

Ministry of Government and
Consumer Services

ServiceOntario

Operational Support Division

Private Service Providers and
Relationships Branch
20 Dundas Street West, 4th Floor
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Ministère des services
gouvernementaux et des services aux
consommateurs

ServiceOntario

Division du soutien opérationnel

Direction des fournisseurs de services du
secteur privé et des relations
20, rue Dundas ouest, 4^{ème} étage
Toronto ON M5G 2C2

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November 19, 2020

Magda Badura
ServiceOntario Centre # 176
22413 Hoskins Line, Box 490
Rodney, Ontario, N0L 2C0

Dear Ms. Badura,

This is in response to your request to amend the hours of operation for the ServiceOntario Centre you operate in West Elgin.

We have reviewed your request to close from Wednesday 1:30 pm to Friday 4:30 pm, reducing the hours of operation from 5 days to 2.5 days per week. Based on our review, I am pleased to advise that your request is approved to close temporarily (as stated above) for a period of twelve (12) months. This temporary approval in the reduction of operating hours is subject to change, at either the Ministry or the Municipality's discretion, during the twelve-month period, if it is assessed that there is sufficient community demand for an increase in operating hours to facilitate access to vital government services.

Your new hours of operation will be as follows:

- Monday: 8:30 a.m. - 4:30 p.m.
- Tuesday: 8:30 a.m. - 4:30 p.m.
- Wednesday: 8:30 a.m. – 1:30 p.m.

The effective date for this modification in operating hours is January 1, 2021.

We trust that you will let community residents know about the change in hours. You may want to consider:

- Posting a sign in the office to inform customers of the change in hours and advising of alternate service locations and channels (e.g. select services are available online at www.serviceontario.ca).

- Placing an advertisement in the local newspaper.
- Notifying area dealers or other frequent customers about the change.

Please contact Mark Gordon, Business Advisor, Issuer Services Office at Mark.J.Gordon@ontario.ca if you have any questions about the change in your operating hours.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard Carr', with a stylized flourish at the end.

Richard Carr
Manager, Issuer Services Office
ServiceOntario

Attachment

cc: Lorraine Seguin, Issuing Office Administrator
Nancy Brezer, Manager, Audit Operations