

87 Sir William Hearst Avenue
Room 173
Toronto ON M3M 0B4

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bureau 173
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April 15, 2025

Subject: Supports for International Registration Plan (IRP) Application Processing

We are pleased to announce that ServiceOntario's dedicated contact centre support for IRP general inquiries, including application status updates, has launched. Carriers can reach the ServiceOntario contact centre directly at 1-833-941-4528. The IRP contact centre operation hours are Monday to Friday, 8:30am to 5pm.

Additionally, we would like to share some tips for carriers when completing their IRP applications:

1. Ensure All Documents Are Signed and Legible:

- Double-check that all required documents are signed where necessary.
- Verify that all information is clearly legible to avoid delays or errors in processing.

2. Include All Required Information:

- Make sure your package includes all necessary forms and supporting documents. Submissions that are complete and accurate are processed more quickly.
- If any information is missing or unclear, the package may be delayed until the necessary information is provided.
- You can find further information about forms and joining the IRP program at [International Registration Plan | ontario.ca](https://www.ontario.ca/international-registration-plan).

3. Flagging Urgency:

- Urgent requests (new applications or replacements for lost/stolen credentials) should be flagged for review by marking the subject line as **“URGENT: New Registration or Replacement REQUIRED”**.

We encourage all stakeholders to take advantage of the new IRP Contact Center for support and assistance. By following the tips provided, you can help ensure your applications are processed smoothly and efficiently.

As a reminder, carriers can submit their IRP applications online, by email, fax or mail/courier at:

ServiceOntario IRP Processing:

- Online at www.ontario.ca/page/international-registration-plan
- By email at IRPProcessing@ontario.ca
- By fax at 416-235-3924 or 1-866-587-6771 (within Ontario)
- By mail/courier to the attention of: IRP Processing at 447 McKeown Ave, Unit 111 North Bay, ON P1B 9S9 or 20 Dundas Street West, Floor 4, Toronto, ON M5G 2H1 (send to the closest/cost effective location)

Thank you,

A handwritten signature in black ink that reads "Dianne Oliphant". The signature is written in a cursive style with a horizontal line extending from the end of the name.

Dianne Oliphant
Director, Driver and Vehicle Services Branch
Ministry of Transportation

Enclosure

In-person IRP transactions are available by appointment at 16 ServiceOntario Centres (see below). Once a carrier has received their fees notice, they can book an appointment by contacting IRPprocessing@ontario.ca.

ServiceOntario Centre	Address
Barrie (South)	Barriergate Centre 274 Burton Ave, Unit 21 Barrie, ON L4N 5W4
Brampton (Northeast)	55 Mountainash Road Brampton, ON L6R 1W4
Brampton (South)	4 McLaughlin Rd S, Unit 8 Brampton, ON L6Y 3B2
Cobourg	Fleming Building 1005 Elgin St W, Unit 105 Cobourg, ON K9A 5J4
Concord	7880 Keele St, Unit 12 Concord, ON L4K 4G7
Etobicoke (Central)	250 Wincott Dr, Unit 19B Toronto, ON M9R 2R5
Hamilton	Ellen Fairclough Building 119 King Street W, 4th FLR Hamilton, ON L8P 4Y7
Kingston	Kingslake Plaza 1201 Division Street Kingston, ON K7K 6X4
London (Lambeth)	2295 Wharncliffe Rd S, Unit 2 London, ON N6P 1A7
Mississauga (Streetsville)	6295 Mississauga Rd N Mississauga, ON L5N 1A5
North Bay	447 McKeown Ave, Unit 111 North Bay, ON P1B 7P4
Ottawa (Nepean)	1948 Merivale Rd Nepean, ON K2G 3J6
Thunder Bay	Ontario Government Building 435 James St S, Unit 113 Thunder Bay, ON P7E 6T1
Waterloo	105 Lexington Rd, Unit 16 Waterloo, ON N2J 4R7
Windsor West	Dorwin Plaza 2467 Dougall Avenue Windsor, ON N8X 1T3
Woodstock	Liberty Plaza 925 Dundas St, Unit 5A Woodstock, ON N4S 8V3