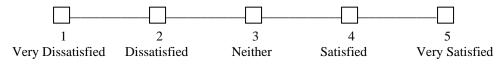
	Strongly disagree 1	Disagre e 2	Neither 3	Agre e 4	Strongly agree 5	N/A
The help files with examples were comprehensive.	О	О	0	О	0	О
It was easy to register with the "Strategis Secure Server Facility".	0	О	0	О	0	О
The process of obtaining a NUANS report is user-friendly.	0	О	0	О	0	О
The process of getting a name search done takes an appropriate amount of time to complete.	0	О	О	0	0	О

10. Please rate the extent to which you agree with each of the following statements about the pre-approval process. If something does not apply, please indicate this (N/A). [ROTATE LIST]

	Strongly disagree	Disagre e	Neither 3	Agre e	Strongly agree 5	N/A
	1	2	3	4	3	IV/A
The application requirements that a corporate name must meet are appropriate.	О	0	0	О	О	О
The 'Choosing a name' information on the Corporations Canada website was helpful.	О	О	0	О	О	О
You are confident that the privacy of your clients is protected during the process.	0	О	0	O	0	О
The reasons for decisions about proposed name(s) were clearly explained.	0	О	0	О	0	О
You received the decision in a timely manner.	O	O	O	О	O	О
NUANS forms are easy to understand and complete.	О	О	O	О	О	О

The NUANS on-line training module is useful.
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11. Overall, how satisfied were you with the name pre-approval process during the past 12 months?



12. Did you have any problems with the name pre-approval process during the past 12 months?

Yes

No

IF YES:

13. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Lack of support/assistance

Technical problems/difficulties

Obtaining a NUANS Real-Time report is difficult

Name pre-approval requirements are too stringent

Other (please specify):

Incorporation Process

You mentioned that you filed one or more federal incorporations during the past 12 months. Can you please confirm this?

Yes, did use this service

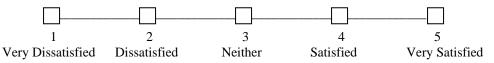
No, did not use this service (GO TO NEXT RELEVANT SECTION)

14. Please rate the extent to which you agree with each of the following statements about the incorporation process. If something does not apply, please indicate this (N/A). [ROTATE LIST]

					Strongl	Disagre	Neither	Agre	Strongly	
					\mathbf{y}	e		e	agree	
					disagree		3		5	N/A
					1	2		4		
The	application	requirements	for	a	О	O	O	О	О	О

Certificate of Incorporation are simple and easy to complete.						
The service fee to issue a Certificate of Incorporation is appropriate.	O	O	0	О	0	О
Corporations Canada provides good value for the money.	О	О	0	О	0	О
The incorporation process takes an appropriate amount of time to complete.	O	0	0	О	0	О

15. Overall, how satisfied were you with the federal incorporation process during the past 12 months?



16. Did you have any problems with the federal incorporation process during the past 12 months?

Yes

No

IF YES:

17. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Lack of support/assistance

Technical problems/difficulties

Deficient applications for incorporation are not returned quickly

Re-submitting on-line is too complicated

Other (please specify):

Filing of Documents

You mentioned that you completed one or more filings during the past 12 months. Can you please confirm this?

Yes, did use this service

No, did not use this service (GO TO NEXT RELEVANT SECTION)

18. Which of the following filings did you complete in the past 12 months? CHECK ALL THAT APPLY

Annual return

Changes to corporate information Continuance Dissolution Amendment Amalgamation

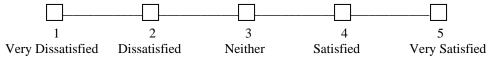
19. For each of the filings you completed, which method did you use to file the document(s)? PROGRAMMING NOTE: ONLY SHOW THE FILINGS COMPLETED PER Q.18.

	Hard copy using courier, in-person services or mail	in-person email or the On-Line	
Annual returns	0	0	0
Changes to corporate information	0	0	0
Continuance	0	0	0
Dissolution	0	0	0
Amendment	0	0	0

20. Thinking about the filings you completed in the past 12 months, please rate the extent to which you agree with each of the following statements about the forms. [ROTATE LIST]

	Strongl y disagree 1	Disagre e	Neither 3	Agre e 4	Strongly agree 5
The forms are appropriate for the type of filing.	О	О	О	О	О
The forms are easy to complete.	О	0	O	О	О
It is clear what information is needed to complete the forms.	О	О	О	О	О
The forms ask for the right type of information.	0	О	О	О	0
The forms are well structured & intuitively organized.	О	О	0	О	0

21. And, overall how satisfied were you with the filing process during the past 12 months?



22. Did you have any problems with the filing process during the past 12 months?

Yes

No

IF YES:

23. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Technical problems/difficulties
Problems with Online Filing Services
Compliance is generally burdensome
Forms were not received by Corporations Canada
Took too long for filings to be processed
Other (please specify): _____

Certification & Copies

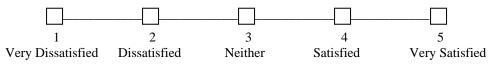
You mentioned that you requested copies and/or certified copies of articles and other related documents in the past 12 months. Can you please confirm this?

Yes, did use this service No, did not use this service (GO TO NEXT RELEVANT SECTION)

24. Thinking about the requests for copies of articles and other related documents that you've made in the past 12 months, please rate the extent to which you agree with each of the following statements. [ROTATE LIST]

	Strongl y disagree 1	Disagre e	Neither 3	Agre e 4	Strongly agree 5
The forms are easy to complete.	О	О	О	О	О
The process to obtain copies of articles and other related documents is clear and easy to understand.	О	О	0	О	О
It took an appropriate amount of time to obtain the documents.	O	О	О	О	О

25. Overall, how satisfied were you with the process to obtain copies of articles and other related documents during the past 12 months?



26. Did you have any problems with the process during the past 12 months?

Yes No

IF YES:

27. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Took too long
Did not receive the right documents
General lack of support/assistance
Had trouble finding out how to make the request(s)
Other (please specify):

Information Services (Enquiries)

You mentioned that you contacted Corporations Canada on one or more occasions to obtain information or make enquiries during the past 12 months. Can you please confirm this?

Yes, did use this service No, did not use this service (GO TO NEXT RELEVANT SECTION)

28. Approximately how many times did you use Corporations Canada Information Services during the past 12 months, either in-person, over the phone or by email? If something does not apply, please indicate this (N/A).

Number of	In-person	Phone	Email
Times			
Once only	O	O	O
2-5	О	O	O
6-10	О	O	O
11-20	O	O	O
Over 20	О	O	O
Can't Recall	O	O	O
N/A	0	0	O

29. What type of information were you looking for? CHECK ALL THAT APPLY

Information on federally incorporated entities General information relating to the incorporation process Assistance with on-line filings Forms Policies/regulations

Fee schedules

Compliance requirements

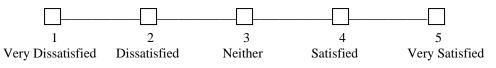
Information on the status of application submitted

Other. Please specify:_____

30. Thinking specifically about the service you received when using the Corporations Canada Information Services during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagre e	Neither 3	Agre e	Strongly agree 5	N/A
Staff were knowledgeable and competent.	О	0	О	0	О	О
You were satisfied with the quality of the information or advice received.	О	О	О	0	О	О
You were satisfied with the amount of time it took to get the service.	О	О	О	О	О	О
You were satisfied with the accessibility of the service.	О	О	О	О	О	О
Your questions were answered to your full satisfaction.	О	О	О	О	О	О

31. Overall, how satisfied were you with the quality of service you received when using Corporations Canada Information Services during the past 12 months?



32. Did you have any problems with Corporations Canada Information Services during the past 12 months?

Yes

No

IF YES:

33. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Poor client service

Received inconsistent information

Received incorrect information

Staff not knowledgeable

Had to wait in line for too long

Took to long to speak to a client service representative

It took too long to receive a response to my email

Lack of support/assistance

Other (please specify):

SECTION 4: ASSESSMENT OF ONLINE FILING SERVICES

*PROGRAMMING NOTE: SKIP IF DID NOT USE ONLINE FILING AT Q3.

You mentioned that you used Corporations Canada's Online Filing Centre one or more times during the past 12 months. Can you please confirm this?

Yes, did use this service No. did not use this service (GO TO NEXT RELEVANT SECTION)

34. Approximately how many times did you submit documents online in the past 12 months?

Once only

2-5 times

6-10 times

11-25 times

Over 25 times

Don't know

35. What type of documents or requests did you submit using Corporations Canada Online Filing Services during the past 12 months? CHECK ALL THAT APPLY

Name pre-approval
Articles of incorporation
Annual returns
Changes of registered address
Changes of director
Articles of amendment
Certificate of compliance or existence
Other. Please specify:

36. For <u>each</u> of the documents or requests you submitted using the Online Filing Services, how satisfied were you with the overall process? PROGRAMMING NOTE: ONLY SHOW THE SUBMISSIONS COMPLETED BY RESPONDENTS PER Q.35.

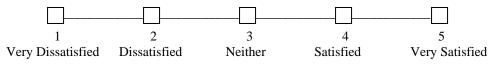
	Very dissatisfied 1	Dissatisfie d	Neither 3	Satisfie d 4	Very satisfied 5
Name pre-approval	О	О	О	О	О
Articles of incorporation	О	О	O	О	О
Annual returns	О	О	О	О	О
Changes of registered address	О	О	О	О	0
Changes of director	O	О	O	О	O

Articles of amendment	0	0	О	О	0
Certificate of compliance or existence	O	О	O	O	О

37. Please rate the extent to which you agree with each of the following statements about the electronic filing process. If something does not apply, please indicate this (N/A). [ROTATE LIST]

	Strongl y disagree	Disagre e	Neither 3	Agre e	Strongly agree 5	N/A
	1	2		4		
The process is simple and easy to use.	O	O	О	О	O	O
Electronic filing is convenient because it can be accessed 24/7.	О	0	О	О	0	О
The reduced filing fee for electronic submissions is important to my clients.	O	O	О	О	0	O
I am confident that it is safe to send sensitive information to Corporations Canada using the Internet.	О	О	О	О	О	О
The information that I provide to Corporations Canada via the Internet is treated confidentially.	О	0	О	О	О	О
The faster turnaround time provided by electronic filing is a distinct advantage.	O	O	О	О	0	O
The immediate acknowledgement of receipt is an important feature.	O	0	О	O	0	O

38. Overall, how satisfied were you with the time it took to complete these electronic filing transactions during the past 12 months?



ASK THOSE WHO DID NOT USE E-FILE:

39. You mentioned that you have not used the Online Filing Services to make electronic submissions to Corporations Canada during the past 12 months. Why not? CHECK ALL THAT APPLY

Did not know that I could file online Experienced problems with the *Strategis* registration process My clients are not-for-profit

Clients request paper filing

Prefer to file by paper

Online filing is difficult to use. Please specify why:_____

Other. Please specify:_____

SECTION 5: ASSESSMENT OF THE WEBSITE

*PROGRAMMING NOTE: SKIP IF DID NOT USE WEBSITE AT Q3.

You mentioned that you visited Corporations Canada's website to obtain information during the past 12 months. Can you please confirm this?

Yes, I have visited this website No, I have not visited this website (GO TO NEXT RELEVANT SECTION)

40. During this period, approximately how many times did you visit the Corporations Canada website to obtain information?

Once only 2-5 times

6-10 times

11-25 times

Over 25 times

41. Why do you typically visit the Corporations Canada website?

To use the Online Filing Services

To search the Federal Corporations Database Online

Search for information for a particular corporation

To access the Guide to Federal Incorporation

To obtain general information relating to the incorporation process

To download/print forms

To access policies/regulations

To obtain information kits

To visit the 'What's New' section

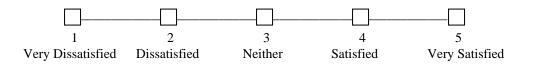
Other. Please specify:_____

42. Thinking about your use of the Corporations Canada website during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagre e 2	Neither 3	Agre e 4	Strongl y agree 5
It was easy to find what you were looking for.	O	О	О	О	О
You were satisfied with the scope or range of information and resources available on the website.	О	О	О	О	О
The site had the information you needed.	О	О	O	О	O
The information on the website is up-to-date.	О	O	O	О	О

The information on the website is clear and easy to understand.	О	О	О	О	О
The site was visually appealing.	О	О	О	О	О

43. Overall, how satisfied are you with the quality of the Corporations Canada website during the past 12 months?



ASK IF DISSATISFIED WITH WEBSITE (SCORES OF 1-2):

44. Why are you not satisfied with the website? CHECK ALL THAT APPLY

Poorly organized/structured website Difficulty using/navigating website Tools/resources difficult to use Tools/resources not useful/relevant Information not up-to-date Information not accurate Lack of support/assistance

Technical problems/difficulties

Trouble finding the information sought. Please specify why:_____

Other (please specify):

SECTION 6: SERVICE DELIVERY STRENGTHS & WEAKNESSES

45. Organizations typically have both strengths and weaknesses when it comes to service delivery. When you think of Corporations Canada as a service provider, what would you say are its principal strengths in terms of service delivery? CHECK ALL THAT APPLY

Processes/procedures
Professionalism of staff/personnel
Quality of service
Technical knowledge/expertise
Understanding of client needs/priorities
Responsiveness/client-oriented
Communications
Other. Please specify:

46. What would you say are the principal weaknesses of Corporations Canada in terms of service delivery? CHECK ALL THAT APPLY	f
Processes/procedures	
Professionalism of staff/personnel	
Quality of service	
Technical knowledge/expertise	
Understanding of client needs/priorities	
Responsiveness/client-oriented	
Communications	
Other. Please specify:	
SECTION 7: FUTURE DIRECTIONS	_
47. Do you have any suggestions to help Corporations Canada improve the quality of service it provides? PLEASE BE SPECIFIC.	f
	_
SECTION 8: CORPORATE CHARACTERISTICS	
These last questions are for healtonound and statistical gurmones. Places germanihan the	. 4
These last questions are for background and statistical purposes. Please remember that your responses to these and other questions will be kept confidential.	ιι
48. Which of the following best describes you or your company?	
Law firm	
Accounting firm	
Search house	
Other. Please specify:	
49. Including yourself, how many employees work for your business in Canada? Pleas include part-time staff as full-time equivalents.	e
One only	
2-5	
6-20	
21-50	
51-99	
100-500	
Over 500	

50. Please identify your position within your company.
Owner/CEO/President Comptroller/CFO Lawyer Paralegal Accountant Other. Please specify:
51. In what province or territory is the office you work in located?
- drop-down list of all provinces/territories in alphabetical order

Thank you. That completes the survey. Your participation is greatly appreciated.

Link to Corporations Canada website.