



Stewardship Ontario

## CONTACT CHANGE FORM

### Overview

This document includes a form to change two kinds of contact roles in service provider contracts:

1. **Primary Contacts**, who are the first point of contact for account management and claim inquiries; and
2. **Agreement Notices Contacts**, who are cc'd on all communications regarding SOWs, MSAs, and other agreements, along with the Primary contact.

A full list of contact roles and definitions is provided at the end of the document in Schedule A.

### Please note:

- In order to change the Primary or Agreement Notices Contact, please complete the form on page 2 and have it signed by a senior company officer who has authority to bind your organization. Signed forms can be submitted via email to [mhswclaims@stewardshipontario.ca](mailto:mhswclaims@stewardshipontario.ca). Please include your organization name and "Contact Change Form" in the subject line.
- Telephone or email requests to make changes to Primary or Agreement Notices Contacts cannot be accepted.
- Primary or Agreement Notices Contact changes may take up to five business days to process.
- New Primary or Agreement Notices Contacts will receive an email with their login ID and password once the contact changes have been processed.



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# CONTACT CHANGE FORM

## Change an Existing Contact

1. Please provide the following information in order to change a **Primary or Agreement Notices Contact**:

**Account Name:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Organization Address:** \_\_\_\_\_

**Name of Former Contact:** \_\_\_\_\_

**Position of Former Primary or Agreement Notices Contact:** \_\_\_\_\_

**Name of New Contact:** \_\_\_\_\_

**Title of New Contact:** \_\_\_\_\_

**Email Address for New Contact:** \_\_\_\_\_

**Phone Number for New Contact:** \_\_\_\_\_

2. Please indicate if the former Primary or Agreement Notices Contact is being reassigned to another role or if they should be removed from the account by checking the appropriate box(es) below:

**Remove from account**

**Do not remove from account and assign former contact the following roles:**

- |                           |                    |
|---------------------------|--------------------|
| Primary Contact           | Accounting Contact |
| Agreement Notices Contact | Secondary Contact  |
| Operations Contact        | Report Recipient   |

3. I declare that:

1. I am either:
  - a Senior Officer\* of the Company; or
  - the current Primary Contact.
2. I have been authorized to act on behalf of the Company in the submission of its Service Provider Reports and I have the authority to attest to the accuracy of the data contained within these reports:

\_\_\_\_\_  
Name of Senior Officer\* or current Primary or Agreement Notices Contact

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature  
*(\*must have authority to bind the Corporation)*

\_\_\_\_\_  
Date [Enter as YYYY-MM-DD]



## Schedule A: Contact Roles and Definitions

Role	Description	Restrictions	Maintained
<b>Primary Contact</b>	<p>The Primary Contact has the authority to manage commercial transactions on behalf of a service provider. They are the first point of contact for account management and claim inquiries.</p> <p>The Primary Contact can use the portal to update contacts, as well as edit contact information and functions.</p>	One, and only one, must always be listed.	<p>Cannot be changed on the WeRecycle Portal.</p> <p>A form is required to change this contact.</p>
<b>Agreement Notices Contact</b>	CC'd on all formal communications related to MSA, SOW or other contracts and agreements, along with the Primary Contact.	Multiple can be listed.	<p>Cannot be changed on the WeRecycle Portal.</p> <p>A form is required to change this contact.</p>
<b>Secondary Contact</b>	Serves as a backup for the Primary Contact in case they cannot be reached.	Multiple can be listed.	Can be changed by the Primary Contact on the WeRecycle Portal.
<b>Operations Contact</b>	Responsible for all inquiries related to operations and collection services.	Multiple can be listed.	Can be changed by the Primary Contact on the WeRecycle Portal.
<b>Accounting Contact</b>	Responsible for all inquiries related to payments.	Only one can be listed.	Can be changed by the Primary Contact on the WeRecycle Portal.
<b>Report Recipient</b>	Receives emails related to confirmation of claim submissions, adjustments, etc.	Multiple can be listed.	Can be changed by the Primary Contact on the WeRecycle Portal.