POLICY STATEMENT 11-204 RESPECTING PROCESS FOR REGISTRATION IN **MULTIPLE JURISDICTIONS**

PART 1 APPLICATION

Application

This Policy Statement describes procedures for a firm or individual to register in more than one Canadian jurisdiction.

PART 2 DEFINITIONS

2.1. **Definitions**

In this Policy Statement,

"interface registration" means a registration described in section 3.3 of this Policy Statement;

"IIROC" means the Investment Industry Regulatory Organization of Canada;

"NRD" has the same meaning as in Regulation 31-102;

"NRD submission" has the same meaning as in Regulation 31-102;

"OSC" means the regulator in Ontario;

"passport jurisdiction" means the jurisdiction of a passport regulator;

"passport registration" means a registration described in section 3.2 of this Policy Statement;

"passport regulator" means a regulator that has adopted Regulation 11-102;

"permitted individual" has the same meaning as in Regulation 33-109;

"Regulation 11-102" means Regulation 11-102 respecting Passport System;

"Regulation 31-102" means Regulation 31-102 respecting National Registration Database;

"regulator" means a securities regulatory authority or regulator; and

"SRO" means self-regulatory organization.

2.2. **Further definitions**

Terms used in this Policy Statement and that are defined in Regulation 14-101 respecting Definitions, Regulation 11-102 or Policy Statement to Regulation 11-102 respecting Passport System have the same meanings as in those regulations and policy statement

2.3. Interpretation

Unless the context indicates otherwise, a reference in this Policy Statement to a 'regulator', 'principal regulator', or the OSC is a reference to the SRO to whom the regulator, principal regulator, or OSC has delegated, assigned or authorized the performance of all or part of its registration function or to the relevant office of that SRO for the jurisdiction of the regulator or principal regulator.

PART 3 OVERVIEW AND PRINCIPAL REGULATOR

3.1. Overview

This Policy Statement deals with a firm's or individual's registration in multiple jurisdictions in the following circumstances:

- The firm or individual is seeking registration or is registered in the firm's or individual's principal jurisdiction (including Ontario) and the firm or individual seeks registration in another jurisdiction (excluding Ontario). This is a "passport registration."
- The firm or individual is seeking registration or is registered in the firm's or individual's principal jurisdiction, the principal regulator is a passport regulator, and the firm or individual seeks registration in Ontario. This is an "interface registration."

3.2. **Passport registration**

Under Regulation 11-102, if a firm or individual seeks registration or is registered in the firm's or individual's principal jurisdiction (including Ontario) and seeks registration in another jurisdiction (excluding Ontario), the firm or individual makes a submission to register in the other jurisdiction. Only the principal regulator reviews the firm's or individual's submission and the firm or individual's sponsoring firm deals only with the firm's or individual's principal regulator. The principal regulator reviews the firm's or individual's submission to register in the other jurisdiction only to ensure that it is complete. The other regulator does not conduct a review of the firm or individual.

3.3. **Interface registration**

If a firm or individual seeks registration or is registered in the firm's or individual's principal jurisdiction, the principal regulator is a passport regulator, and the firm or individual seeks registration in Ontario, the firm or individual submits an application to register in Ontario. The principal regulator will review the firm's or individual's application to register in Ontario and the OSC will decide whether to opt in or opt out of the principal regulator's determination. The firm or the individual's sponsoring firm will generally deal only with the firm's or the individual's principal regulator.

3.4. Registration in passport jurisdictions and Ontario

If a firm or individual seeks registration or is registered in the firm's or individual's principal passport jurisdiction, the principal regulator is a passport regulator, and the firm or individual seeks registration in a non-principal passport jurisdiction and in Ontario, the firm or individual should refer to the processes for

- a passport registration, to register in the non-principal passport jurisdiction, and
 - an interface registration, to register in Ontario.

3.5. Registration by SRO

In some jurisdictions, the regulator has delegated, assigned or authorized an SRO to perform all or part of its registration function. The SRO continues to perform these functions in the relevant jurisdictions for a passport registration and an interface registration under this Policy Statement. At the date of this Policy Statement, this means that if,

Alberta, British Columbia or Newfoundland and Labrador is the principal jurisdiction of a firm that is a member of IIROC or an individual whose sponsoring firm is a member of IIROC, the firm or the individual's sponsoring firm should deal with the office of IIROC, instead of the regulator, in that jurisdiction,

Ontario or Québec is the principal jurisdiction of an individual whose sponsoring firm is a member of IIROC, the individual's sponsoring firm should deal with the office of IIROC, instead of the regulator, in that jurisdiction in respect of the

3.6. Principal regulator

(1) For purposes of a passport registration and an interface registration under this Policy Statement, the principal regulator of a firm or individual is identified in the same manner as in section 6.1 of Regulation 11-102. This section summarizes section 6.1 of Regulation 11-102 and provides guidance for identifying a firm's or individual's principal regulator. The regulator of any jurisdiction can be a principal regulator for registration under this Policy Statement.

If a firm or individual makes an application for exemptive relief from a requirement in Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 in connection with an application for registration in the principal jurisdiction, the principal regulator for the application for exemptive relief is identified in the same manner as in section 4.4.1of Regulation 11-102. If a firm or individual makes any other application for exemptive relief from a registration requirement, the principal regulator is identified in the same manner as in sections 4.1 to 4.4 of Regulation 11-102. If a firm or individual is not seeking the relief, or is seeking more than one item of relief and not all of the items of relief, in its principal jurisdiction, the principal regulator is identified in the same manner as in section 4.5 of Regulation 11-102. A firm or individual should refer to section 3.6 of NP 11-203 for further guidance on how to identify the principal regulator for exemptive relief application purposes.

- Subject to subsection (5) of this section and section 3.7 of this Policy Statement, the principal regulator of a firm is the regulator in the jurisdiction where the firm has its head office, unless the firm's head office is outside Canada. A domestic firm identifies its head office in item A Contact Information of Form 33-109F6. This information is on NRD for a domestic firm registered on [insert effective date of Part 6 of Regulation 11-1021.
- For greater certainty, a firm is a domestic firm if it is a legal entity and has a head office in Canada. For example, a US subsidiary of a foreign firm is a domestic firm. A Canadian branch office of a foreign firm is not.
- Subject to subsection (7) of this section and section 3.7 of this Policy Statement, the principal regulator of an individual is the regulator in the jurisdiction where the individual has his or her working office, unless the individual's working office is outside Canada. The working office of a domestic individual is the office of the sponsoring firm where the individual does most of his or her business. A domestic individual identifies his or her working office in item 9 Location of Employment of Form 33-109F4. This information is on NRD for a domestic individual registered on [insert effective date of Part 6 of Regulation 11-102].
- Subject to section 3.7 of this Policy Statement, if the head office of a firm is outside Canada, the principal regulator for the foreign firm is the regulator in the jurisdiction of Canada the firm identified in its most recently filed Form 33-109F5 or Form 33-109F6. These forms requires a foreign firm to identify as its principal regulator the regulator in the jurisdiction with which the foreign firm has the most significant connection.
- The factors a foreign firm should consider in identifying the principal regulator based on its most significant connection are, in order of influential weight, the jurisdiction in which the firm has or expects to have
 - its principal Canadian office, and
- the highest number of clients as of the end of the firm's most recently completed or first financial year.

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- Subject to section 3.7 of this Policy Statement, if the working office of an individual is outside Canada, the principal regulator of the foreign individual is the principal regulator of the individual's sponsoring firm.
- A firm should notify the regulator by providing the information required in item A Contact Information of Form 33-109F6 in accordance with Regulation 33-109 if
- in the case of a domestic firm, the firm changes the jurisdiction of its head office,
- in the case of a foreign firm, the firm changes the jurisdiction of its principal Canadian office, or
- the jurisdiction where the firm has the highest number of clients as of the end of its most recently completed financial year changes.

Policy Statement 33-109 provides that the firm may make this submission to a non-principal regulator by giving it only to its principal regulator. The submission should be made in alternate format (i.e., by e-mail, fax or sending the submission to the regulator's address). A firm should refer to Appendix B of Policy Statement 33-109 for guidance on how to make this submission in alternate format.

- In the event of a change in a domestic individual's working office, the individual's sponsoring firm should make the NRD Submission for a Location of Employment Change for the individual in accordance with Regulation 33-109.
- Under Regulation 11-102, a foreign firm registered in a non-principal passport jurisdiction before [insert effective date of Part 6 of Regulation 11-102] must submit on or before [insert date that is 30 days after effective date of Part 6 of Regulation 11-102] the information required in item A Contact Information of Form 33-109F6 in accordance with Regulation 33-109 to identify its principal regulator. A foreign firm may make its submission to a non-principal passport regulator by giving it only to its principal regulator. The submission should be made in alternate format. Foreign firms should refer to Appendix B of Policy Statement 33-109 for guidance on how to make this submission in alternate format.
- Under Regulation 11-102, the principal regulator for a foreign individual is the same as the principal regulator for the individual's sponsoring firm. For that reason, the sponsoring firm of a foreign individual is not required to make a submission to identify the individual's principal regulator.

Discretionary change of principal regulator 3.7.

- If a regulator thinks that the principal regulator identified under section 3.6 of this Policy Statement is inappropriate, the regulator will give the firm or individual written notice of the appropriate principal regulator for the firm or individual and the reasons for the change. The regulator specified in the notice will be the firm or individual's principal regulator as of the later of the date the firm or individual receives the notice and the effective date specified in the notice, if any. To streamline the process, the regulators will give the written notice relating to the principal regulator of an individual to the individual's sponsoring firm.
- Regulators do not generally expect changing the principal regulator for a domestic firm or domestic individual. Regulators anticipate changing the principal regulator for a foreign firm only in exceptional circumstances. Regulators may change the principal regulator for a foreign individual if the foreign individual is not registered in his or her sponsoring firm's principal jurisdiction or if the individual's principal regulator under this Policy Statement does not correspond to his or her principal regulator as shown on NRD. Regulators will give written notice of a change in principal regulator.

PART 4 GENERAL GUIDANCE FOR FIRMS AND INDIVIDUALS

4.1. Effect of submission

- If an individual's sponsoring firm makes an NRD submission for the individual in relation to a passport registration or an interface registration in a non-principal jurisdiction, this has the effect of submitting the individual's entire Form 33-109F4 in the jurisdiction.
- Because firms do not file or submit their Form 33-109F6 on NRD, the form requires instead that the firm make a solemn declaration or affirmation that, among other things,
- the information provided on the form is true and contains all facts necessary to prevent the information from being false or misleading in the circumstances, and
- with respect to a submission made in respect of a non-principal jurisdiction, at the date of the submission,
- the firm has filed or submitted all the information required to be filed or submitted in relation to the firm's registration in its principal jurisdiction,
- the information is true and contains all facts necessary to prevent the information from being false or misleading in the circumstances.

In addition, the form requires the firm to authorize its principal regulator to give each non-principal regulator access to any information the firm has filed or submitted to the principal regulator under securities legislation of the principal jurisdiction in relation to the firm's registration in that jurisdiction.

Should a regulator discover that a firm made a false declaration or affirmation, the regulator may take appropriate enforcement action against the firm.

4.2. **Fees**

- A firm or an individual's sponsoring firm must submit any required fees for the (1) firm or the individual under applicable securities legislation in the principal jurisdiction and the non-principal passport jurisdiction when making the relevant submission. A submission is not considered complete unless the required fees are submitted under applicable securities legislation in relevant jurisdictions.
- A firm may pay the fee related to a submission by sending a cheque to the relevant regulator or submitting payment to each relevant regulator directly on NRD. A sponsoring firm must pay the fee for a domestic individual's submission to each relevant regulator by submitting it on NRD. A sponsoring firm may pay the fee for a foreign individual's submission by sending a cheque to the relevant regulator or submitting payment to each relevant regulator directly on NRD.

4.3. Firm submissions

A firm should make a submission under section 5.2(1) to (3) or section 6.2(1) or (2) of this Policy Statement in alternate format. Firms should refer to Appendix B of Policy Statement 33-109 for guidance on how to make a submission in alternate format.

PART 5 PASSPORT REGISTRATION

5.1. **Application**

This part applies to a firm or individual seeking registration in any category (other than a firm seeking registration as a restricted dealer) in a non-principal passport jurisdiction. To register in a non-principal jurisdiction, a restricted dealer must apply

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directly to the non-principal passport regulator. This part applies to an individual seeking registration in a non-principal passport jurisdiction to act on behalf of a restricted dealer if the restricted dealer is registered as such in that jurisdiction and its principal jurisdiction.

A firm seeking registration as a restricted dealer must complete the entire Form 33-109F6 and submit it, along with all supporting materials, in each jurisdiction where it seeks registration as such.

5.2. Filing of materials

For a firm

- Under Regulation 11-102, a firm that seeks registration in a non-principal passport jurisdiction in a category for which it is concurrently seeking registration in its principal jurisdiction (including Ontario) should complete the entire Form 33-109F6 and submit it together with all supporting materials.
- If the firm is registered in a category in its principal jurisdiction (including Ontario) and subsequently seeks registration in the same category in the non-principal passport jurisdiction, the firm should complete the items of Form 33-109F6 specified in the General Instructions to the form and submit the form. The relevant items of Form 33-109F6 are:
 - A. Contact information
 - B. Jurisdictions where firm is seeking registration
 - C. Categories of registration
 - K. Collection of personal information
- L. Submission to jurisdiction and appointment of agent for service of process
 - M. Signatures
- If the firm seeks to add a category in the principal jurisdiction (including Ontario) and in a non-principal passport jurisdiction, the firm should complete the items of Form 33-109F6 specified in the General Instructions to the form and submit the form. The relevant items of Form 33-109F6 are
- A Contact Information (item 7 ultimate designated person and chief compliance officer)
 - B. Jurisdictions where firm is seeking registration
 - C. Categories of registration
 - D. Business structure and history (item 7 business plan)
- E. Capital requirements (attachment for calculation of excess working capital)
 - F Financial Information (item 3 insurance)
- G Operations (attachment for policies and procedures manual and clientrelated documents)
 - K. Collection or personal information
 - M. Signatures

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Making a submission under subsections (1) to (3), including submitting any supporting materials required under Form 33-109F6, by giving it to the principal regulator satisfies the firm's obligation under Regulation 11-102 to make the submission to the regulator in the non-principal passport jurisdiction. Making a submission under subsections (2) and (3) satisfies the firm's obligation to submit a completed Form 33-

For an individual

- Under Regulation 11-102, the sponsoring firm of an individual who seeks registration in a non-principal passport jurisdiction in a category for which the individual is registered or is concurrently seeking registration in his or her principal jurisdiction (including Ontario) should submit a completed Form 33-109F4, or in some cases a completed Form 33-109F2, for the individual in accordance with Regulation 33-109.
- Regulation 33-109 requires a completed Form 33-109F4 or completed Form 33-109F2 to be submitted on NRD. NRD automatically submits the relevant form to the appropriate regulators. In some circumstances, it is not necessary to complete the entire form. For example, it is not necessary to complete the entire form for an individual to seek registration in the same category in an additional jurisdiction, to add or remove a category of registration, or to register in a category with an additional or a new sponsoring firm. In those circumstances, the relevant NRD submission indicates which items of the form to complete.
- Making an NRD submission under subsection (6) satisfies the individual's obligation under Regulation 11-102 to submit a completed Form 33-109F4.

Fees in non-principal jurisdiction

Fees required for a firm or individual to register automatically in a non-principal passport jurisdiction under Regulation 11-102 are annual registration fees. If the principal regulator refuses to register the firm or individual, the regulator in any non-principal passport jurisdiction in respect of which a submission was made will return the fees submitted in relation to the submission.

5.3. Registration

- NRD will record a firm's or an individual's category of registration in the (1) principal jurisdiction, any T&C imposed by the principal regulator, and any exemption from Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 granted by the principal regulator.
- Under Regulation 11-102, a firm or individual that is registered in a category in the firm's or individual's principal jurisdiction is automatically registered in a nonprincipal passport jurisdiction in the same category as in the firm's or the individual's principal jurisdiction if
 - in the case of a firm, (a)
- the firm submitted a completed Form 33-109F6 in accordance with Regulation 33-109, and
 - receipt of the submission has been acknowledged; and
 - (b) in the case of an individual,
- the individual's sponsoring firm is registered in the non-principal passport jurisdiction in the same category as in the firm's principal jurisdiction, and

the individual's sponsoring firm submitted a completed Form 33-109F4, or in some cases a completed Form 33-109F2, in accordance with Regulation 33-109 for the individual.

A firm's submission under section 5.2 of this Policy Statement has been acknowledged in a non-principal passport jurisdiction if NRD shows that a firm is registered in the non-principal passport jurisdiction.

If a firm or individual is registered in the same category in the principal jurisdiction and in the non-principal passport jurisdiction, Regulation 11-102 provides that a T&C imposed on the registration in the principal jurisdiction applies as if it were imposed in the non-principal passport jurisdiction. The T&C applies until the earlier of the date that the regulator that imposed it cancels or revokes it, or the T&C expires.

- NRD will record for each non-principal passport jurisdiction in respect of which the firm or individual made the relevant submission
- the firm's or the individual's automatic registration in the same category as in the principal jurisdiction,
- any T&C imposed by the principal regulator that apply automatically to the firm or individual in the non-principal jurisdiction, and
- any exemption from Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 granted by the principal regulator that applies automatically in the non-principal jurisdiction.

If a firm or individual made the relevant submission to register concurrently in the principal jurisdiction and one or more non-principal passport jurisdictions, NRD will show the same registration date in the principal jurisdiction and the non-principal jurisdiction(s). If a firm or individual is already registered in the principal jurisdiction when the firm or individual makes the relevant submission in respect of a non-principal jurisdiction, NRD will show the date of automatic registration in the non-principal passport jurisdiction (which will be different from the date of registration in the principal jurisdiction).

The principal regulator may grant or have granted a discretionary exemption application from a requirement of Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 in connection with an application to register in the principal jurisdiction. In that case, the exemption applies automatically in the non-principal passport jurisdiction in which the firm or individual is registered automatically under Regulation 11-102 if certain conditions are met. The conditions are set out section 4.7 of Regulation 11-102. Among other things, section 4.7(1)(c) of Regulation 11-102 requires the applicant to give notice of intention to rely on the exemption in the non-principal jurisdiction.

PART 6 INTERFACE REGISTRATION

6.1. **Application**

- This part applies to a firm or an individual seeking registration in any category (other than a firm seeking registration as a restricted dealer) in Ontario when Ontario is a non-principal jurisdiction. To register in Ontario, a restricted dealer must apply directly to the OSC. This part applies to an individual seeking registration in Ontario to act on behalf of a restricted dealer if the restricted dealer is registered as such in Ontario and its principal jurisdiction.
- A firm seeking registration as a restricted dealer in Ontario must complete the entire Form 33-109F6 and submit it, along with all supporting materials, directly to the OSC whether Ontario is the firm's principal jurisdiction or non-principal jurisdiction.

6.2. Filing materials

For a firm

- If a firm seeks registration in Ontario in a category for which it is concurrently seeking registration in its principal jurisdiction, the firm should complete the entire Form 33-109F6 and submit it to its principal regulator and the OSC. Supporting materials that are required under Form 33-109F6 may be submitted to the OSC by giving them to the principal regulator.
- If a firm is registered in a category in its principal jurisdiction and subsequently seeks registration in the same category in Ontario, the firm should complete the items of Form 33-109F6 specified in the General Instructions to the form and submit the form to the principal regulator and the OSC. The relevant items of Form 33-109F6 are:
 - A. Contact information
 - B. Jurisdictions where firm is seeking registration
 - C. Categories of registration
 - K. Collection of personal information
- L. Submission to jurisdiction and appointment of agent for service of process
 - M. Signatures.

Supporting materials that are required under Form 33-109F6 may be submitted to the OSC by giving them to the principal regulator.

- If a firm seeks to add a category in its principal jurisdiction and in Ontario, the firm must complete the items of Form 33-109F6 specified in the General Instructions to the form and submit the form to its principal regulator and the OSC. The relevant items of Form 33-109F6 are:
- A Contact Information (item 7 ultimate designated person and chief compliance officer)
 - B. Jurisdictions where firm is seeking registration
 - C. Categories of registration
 - D. Business structure and history (item 7 business plan)
- E. Capital requirements (attachment for calculation of excess working capital)
 - F Financial Information (item 3 insurance)
- G Operations (attachment for policies and procedures manual and clientrelated documents)
 - K. Collection or personal information
 - M. Signatures

Supporting materials that are required under Form 33-109F6 may be submitted to the OSC by giving them to the principal regulator.

For an individual

- Under Regulation 33-109, the sponsoring firm of an individual who seeks registration is required to submit a completed Form 33-109F4, or in some cases a completed Form 33-109F2, for the individual through NRD. NRD automatically submits the relevant form to the appropriate regulators. In some circumstances, it is not necessary to complete the entire form. For example, it is not necessary to complete the entire form for an individual to seek registration in the same category in an additional jurisdiction, to add or remove a category of registration, or to register in a category with an additional or a new sponsoring firm. In those circumstances, the relevant NRD submission indicates which items of the form to complete.
- Making an NRD submission under subsection (4) satisfies the individual's obligation to submit a completed Form 33-109F4.

6.3. **Decision-making process**

- If a firm or individual seeks registration in the principal jurisdiction and in Ontario, the firm or the individual's sponsoring firm will generally deal only with the principal regulator.
- The principal regulator will submit to the OSC (or the Ontario office of IIROC, for an individual seeking registration as a representative of an investment dealer) an interface document containing its proposed determination. The OSC will advise the principal regulator whether it opts in to, or opts out of, the principal regulator's proposed determination generally within one business day from receiving the interface document. The Ontario office of IIROC will generally do this within [*] business days from receiving the interface document.
- The OSC may impose a local T&C on a firm's or an individual's registration without opting out.
- If the OSC opts out, it will give the principal regulator written reasons for its decision and the principal regulator will forward the reasons to the firm or the individual's sponsoring firm and use its best efforts to resolve the opt-out issues with the firm or the sponsoring firm of the individual and the OSC.
- If the principal regulator is able to resolve the OSC's opt-out issues with the firm or the individual's sponsoring firm before NRD shows the firm or individual as being registered in the principal jurisdiction, the OSC may opt back into the interface registration. In that case, the OSC will notify the principal regulator and the firm or the individual's sponsoring firm that it has opted back in. If the principal regulator is unable to resolve the OSC's opt-out issues, the firm or individual's sponsoring firm should deal with the OSC directly to resolve them.

6.4. Decision

- NRD will record a firm or individual's category of registration in the principal jurisdiction, any T&C that applies in the principal jurisdiction, and any exemption from Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 granted by the principal regulator. If the OSC opts in, NRD will also record that the firm or individual is registered in the same category in Ontario and that the OSC has adopted the same T&C and granted the same exemption from Part 4 of Regulation 31-103 or Part 2 of Regulation 33-109 as the principal regulator.
- If the OSC imposes a local T&C on a firm's or an individual's registration, NRD will also record any T&C applicable in Ontario only.

6.5. Opportunity to be heard

- If the principal regulator of a firm or an individual that seeks registration in the (1) principal jurisdiction and, concurrently, in Ontario is not prepared to grant registration or is prepared to grant registration with a T&C, the principal regulator will
- send the firm or the individual's sponsoring firm a copy of the principal regulator's proposed T&C, if applicable, and
- notify the firm or the individual's sponsoring firm that it has the right to request an opportunity to be heard from the principal regulator.

If the OSC opts in to the determination of the principal regulator to refuse registration or impose a T&C, the principal regulator will forward to the firm or the individual's sponsoring firm the OSC's notification that the firm or individual has the right to request an opportunity to the heard from the OSC.

- If a firm or individual exercises the right to request an opportunity to be heard from the principal regulator or from the principal regulator and the OSC, the principal regulator will notify the OSC.
- If the firm or the individual's sponsoring firm also requests an opportunity to be heard in Ontario, the principal regulator and the OSC will decide whether to provide an opportunity to be heard separately, jointly or concurrently. After the firm or individual had an opportunity to be heard and the principal regulator makes a decision, the principal regulator will send to the OSC a new interface document setting out its proposed determination, if applicable.
- If a firm or individual is registered in the principal jurisdiction and, subsequently, applies to register in Ontario, and the OSC decides to refuse registration or impose a local T&C, the OSC will send the principal regulator for the firm or the individual
 - a copy of the T&C, if applicable, and
- the OSC's notification that the firm or individual has the right to request an opportunity to be heard in Ontario.

The principal regulator will forward these documents to the firm or individual's sponsoring firm. Thereafter, the firm or individual will deal directly with the OSC.