

Primary Contact Changes

Stewardship Ontario's policy on primary contact changes is as follows:

For security purposes, and as Stewardship Ontario's policy, any primary contact changes must be requested in writing and by the current primary contact, or a senior officer of the company if the current primary contact on file is no longer with the company.

How do I change the primary contact for my company?

1. Provide Stewardship Ontario with the **appropriate authorization** to make the changes.
 - a. authorization can be in the form of:
 - an email, or
 - a letter
 - b. Authorization must be from the current primary contact or a senior officer of the company if the current primary contact is no longer with the company.
 - c. Authorization **must** be in writing.
 2. Complete the **Primary Contact Change** form. Missing information will delay the requested change.
 3. Send Stewardship Ontario the appropriate authorization and the Primary Contact Change form.
 - if emailing, send to customerservice@stewardshipontario.ca with your **company name** and **Primary Contact change** in the subject line
 - if mailing, send to Stewardship Ontario, 26 Wellington Street East, Suite #601, Ontario, Canada, M5E 1S2
 - if faxing, fax to 416-594-3463, attention Customer Service
- Once Stewardship Ontario receives your written request we will process your Primary Contact change within 1 to 2 business days.
 - We will notify the new Primary Contact of their login ID and password and notify the requester when changes are complete.

Should you have questions regarding this process, please contact Stewardship Ontario's Customer Service Group at 1-888-288-3360.

*****Stewardship Ontario will not accept verbal requests to complete primary contact changes.**