

How to submit your application

Online: Change the information associated with your agency licence at:
[Security guards and private investigators | ontario.ca](https://www.ontario.ca/page/security-guards-and-private-investigators)
(<https://www.ontario.ca/page/security-guards-and-private-investigators>)



Mail-In: Send your completed application form and documentation to:
ServiceOntario
Occupational Licensing Services Office
P.O. Box 4500
Kingston ON K7L 0E1

This paper application package contains the following:

- **Instructions:** Pages 1-4 contain tips on how to successfully complete the application.
- **Application Form:** Pages 5-10 contain the Change of Information Application Form for Security Guard and/or Private Investigator Agency Licence - Corporation or Partnership
- **Checklist:** Page 10 contains a checklist for you to verify that your application package is fully completed and ready to be submitted.

Instructions and Supporting Documentation

This application form is to be used if you are looking to update your agency's information during its licence term.

- Your agency licence must be valid.
- Your agency licence must not be within 90 days of its expiry date.

Note: If you are looking to update your agency's information as a part of renewing its licence, please use the **Application Package for Security Guard and/or Private Investigator Agency Licence - Corporations or Partnerships**.

There is no fee associated with submitting a Change of Information application.

To complete this application, you must:

- Have an existing valid (not expired) Ontario Agency Private Security and Investigative Services (PSIS) Licence.
- Be an authorized representative of the business entity.
- Fill out all applicable fields on pages 5-10.
- Provide a valid Certificate of Commercial General Liability Insurance.
 - The Ontario address provided on your agency application must match the address listed on your insurance certificate, and the Description of Operations must specify private investigator and/or security guard services.

- Provide a copy of the Business Firearms Licence (if applicable).
- Provide supporting documentation for any changes (documents will depend on ownership type and the jurisdiction in which the business entity is registered).
 - To view agency requirements, please visit [Security guards and private investigators | ontario.ca](https://www.ontario.ca/page/security-guards-and-private-investigators) (https://www.ontario.ca/page/security-guards-and-private-investigators).
- Complete a “Notice of a Change in Officers, Directors or Partners” form for any Officers, Directors, or Partners that are being **added** or **removed** and submit with this application, along with supporting documents.
 - To access the “Notice of a Change in Officers, Directors or Partners” form, please visit [Notice of a Change in Officers, Directors or Partners of Agencies that Provide Security Guard and/or Private Investigator Services](https://forms.mgcs.gov.on.ca/en/dataset/026-0173) (https://forms.mgcs.gov.on.ca/en/dataset/026-0173).
- Provide the following documents for **each** Officer, Director, or Partner that is being **added**:
 - An Information and Declaration/Consent for Background Check Form. To access this form, please visit [Information and Declaration/Consent for Background Check \(For Agency Executive\(s\) of Security Guard and/or Private Investigator Agencies\)](https://forms.mgcs.gov.on.ca/dataset/026-0180) (https://forms.mgcs.gov.on.ca/dataset/026-0180).
 - A valid Criminal Record and Judicial Matters Check (CRJMC) in its official format. The CRJMC must **have been issued within the past six (6) months/must not be older than six (6) months from the date of application**.
 - **A CRJMC can be requested from:**
 - Municipal police service
 - First Nations police service
 - Ontario Provincial Police
 - **Checks completed by a non-police service will not be accepted.**
 - Legible **photocopies** of the front and back of two (2) different pieces of acceptable government-issued identification documents (IDs). The IDs must be valid (not expired, suspended, or revoked) at the time of application.
 - One (1) ID must prove the individual’s identity. This ID must include their first and last name or singular name, photo, signature, and date of birth.
 - One (1) ID must prove the individual’s eligibility to work in Canada. This ID must include their first and last name or singular name and date of birth.
 - **If the Officer, Director, or Partner’s name has changed and is different from the IDs you are providing, you must include their government-issued name change document.**
- You may visit [Security guard or private investigator licence \(individuals\) | ontario.ca](https://www.ontario.ca/page/security-guard-or-private-investigator-licence-individuals#acceptable) (https://www.ontario.ca/page/security-guard-or-private-investigator-licence-individuals#acceptable) for additional information on identification documents.
- If an Officer, Director, or Partner does not have valid government-issued IDs, please contact the ServiceOntario contact centre at 416-212-1650 or toll-free at 1-866-767-7454 to determine the validity of other types of ID.

Note: There is no fee associated with submitting a Change of Information application.

Tip: Use **black** or **dark blue** ink to fill out the application; **if you make a mistake, cross it out.** Write the correct information beside the error and **initial next to it.**

Agency Information

Provide the following information on your application (if you are changing or updating any of the following information, please provide both current and new information where applicable):

- Legal Name
 - Corporations - listed on the Articles of Incorporation
 - Partnerships - listed on the Partnership Agreement
- **If you are adding a business name:** A valid Business Name Registration document will be required.
- Business Name Registration Document (required when name is different from the legal name)
- Agency Head Office Address
- Ontario Mailing Address for service in Ontario (if different from the Agency Head Office Address or if the Agency Head Office is located outside of Ontario)
- Business Phone Number
- Email Address (to receive notification of when your application has been completed or to receive other updates and correspondence regarding your application)

Complete the following sections only if changes/updates are required.

Agency Branch Office(s)

- **Adding a new** agency branch office requires:
 - Physical Address in Ontario
 - Manager's contact information
- **Updating** a current agency branch office requires:
 - Manager's contact information

Note: Current branch office physical addresses cannot be updated. A new address is considered a new branch office location.

Additional Information

If your agency uses (or will be using) any of the following, you must select all applicable items on the application form:

- Uniforms (colour photographs of the front and back of all uniform pieces are required) **and/or**
- Uniform Exemption
 - If the agency is newly requesting to be uniform exempt, a letter explaining the reason for the exemption must be provided. Agencies may only request a uniform exemption if they will be providing bodyguard and/or loss prevention services.
 - If the agency has previously been approved for an exemption, you must select this box to confirm that you are not using uniforms for the purpose of providing bodyguard and/or loss prevention services.

- Marked Vehicles (colour photographs of all four sides of the marked vehicles are required)
- Firearms (a copy of your valid Business Firearms Licence is required)
- Batons
- Handcuffs
- Guard Dogs

Agency's Declaration of Offences

If the business entity has any new convictions for which a pardon/record suspension has not been granted, findings of guilt, and/or any outstanding (unresolved) charges for offences under the laws of any country, state, province or territory, they must be declared.

Consent to the Release of Information

Make sure you have read and understood everything in this section. **Print your name, sign, and date** the application form (**date must be within 90 days**). Applications that are not signed and dated **cannot** be processed.

Note: If an application is returned to an applicant due to errors or incomplete information, applicants have 90 calendar days to respond. If the required information is not submitted to ServiceOntario within 90 calendar days, the application is deemed closed. If the information is submitted **after** 90 calendar days, the applicant is required to submit another application.

If you require assistance with the application process, please contact ServiceOntario via:

- **Email:** privatesecurity@ontario.ca
- **Phone:** Monday to Friday, 8:30 a.m. to 5:00 p.m., at:
 - **Toll-free:** 1-866-767-7454
 - **GTA:** 416-212-1650

Applications that are not completed correctly will be returned.

Fields marked with an asterisk (*) are mandatory.

Agency Request

The agency will change/update the following * (select all that apply):

- Legal Name
- Business Name
- Head Office Address
- Ontario Mailing Address
- Branch Office Address/Branch Office Manager Contact
- Additional Information (e.g., Uniforms, Marked Vehicles, Firearms)
- Certificate of Commercial General Liability Insurance
- Adding/Removing Officers, Directors or Partners
- The agency has been convicted/found guilty of an offence under the laws of any country, state, province or territory.

Agency Information

Legal Name:

Current *

New

Business Name:

Note: If name is different from the legal name. Attach additional sheets if required.

Current

New

Corporation Number:

Note: If applicable; must be currently on file with the Private Security and Investigative Services Branch.

Ontario Agency (PSIS) Licence Number: *

Current Agency Head Office Address

Note: P.O. Boxes are not accepted.

Unit/Apt no.	Street Address *	Rural Route
City/Town/Municipality *	Province/Territory/State *	Postal/Zip Code *
Country *		
Business Phone Number *	Email Address *	

The agency head office is located in: *

an office building or similar business premises **Or** a private residence

New Agency Head Office Address

Note: P.O. Boxes are not accepted.

Unit/Apt no.	Street Address	Rural Route
City/Town/Municipality	Province/Territory/State	Postal/Zip Code
Country		
Business Phone Number	Email Address	

The agency head office is located in:

an office building or similar business premises **Or** a private residence

Current Ontario Mailing Address

Note: Complete if **different** from the Agency Head Office Address.

Unit/Apt no.	Street Address	P.O. Box	
City/Town/Municipality	Province	Postal Code	Country

New Ontario Mailing Address

Unit/Apt no.	Street Address	P.O. Box	
City/Town/Municipality	Province	Postal Code	Country

Ontario Branch Office Physical Address and Manager Contact Information

Note: P.O. Boxes are not accepted.

This branch office is:

New Being removed Being updated (Manager Contact Information Only)

Unit/Apt no.	Street Address		
City/Town/Municipality	Province	Postal Code	Country

The agency branch office is located in:

an office building or similar business premises **Or** a private residence

Branch Manager Contact Information

Manager Last Name/Singular Name	Manager First Name
Branch Office Business Phone Number	Email Address

This branch office is:

New Being removed Being updated (Manager Contact Information Only)

Unit/Apt no.	Street Address		
City/Town/Municipality	Province	Postal Code	Country

The agency branch office is located in:

an office building or similar business premises **Or** a private residence

Branch Manager Contact Information

Manager Last Name/Singular Name	Manager First Name
Branch Office Business Phone Number	Email Address

Additional Information

Will the agency use any of the following (select all that apply):

- Uniforms (colour photographs of the front and back of all uniform pieces are required) **and/or**,
- Uniform Exemption
 - If the agency is **newly requesting** to be uniform exempt, a letter explaining the reason for the exemption must be provided. Agencies may only request a uniform exemption if they will be providing bodyguard and/or loss prevention services.
 - If the agency has **previously been approved** for an exemption, you must select this box to confirm that you are not using uniforms for the purpose of providing bodyguard and/or loss prevention services.
- Marked Vehicles (colour photographs of all four sides of marked vehicles are required)
- Firearms (a copy of your valid Business Firearms Licence is required)
- Batons
- Handcuffs
- Guard Dogs

Declaration of Convictions and Outstanding Charges for an Agency

Does the business entity have any convictions for which a pardon/record suspension has not been granted, findings of guilt, and/or any outstanding unresolved charges for offences under the laws of any country, state, province or territory?

Yes No

Does the business entity have any unpaid fines for provincial offences that have not been paid as of the date of this application?

Yes No

If “yes” is answered to any of the questions above, declare the convictions, findings of guilt, and/or outstanding charges in the chart below. Attach a separate sheet if more space is required.

- **Important:** You must complete all fields below. If the month and year are not provided, the application will be considered incomplete and may be returned to you. If you are not sure of the date of the offence, provide one to the best of your knowledge.
- **Do not** declare any convictions for which the business entity has received a pardon/record suspension.

Offence	Date (mm/yyyy)	City, Province/ Territory/State	Country	Police Service	Status/Outcome

Consent to the Release of Information

The business entity consents for the Registrar, or any person authorized by the Registrar and the Private Security and Investigative Services Branch (PSISB), to collect information on any matter regarding all convictions for and/or findings of guilt for offences under a law of Canada up to the date of declaration for which a pardon/record suspension under the *Criminal Records Act* (Canada) has not been issued or granted, all convictions and/or findings of guilt for a provincial offence or an offence under a law of any other province or territory in Canada, all fines for a provincial offence that remain unpaid on the date of the declaration, all convictions for criminal offences under the laws of other jurisdictions for which a pardon has not been issued or granted, all charges for allegedly committing an offence against a law of Canada that have been laid and have not been resolved on the date of the declaration, and all charges for allegedly committing a criminal offence against the laws of another jurisdiction that have been laid and have not been resolved on the date of the declaration.

The business entity consents to full disclosure to the PSISB by any police service, employer, organization, business, or person to whom a signed copy of this consent or a photocopy or fax thereof is delivered, of any information, opinions, reports, records, documents, or copies thereof, in any form which may be requested. Such information may include, but is not limited to, the following:

- Police records and history of police involvement, including federal and provincial reports and convictions, local occurrence, and intelligence information.
- Financial information, including credit bureau and/or bank checks.

The business entity understands that all information that is obtained during this background check may be disclosed by the Registrar, or any person authorized by the Registrar, for the purpose of determining eligibility for the issuance of a security guard and/or private investigator agency licence.

The business entity is fully aware of the rights and responsibilities of an applicant and of a licensee under the *Private Security and Investigative Services Act, 2005*.

Sign the Release and Discharge

The business entity hereby releases and forever discharges His Majesty the King in right of Ontario from any and all actions, claims and demands for damages, loss or injury howsoever arising which may hereafter be sustained by the business entity as a result of the disclosure of the business entity's information in the course of processing this application.

Any business entity that knowingly provides false information in any application under the *Private Security and Investigative Services Act, 2005* is guilty of an offence and their licence application may be refused.

Name of Authorized Agency Representative *

Signature of Authorized Agency Representative *

Date (mm/dd/yyyy) *

This information is collected under the authority of section 11 of the *Private Security and Investigative Services Act, 2005* for the purpose of issuing a licence under the Act. If you have any questions, please contact the ServiceOntario contact centre at 416-212-1650 or toll-free at 1-866-767-7454.

Checklist

Prior to mailing in your application, have you filled out all applicable fields on pages 5 - 10 and provided:

- A valid copy of the Commercial General Liability Insurance (if applicable)
- Head Office Address
- Ontario Mailing Address (if applicable)
- Required supporting documents for any changes
- A completed "Notice of a Change in Officers, Directors or Partners" form when adding and/or removing an officer, director or partner (if applicable)
- Any and all additional page(s) (if applicable, on each additional page add the agency's Legal/Business Name and Ontario Agency PSIS Licence Number)

Provided the following documentation for each new Officer, Director, or Partner (if applicable):

- A completed Information and Declaration/Consent for Background Check Form
- The original copy of their Criminal Record and Judicial Matters Check (CRJMC), issued within the past six (6) months
- Legible **photocopies** of the front and back of two (2) different pieces of their acceptable identification documents (IDs)

Please mail your completed application to:

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