



Information in the right hands.

Saskatchewan Corporate Registry Update From ISC

March 21, 2018



Session Goals & Agenda

Goals:

- Provide an update on the Corporate Registry.
- Illustrate the value of your feedback.
- Answer questions you may have.

Agenda:

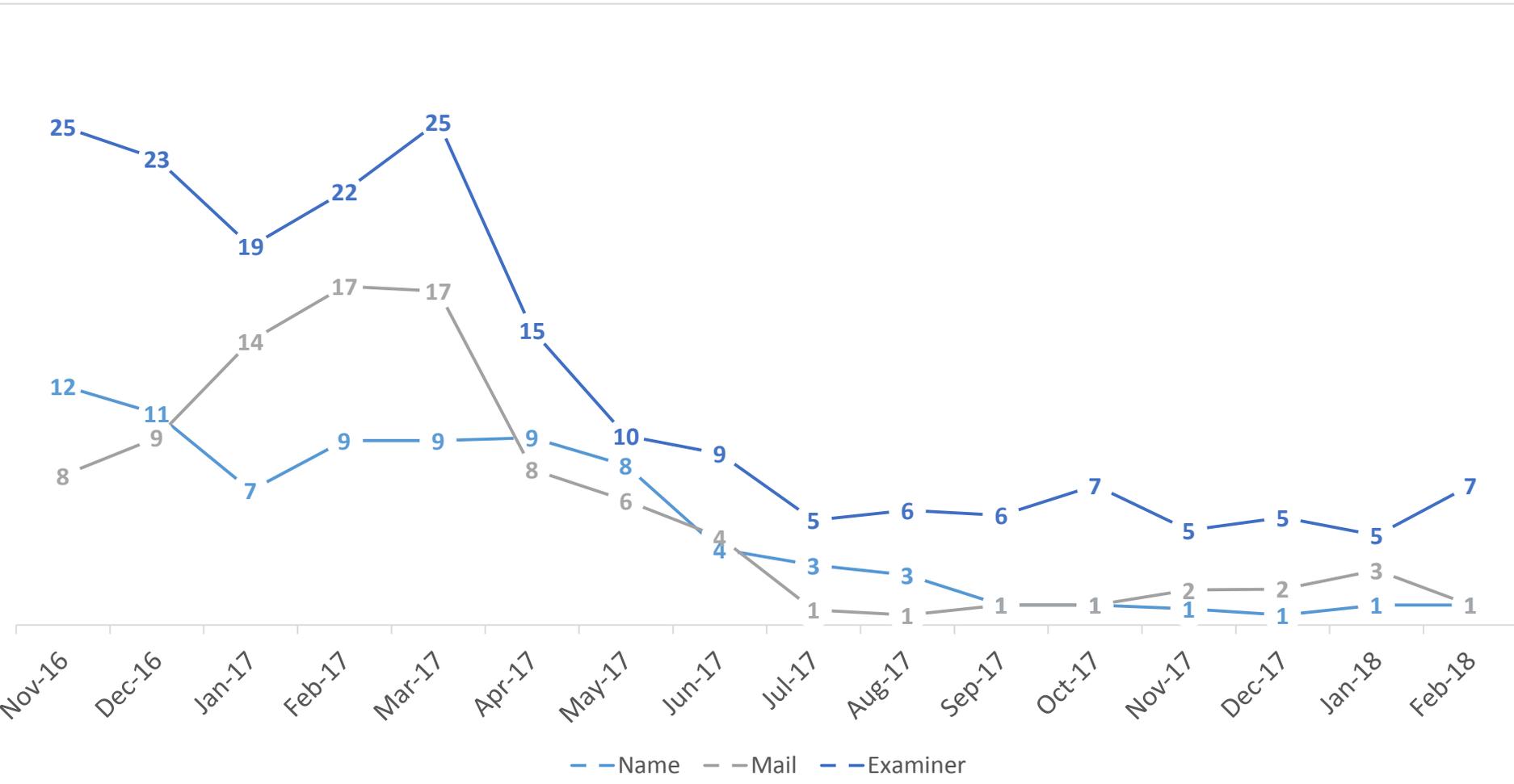
- How does ISC engage the Legal Sector?
- Corporate Registry Processing Times.
- 2017 Improvements.
- 2018 and beyond.
- Questions.

How Does ISC Engage the Legal Sector?

- Customer Relationship Manager for the Legal Sector.
- Partnership with Office of Public Registry Administration (OPRA).
- Legal Sector Customer Committee.
- Relationship with and communication through the Law Society.
- Relationship with Canadian Bar Association (CBA).
- Ad hoc focus and user groups as required.
- Customer Excellence Survey.



Corporate Registry Processing Times



2017 Improvements

Processing Efficiency/Reduce Customer Support

- Relocated login screen.
- Notes field on Name Reservation.
- Draft Summary PDF.
- Ability to delete multiple messages.
- Financial statements included with Annual Return Notice.
- Document Order display.

Integrity of Registry

- Enforcement improvements.
 - Return submission expiry.
 - Consideration for work in progress.
 - Automated daily process.

2018 & Beyond

Continue to Engage Customers and Listen

- Channel Customer engagement continues.
- End Use Customer analysis.

Predictability

- Post Transaction Matrix and Processing Times.

Improve Online Help Content

Processing Efficiencies

- Ministry of Finance PST Registration.
- Name Reservation Consent Form Changes.
- NAICS Code expansion for Name Reservation.

A woman with short brown hair and glasses is smiling and looking towards the camera. She is wearing a dark, textured short-sleeved top. The background consists of several rows of bookshelves filled with books. The lighting is bright and even. A blue rectangular box with the word "QUESTIONS?" in white capital letters is overlaid on the left side of the image. A light blue L-shaped graphic element is positioned to the right of the text box.

QUESTIONS?

We're Here to Help

Customer Support (Call Centre)

- Email: ask@isc.ca
- Toll Free: 1-866-ASK-ISC1 (1-866-275-4721)
- www.isc.ca

Client Relationship Manager – Legal Sector

Peter Nokonechny
1301 1st Avenue
Regina, Saskatchewan
S4R 8H2
peter.nokonechny@isc.ca
306-798-7250