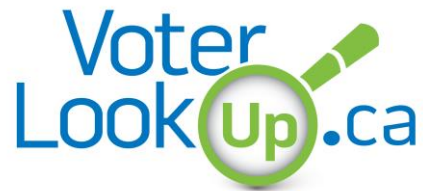


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## Frequently Asked Questions

*The following Q&As will help you answer any question you may receive from members of your community.*

### **What is voterlookup.ca ?**

voterlookup.ca is an online service available to Ontario residents. Using voterlookup.ca, electors can confirm and update their electoral information for the purposes of the Preliminary List of Electors for the upcoming municipal and school board elections.

### **Who administers voterlookup.ca?**

The Municipal Property Assessment Corporation (MPAC) administers voterlookup.ca. MPAC is a not-for-profit corporation mandated by the Government of Ontario to conduct property assessments for tax purposes on behalf of municipalities, and is legislated to provide municipalities with a Preliminary List of Electors in a municipal election year. This list is used by Municipal Clerks to produce the final Voters' List used for the election.

### **What is enumeration?**

Enumeration is another word for compiling a list. Information confirmed and collected through voterlookup.ca will be used to compile information for the purposes of preparing the Preliminary List of Electors that MPAC is legislated to provide in support of municipal and school board elections.

### **Why should I use voterlookup.ca?**

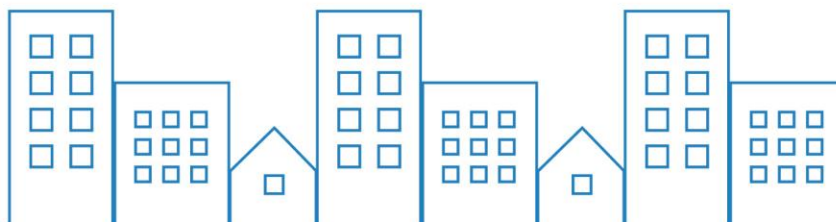
The information confirmed and collected through voterlookup.ca will be used to compile the Preliminary List of Electors that MPAC is legislated to provide in support of municipal and school board elections. The Municipal Clerk uses this list to create the final Voters' List. Confirming your elector eligibility now will make for an easier process when it is time to vote.

### **Can I still vote in the upcoming municipal election if I don't register at voterlookup.ca?**

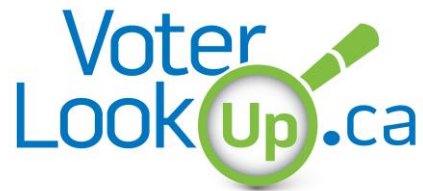
Yes, although you will have to bring required proof as you may be asked to provide this. Contact your Municipal Clerk's office for more information on what is required.

### **Is voterlookup.ca available in French?**

All the features of voterlookup.ca are available in French.



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**What information do I need to provide to register at voterlookup.ca?**

You will need to provide the name of your city/town/village, full name, date of birth and either your property address and; or assessment roll number (found on your tax bill or Property Assessment Notice).

**What do I do if voterlookup.ca tells me my information is not registered in the system or I have concerns/disagree with the information provided?**

Double-check the information you have entered to ensure it is correct. If you have questions/concerns, or prefer to speak with someone by phone, call 1-866-296-6722.

**How can I remove a name if a tenant or boarder has moved from my home?**

To remove a tenant or boarder from your property, please contact 1-866-296-6722.

**How can I remove an owner name as the result of a death?**

To remove a name in MPAC's Names Database for election purposes a death certificate must be provided to MPAC via email at [CPF@mpac.ca](mailto:CPF@mpac.ca) or:

PO Box 9808  
Toronto ON M1S 5T9

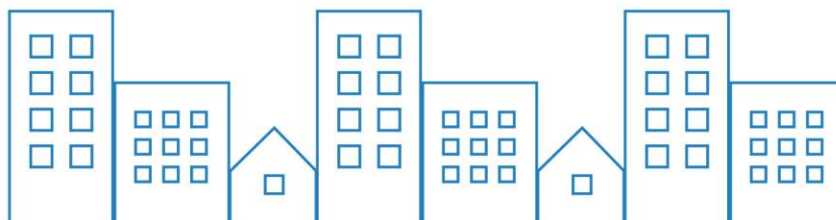
MPAC's property database, which includes ownership, must reflect information as it is legally registered in the Land Titles/Land Registry system. Therefore, if an update needs to be made to a deceased name of an owner, MPAC requires legal documentation via a survivorship application to remove a name from a property.

**Do I have to register on voterlookup.ca?**

You do not need to register but will need to provide the name of your city/town/village, full name, date of birth and either your property address and; or assessment roll number to confirm or update your elector eligibility.

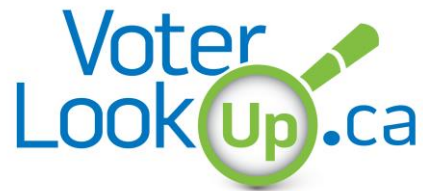
**Why has system been introduced to compile the information used to prepare electoral lists?**

voterlookup.ca was originally launched in 2014 to enable electors to actively participate in ensuring that their electoral information is accurate and up-to-date through the flexibility of an online service. voterlookup.ca replaces the traditional Municipal Enumeration Form mail-in system that was less efficient and less effective in gathering information.



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**Is this online service related with voting in the upcoming provincial election?**

No. voterlookup.ca is an online service used to compile information for the Preliminary List of Electors that MPAC provides to support municipal and school board elections that will occur on October 22, 2018.

**Will my information be secure online?**

voterlookup.ca was created harnessing the latest technology and designed using the Information and Privacy Commissioner of Ontario Privacy by Design principles. voterlookup.ca also meets the requirements in the *Municipal Freedom of Information and Protection of privacy Act*.

**How does voterlookup.ca differ from the door-to-door or enumeration forms through the mail?**

voterlookup.ca is a more efficient method of collecting voter information, replacing the previous paper-driven process. The site features a declaration component which requires the user to verify that the information is 'true and accurate'. This approach is no different than other data collection methods employed in the past including, door-to-door visits, telephone calls or the enumeration form mail-out.

**How does the authentication work for voterlookup.ca?**

voterlookup.ca uses a declaration based on legally enforceable statements presented to each user. Specific information entered by each user on voterlookup.ca has to match-up to existing data maintained by MPAC before users are permitted to add their name or apply changes to their information.

**Will my personal information be shared or sold?**

Information collected using voterlookup.ca is provided to municipalities in the Preliminary List of Electors for the sole use of preparing the final Voters' List for the upcoming municipal and school board elections. MPAC takes privacy seriously. *Municipal Freedom of Information and Protection of Privacy Act* requirements state that information shared with MPAC for electoral purposes may only be shared with other electoral agencies.

