



September 22, 2020

**Bulletin 320-2003-06 Regarding Collection Agencies and Collection Agents Applications and Renewals**

Dear Registrants,

We wish to take the opportunity to provide an update on the current application and renewal process for collection agencies and collection agents in Yukon.

As you are aware, these have been trying times for all as we attempt to navigate through the “new normal” of COVID-19. To assist you with renewal applications leading up to the June 30 licence expiry, our office approved some temporary measures, including a temporary waiver of the notary requirement, as well as the temporary acceptance of electronic applications.

As the renewal period has come to an end, we have now resumed our usual practice of **requiring notarization for all applications**, as well as **requiring that all applications be submitted via mail or courier in hard-copy**.

Please also note that for both new applicants and renewing applicants **only these forms will be accepted**. They can be found at the links below. If you require French versions, please contact office.

NEW EMPLOYEE: <https://yukon.ca/sites/yukon.ca/files/cs/cs-forms/cs-collection-agency-employee-licence-application.pdf>

RENEWAL: <https://yukon.ca/sites/yukon.ca/files/cs/cs-forms/cs-collection-agent-renewal-application.pdf>

We also ask that you ensure business names appear clearly in the subject line of any email communications to ensure we can address your request promptly. **Note: All collections related emails should be sent to the following email address only** [collections.plra@gov.yk.ca](mailto:collections.plra@gov.yk.ca).

We would also like to provide you with the following general reminders:

- 1) All employee ID must be issued by a federal, provincial or Indigenous government in Canada. Please do not send Social Insurance Numbers.

- 2) When your licence application is processed the physical licenses will be sent out to the head office of the collection agency only. Email copies will not be sent. If you wish to confirm the licensure status of a collection agent employee, we ask that you refer to the online public register.
- 3) If you wish to cancel an employee's licence, please send this request via email with the company name and the request for employee cancellation clearly noted in the subject line. There is no requirement to return the licence, however please ensure you provide us with the employee's name and licence number, as well as the date of cancellation. If you wish to confirm a licence has been cancelled, please refer to the online register, which can be found at: <https://yukon.ca/en/check-if-collection-agency-or-agent-licensed>.
- 4) To ensure timely processing, please endeavor to submit all applications, renewals or cancellations in batches as far as possible.

If you have any questions regarding this communication or collections licensing or regulation in Yukon, kindly direct them to [collections.plra@gov.yk.ca](mailto:collections.plra@gov.yk.ca).

Sincerely,

A handwritten signature in black ink that reads "Chris Boodram". The signature is written in a cursive style and is positioned above a horizontal line.

Chris Boodram, A/Director