

# Registry Offices - Closures/Delays

Element is closely monitoring the status of the Canada offices. As it is rapidly changing, we are making every effort to capture information and update the site. The breadth of change will make it difficult to be fully current, so please reach out to Customer Care to further confirm.

## Coronavirus (COVID-19) Motor Vehicle Closures/Delays

### Canada

<p>Alberta (<a href="#">link</a>)</p>	<p>Private Registry offices (over 200) remain open (local offices may be closed); may close as they deem necessary with notice to Service Alberta. Upcoming expiry dates for Alberta drivers' licences, vehicle registrations, other permits and certificates are being extended until May 15. Vehicle registrations expire on an assigned month based on the registrant's surname or a company name. Albertans with surnames or company names beginning with B, D, G, Y will now have until May 15, 2020 to renew their vehicle registrations.  <a href="https://www.alberta.ca/coronavirus-info-for-albertans.aspx">https://www.alberta.ca/coronavirus-info-for-albertans.aspx</a>            Appointment Required            For those that had the inspection done, the expiry date has been extended from 14 days to 60 days</p> <p>Shelter-In-Place Provincewide eff. 03/27/2020</p> <p>Glovebox document link <a href="#">Ministerial Order 23/20</a></p>
<p>British Columbia (<a href="#">link</a>)</p>	<p>Open            IBCB asks that you only attend a driver licensing office if your transaction is urgent and cannot be done by phone or online, and if you are not showing symptoms. As of March 17th, we have suspended all road tests and we will reassess in two weeks. There are no cancellation fees for these bookings. All ICBC Driver Licensing and Service BC offices are open, some Appointed Agents are closing or limiting services. In ICBC offices customers are being asked health screening questions before being permitted to enter office. Limited number of customers in office at any given time. Vehicle Reg/Licensing/Insurance broker offices remain open for processing. Enhanced DL/ID appointments are currently suspended. a printer or regular mail/courier is unavailable after renewing by phone, motorists are now allowed to (a) have electronic or unsigned documents or (b) display expired decals on their license plate. New registrations (i.e. similar to transfer of title) and licensing or ensuring a vehicle by a new owner can only be processed in person at an office (Autoplan broker). <a href="https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx">https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx</a></p> <p>Extension for required mechanical inspection if Certificate of Approval expires 03/31/2020 or 04/30/2020 until 05/31/2020</p> <p>Shelter-In-Place <a href="#">Provincewide</a> eff. 03/26/2020</p> <p>Glovebox document link <a href="#">Compliance Circular No. 01/20</a></p>

<p><b>Manitoba</b> (<a href="#">link</a>)</p>	<p>Open; local offices may be closed</p> <p>Manitoba Public Insurance is closing its Bison Service Centre in Winnipeg, effective as of March 19, to allow it to be used for a COVID-19 mobile, drive-thru testing centre.</p> <p>Manitobans affected by COVID-19 are now able to conduct many transactions by phone with Autopac agents or directly with Manitoba Public Insurance's Contact Centre. MPI has announced that it is temporarily allowing the following transactions to be done without the need to visit an Autopac agent or one of MPI's Service Centres in person:</p> <ul style="list-style-type: none"> <li>• New registration and policy application</li> <li>• Renewal of an expiring/expired driver's licence (including photo)</li> <li>• Reapplication of a lapsed driver's licence</li> <li>• Manual reassessment of an active or lapsed driver's licence</li> <li>• Driver's licence replacement</li> <li>• Basic ID card replacement (with no information changes)</li> <li>• Vehicle insurance coverage renewal, reassessment, reactivation, reapplication</li> <li>• Transfer of policy</li> <li>• Payment</li> </ul> <p>Customers who need to complete any of the transactions above are encouraged to call their Autopac agent or MPI's Contact Centre at 204-985-7000 or 1-800-665-2410 directly.</p> <p><a href="https://www.mpi.mb.ca/Pages/nr2020march20.aspx">https://www.mpi.mb.ca/Pages/nr2020march20.aspx</a>  <a href="https://www.mpi.mb.ca/Pages/covid-19-information.aspx">https://www.mpi.mb.ca/Pages/covid-19-information.aspx</a></p> <p>Shelter-In-Place <a href="#">Provincewide</a> eff. 03/20/2020</p>
<p><b>New Brunswick</b> (<a href="#">link</a>)</p>	<p>Nine Service New Brunswick centres will reopen on Wednesday for essential service by appointment only. The centres that will be open are: Campbellton, Bathurst, Miramichi, Moncton, Saint John, St. Stephen, Woodstock, Fredericton, Edmundston.</p> <p>Driver's licenses and registrations that were valid as of March 16, 2020 shall remain valid until May 31, 2020.  <a href="https://www2.gnb.ca/content/gnb/en/news/news_release.2020.03.0162.html">https://www2.gnb.ca/content/gnb/en/news/news_release.2020.03.0162.html</a></p> <p>Registrations and inspection stickers valid as of 03/16/2020 extended until 06/30/2020</p> <p>Shelter-In-Place <a href="#">Provincewide</a> eff. 03/19/2020</p> <p>Glovebox document link <a href="#">Renewed and Revised Mandatory Order</a></p>
<p><b>Newfoundland and Labrador</b> (<a href="#">link</a>)</p>	<p>Open Appointment Only</p> <p>In light of ongoing efforts to help contain COVID-19, Service NL has discontinued regular counter service at the Motor Registration Division in Mount Pearl and all Government Service Centres throughout the province. Service NL will offer in-person services by appointment only and only for services not available online. For any Motor Registration Division services not currently available to residents online, clients can also submit their application and supporting documents by email to <a href="mailto:mrd@gov.nl.ca">mrd@gov.nl.ca</a>. All individuals availing of email transactions are asked to provide a phone number in order to process payments and confirm information on their application.</p> <p><a href="https://www.gov.nl.ca/releases/2020/servicenl/0318n01/">https://www.gov.nl.ca/releases/2020/servicenl/0318n01/</a></p> <p>Shelter-In-Place <a href="#">Provincewide</a> eff. 03/18/2020</p>

<p><b>Northwest Territories</b> (<a href="#">link</a>)</p>	<p>Clients encouraged to use online services where possible. - Open; appointment only</p> <p>Registrations expiring between 03/31/2020 and 08/31/2020 are extended until 09/01/2020</p> <p>All driver exams are cancelled, and Driver and Motor Vehicle (DMV) offices are now closed to clients for in-person services in Yellowknife, Fort Smith, Fort Simpson, Norman Wells and Inuvik. For information on in-person availability in DMV offices outside these communities, please contact them directly. Due to the evolving COVID-19 situation, the Government of Northwest Territories' (GNWT) Driver and Vehicle Services has extended expiration dates on Northwest Territories (NWT) driver's licences, general identification cards and motor vehicle certificate of registrations. Any NWT driver's licence or general identification card that expires during the period of March 31, 2020, to May 31, 2020, will remain valid until June 1, 2020. Private motor vehicle certificates of registration that expire on March 31, April 30, or May 31, 2020, will remain valid until June 1, 2020. Motor vehicle certificates of registration for construction vehicles, dealer inventory vehicles, government vehicles, rental vehicles, school buses, and society vehicles that expired on March 31, 2020, will remain valid until June 1, 2020. In support of the critical resupply chain, the fees associated with Deh Cho Bridge Toll permits, special permits, overweight permits, and over-dimensional permits are set to \$0 until further notice. Temp Tags may be emailed</p> <p>Glovebox document link <a href="#">Motor Vehicle Registration and License Plate Regulations (R-054-94), as amended by R-037- 2020</a></p>
<p><b>Nova Scotia</b> (<a href="#">link</a>)</p>	<p>Open; local offices may be closed (appt only) Only urgent Registry of Motor Vehicles transactions are available at the Amherst, Bridgewater, Dartmouth, Kentville, Stellarton, Sydney and Yarmouth locations by appointment. You need to call 1-800-670-4357 to make an appointment. Other locations and in-person services are unavailable until further notice. All registrations and driver's licenses expiring after 12/31/2019 are extended until 08/31/2020 Nova Scotia is extending credentials expiring in March, April and May to Aug. 31. Shelter-In-Place</p> <p>Inspections expiring from 03/01/2020 to 05/31/2020 are extended until 06/30/2020</p>
<p><b>Nunavut</b> (<a href="#">link</a>)</p>	<p>Open for emergency transactions only Shelter-In-Place <a href="#">Provincewide</a> eff. 03/24/2020</p>
<p><b>Ontario</b> (<a href="#">link</a>)</p>	<p>Shelter-In-Place <a href="#">Provincewide</a> eff. 03/25/2020</p> <p>Local offices may be closed - Many Service Ontario offices are closed until further notice</p> <p>Extension of all licenses and registration certificates, among other permits that expired on or after 03/01/2020 until further notice</p> <p>Social Distancing has been put in place, only allowing a couple people in at a time. New regulations include extensions for driver licences, licence plate validation, Ontario Photo Cards, and Commercial Vehicle Operator Registration certificates, among others. Extending drivers' licences expiration dates, temporary drivers' licences (TDL), driving instructor (DI) licence and driving schools, Ontario Photo Card (OPC). Extending the Enhanced Driver's Licence (EDL) expiration date for driving</p>

	<p>purposes only. The expired EDL will not be valid as a travel document. Temporary rules governing Conduct Review Program. Extending time limits for driver training programs time limitations. Extending over 1-year and under 3-year provisions for driver's licences. Extending Valtags validation including International Registration Plan (IRP) Valtags; Extending 10-day special permits and temporary validation. Extending the requirement to register a vehicle (including snow vehicles) within six days. Extending the requirement to change address or vehicle modification within six days. Extending the Safety Standards Certificate and Structural Inspection Certificate. Extending of International Registration Plan (IRP) Cab Cards. Extending the Commercial Vehicle Operator's Registration (CVOR), annual oversize/overweight permits and semi-annual and annual vehicle inspections. Amending the effective date for on-board diagnostic emission test for heavy diesel commercial vehicles from July 1, 2020 to Oct 1, 2020. Extending expiration dates for Receipts from online renewals beyond 14 days. If you are required to submit a medical or vision report to the Ministry of Transportation, we are extending your due date by 60 days or more. Temporarily suspending Ontario's Senior Driver Licence Renewal Program which requires drivers aged 80 and over to attend an in-person session for road safety training and cognitive testing, every two years, to renew their driver's licence. The Ministry of Transportation will continue to deliver time-critical services, including Motor Vehicle Inspection Station Stock orders and Single-Trip Oversize/Overweight permits.</p> <p>Safety or E-test are currently suspended until further notice. However, they are still mandatory and must be provided when things are back to normal, thus the province extended the renewal expire dates.</p> <p>Glovebox document link <a href="#">Ministry of Transportation Press Release</a></p>
<p><b>Prince Edward Island</b> (<a href="#">link</a>)</p>	<p>Open</p> <p>Due to the Public Health Emergency, all expired and expiring PEI Driver Licenses, Voluntary ID Cards, Motor Vehicle Inspections (MVI), and Vehicle Registration Permits that are eligible for renewal are being extended to July 6<sup>th</sup>, 2020. If required, further extensions will be made. As a result of the provincial responses to mitigating risk of transmission of COVID-19, late fees and license suspension actions will not be taken due to these restrictions and the Province of Prince Edward Island will not be enforcing the collection of fine payments until government returns to normal operations.</p> <p>Mail in work only.</p> <p>Shelter-In-Place Provincewide eff. 03/19/2020</p>
<p><b>Quebec</b> (<a href="#">link</a>)</p>	<p>To cut down on unnecessary travel, the SAAQ will be providing vehicle registration and driver licensing services on an appointment-only basis to drivers working in sectors that have been deemed essential. Appointments are also required to obtain road vehicle inspection services. The essential services currently offered in service outlets are: the issuance and renewal of a driver's licence and vehicle registration for drivers of vehicles who work in sectors that are deemed essential and who require a driver's licence in order to carry out their work; the replacement of a lost, stolen or damaged driver's licence; the issuance of a restricted licence further to a penalty and the installation of an alcohol ignition interlock device; the issuance of a new licence at the end of a penalty; the exchange of a new resident's foreign driver's licence if the licence in question is necessary for work or business; the registration of a new vehicle, if the vehicle in question is necessary for work or business; knowledge and road tests, if the driver's licence is necessary for work or business; the recovery of a vehicle at the end of an impoundment period. If you purchased your vehicle from a dealership, you must use a temporary registration certificate, or "transit." The dealer</p>

provides this document, which is valid for a period of ten days. Lenience will be shown, given the current situation. As soon as the risk with regard to COVID-19 is reduced, you may proceed with the registration of your vehicle. In order to respect the International Registration Plan (IRP), we will prioritize clients who operate their vehicles outside the province. With regard to those who operate in Québec only, renewal will be carried out gradually. However, please note that lenience will be shown, given the current situation.

SAAQ advised law enforcement to show leniency with expired temp tags.

<https://saaq.gouv.qc.ca/en/newsroom/covid-19-frequently-asked-questions/Shelter-In-Place-Provincewide> eff. 03/25/2020

In accordance with the government guidelines issued on March 23, 2020, the following services are suspended until April 13, 2020:

- annual (or semi-annual) mechanical inspections, whether or not the vehicles are required in order to carry out essential services
- technical appraisals
- inspections of altered vehicles or hand-crafted vehicles
- mechanical inspections for the registration of second-hand vehicles from outside Québec if the vehicles are not necessary for work designated as an essential service to be carried out
- mechanical inspections of discarded vehicles or vehicles that have been stored for longer than 12 consecutive months if the vehicles are not required for work designated as an essential service to be carried out

Extension: In order to support the commercial sector and businesses, the Government of Quebec and the Société de l'assurance automobile du Quebec announce the due date repayment for the payment of costs related to the renewal of your registration (s) for commercial vehicles, which was scheduled for March 31, 2020, to September 2020.

The companies targeted by this measure are the owners of vehicles whose registration deadline is due on March 31, 2020 or April 30, 2020 and whose vehicles are registered as follows:

- Taxis
- Commercial Vehicles

If you wish to benefit from this stay, you must:

- go to our website at [saaq.gouv.qc.ca/services-en-ligne/entreprises/](https://saaq.gouv.qc.ca/services-en-ligne/entreprises/);
- fill the Postponement of commercial registration form on the home page in order to make a request to the Company;
- send the form to [sae.report.Entreprise@saaq.gouv.qc.ca](mailto:sae.report.Entreprise@saaq.gouv.qc.ca) An acknowledgment of receipt will confirm that your request has been received;
- wait for an attendant to contact you to complete the transaction in the weeks following your request

In addition, in order to save as much as possible on your registration costs, we invite you to store the vehicles that you will not use during this period, using the form mentioned above.

If you receive a recall notice or a statement of account following your request for deferral, ignore it. These are generated automatically.

During this period of suspension of 5 months, your registration will be valid, and no interest costs will be charged to you. Police and traffic controllers have been informed of the situation.

Companies having chosen the postponement will be contacted in September for their reminder of payment.

<p><b>Saskatchewan</b> (<a href="#">link</a>)</p>	<p>Appointment Required  All SGI branch issuing offices and claims offices are closed to the public, except by appointment only for certain transactions that must be completed in person. Although licence issuing and vehicle registration services provided in SGI facilities are closed, independent licence and registration issuers may choose to keep the doors of their private business open to the public.  <a href="https://www.sgi.sk.ca/news?title=covid-19-response">https://www.sgi.sk.ca/news?title=covid-19-response</a>  Shelter-In-Place <a href="#">Provincewide</a> eff. 03/25/2020</p>
<p><b>Yukon Territory</b></p>	<p>Open (Whitehorse office only)</p>