



# Reaching New Heights

2012 Annual Report

Serving Albertans since 1994



Association of Alberta  
**REGISTRY AGENTS**

[www.aara.ca](http://www.aara.ca)



At the Association of Alberta Registry Agents, we are reaching new heights.

Aspire.  
Soar.  
Achieve.

We are entrepreneurs committed to

Embracing new technologies

Exploring new products

Propelling customer service to new levels

Adapting to the needs of Albertans

Promoting strategic alliances, being flexible and nimble in meeting changing stakeholder requirements.

## TABLE OF CONTENTS

President's Message 1

Supporting Communities 3

Skills and Training for Alberta Registries 4 - 5

New & Notable 5

Role of our Corporate Entities 6-9

The Value of the Registry Agent Network 10-11

# *2012 Board of Directors & Staff*

## *Executive Officers*

**President**

Michael Kuzek STONY PLAIN REGISTRIES INC.

**Past President**

Terry Alston CROWFOOT PLATES REGISTRY INC.

**Vice President, Finance**

Robyn Young SOUTHLAND REGISTRATIONS LTD.

**President Elect**

Dave McNeill ACCU-SEARCH INC.

## *Directors*

**Calgary**

Kim L'Hirondelle RICHMOND ROAD REGISTRY LTD.  
Gayle See NEW URBAN REGISTRY LTD.

**Central**

Rob Sims ROCKY MOTOR VEHICLES  
Matt Toonders SYLVAN LAKE REGISTRIES

**Edmonton**

Sabrina Dhalla OTTEWELL REGISTRY  
Barry Verbin ARGYLL REGISTRY

**North**

Scott Mather FORT McMURRAY VEHICLE LICENSING & REGISTRY

**South**

Craig Couillard TARADALE REGISTRIES  
Alaina Wells LETHBRIDGE VEHICLE LICENSING & REGISTRY LTD.

**East**

Rick Hetherington TRI-TOWN REGISTRIES INC.

## *Staff*

**Chief Executive Officer**

Pamela Wilson

**Executive Director – Commercial Operations and Business Development**

Owen Voaklander

**Manager – Finance and Administration**

Diane Kivitt



[facebook.com/abRegistryAgents](http://facebook.com/abRegistryAgents)  
[www.aara.ca](http://www.aara.ca)



@the\_aara

# President's Message



Michael Kuzek, 2012 President  
Board of Directors, AARA

On the one hand, it seems like only a short while ago that I stood before the members at the Annual General Meeting in Red Deer and committed to a second year in the role of President. On the other, it seems like a life time ago! 2012 had its own set of challenges but the Executive, Board and staff have done their best to work around them and continue to push forward an agenda that positions the registry agent network as the preferred delivery channel for government services.

Our partner, Service Alberta (SA), has been under the leadership of the Honourable Manmeet Bhullar since the Minister's re-election in spring 2012. Minister Bhullar has been in contact with the association either directly in meetings, through phone conversations with me, or indirectly through the work we do with his ministry. In the summer of 2012, Janet Skinner announced her retirement and the role of Assistant Deputy Minister was assumed by Brian Fisher. Then early in the fall, Brian left the department for an appointment in Alberta Culture. At that point, Dennis Mudryk took on the Assistant Deputy Minister position in an acting capacity. In addition, we had met with Deputy Minister Doug Lynkowski to tell the registry agents' story and were saddened when we heard the news of Doug's untimely passing. Deputy Minister Jay Ramotar was appointed to the vacancy and early in 2013, representatives of the association met with Jay. Doug Morrison who had worked with the registry agent network for quite some time was moved to another government position and Steve Burford was recruited as the Executive Director, Motor Vehicles and Agent Support. Steve and Roger Grove make up the rest of the Service Alberta team that has been working with us to address the issues and concerns of our network.

Over this past year, we have also developed a much better working relationship with the Alberta Motor Association (AMA). AMA has been represented at meetings by Michelle Chimko, Greg Demuynck and others from their accounting and IT departments depending on the issues at hand. The AMA representatives have been not only excellent contributors but also have provided a good knowledge base to help with decision making. We understand their business model much better and can see what drives some of their decisions. Do we agree on every issue? No. But we have developed the kind of understanding whereby we can have open, frank and difficult discussions and can work together on solutions. In addition, we both understand that there will be issues that we will never agree on but we can face those without suspicion.

*"To those looking for a way to get services and products to market through a geographically distributed network that prides itself on well-trained staff members and exemplary customer service, don't hesitate to give us a call."*

*Let's start the conversation!*

*Registry agents are open for business."*

The Steering Committee comprised of AARA, AMA and SA ramped up its meeting schedule and set goals for itself in support of a series of decisions that are within the purview of the Minister and senior department staff. We have agreement in principle on an Expansion Policy. We are close to an agreement on a fee model that is predictable, flexible, objective, verifiable, understandable, fair and simple. No small task! And... we have worked through the rationale for the fee increase request.

We continued our strategy regarding online services. For those at last year's AGM, you will remember that we placed a broad focus on IT services and our ability to respond to increased pressures to become more aggressive

within the online services channel. We have continued to work with Mark Linton and Mike Waddingham from TCC Alberta Ltd. Our website, e-registry.ca, was redesigned to be mobile friendly and we examined new ways to engage Albertans in using online services while at the same time keeping the health of our bricks-and-mortar agent locations healthy. In that regard, we made a trip to Saskatchewan to review what SGI has done to see if we could leverage that work and develop a model that would

*Continued on page 2...*

*Continued from page 1...*

suit our Alberta business environment. We came away from that trip enthused and confident that there was a good go-forward plan from Saskatchewan that we could improve, and implement that focussed on multi-channel integration (at the counter, over the phone, by fax and through e-commerce) that respected the investment of our registry agents and their expectations for a return on that investment. From that work, we partnered with AMA and built a proposal that has been submitted to SA for the Minister's consideration. Part of that proposal recognized that we will need professional and reputable IT support beyond what our organizations have in-house. We issued a Request for Information (RFI) in November, received a number of responses, interviewed the short list of respondents and are now confident that the IT vendor community has a better understanding of our business and is ready, willing and able to work with us when the time comes. We have been waiting to see if SA issues a Request for Proposals (RFP) to develop an online portal or if government procurement rules would enable an amendment and extension to the contracts that Registry Connect already has in place for motor vehicle and fine transactions.

On a similar note, we continue to be pleased with the Joint Policy Review Group, a committee of representatives from SA, AMA and AARA. This committee continues to be very active in working to enhance existing policies and develop new ones. Darlene Kuzek is now chairing our External Policy Review Committee and is the contact with SA and AMA on these matters. Thanks to Dave McNeill who retired from the chairmanship but

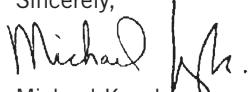
continues to be active as a committee member.

We continue to meet with other government ministries in support of the services we have in place that extend their work. We met with Alberta Health, but have nothing new to report on that front although there seems to be some possibility for new services within that department. At this stage, the discussion is very preliminary. With Alberta Justice, we initiated a meeting in May 2012 to start discussions related to the online fines payment contract which expires March 31, 2014. Registry Connect has had exclusivity in that online fine payment channel and we were very interested in extending the contract to maintain that service to Albertans. The discussions with Alberta Justice took on a different tone when it became apparent that they were facing budget challenges that might force decisions in a direction that could be less than favourable to our organization. As a result, we made it our mission to bring forward ideas to address those challenges. We have a proposal before Alberta Justice to reduce the online fine payment transaction fee from \$9 to \$3, a non-negotiable requirement demanded by them for our continued involvement in the transaction work. In return, we have a commitment to expand the association's role by taking on other business for this ministry, by assisting Alberta Justice in marketing the online channel to increase transaction volumes and by helping them reach their goal of decreased fine payment transactions both at the court house and through the mail in channels. We are involved in ongoing discussions with the ministry.

In 2012 we adopted an improved budgeting and financial tracking process. We worked to document our budgeting strategies, match revenues and expenses within each company for the work that company does, and improve oversight of the financial processes. The Finance and Audit Committee as well as the Executive receive monthly financial statements that are comprehensive and as a result, committee members can follow up with questions or concerns in a timely manner. This process has increased the transparency of our financial operations and reinforced the due diligence responsibility that we have. It's been a good exercise and I believe has lead to a better understanding of our three organizations and their inter-related nature.

In closing, I would like to thank our Executive, Board, Committee members, and Association staff for the support they've provided over the past two years I have been in the President's position. There were times when this volunteer role consumed most of my time, but the knowledge that there is a competent team working with me was reassuring.

Sincerely,



Michael Kuzek  
2013 President  
Board of Directors, AARA

# *Supporting Communities...*



## *Homeless Connect, Edmonton*

Homeless Connect Edmonton is a semi-annual, community inspired event that provides free essential services to homeless and at-risk individuals on one day and at one location.

Homeless Connect's mission is to:

- Provide services that open doors out of homelessness
- Build lasting partnerships
- Raise public awareness of homelessness in the community
- Provide a vehicle for community involvement

Homeless Connect 9 was held on October 21, 2012 and Homeless Connect 10 was held on April 7, 2013. These events would not be possible

without volunteers. We were fortunate to have a number of volunteers from Callingwood Registries, Ottewell Registry, Drayden Registries, Sentinel Registry, and Accu-Search. Experts were present to provide information on how to acquire Alberta Identification Cards, Alberta Health Care and Birth Certificates.

One very important person who has helped in previous years events was not able to make it. Deborah Kyle from Edmonton Motors was dedicated to the cause of Homelessness and her support will be greatly missed.

AARA has also been a part of the Homeless Committee. We meet with various agencies within Edmonton to discuss Homeless Issues. Recently, Peggy McAtee and Laura Jones of Ottewell Registry

conducted a Lunch 'n' Learn session on Alberta Health Care and ID information at the Boyle Street Community Co-op. By attending these meetings AARA has been a voice for Agents on how to combat identity issues and to support the agencies in being proactive with their clients.

AARA was nominated for the Recognizing Outstanding Organizations and People in Housing awards (ROOPH) in the Partnerships for Success category. We didn't win, but we let everyone know that AARA is a strong member in the race to end Homelessness by assisting in ID services.

Sabrina Dhalla  
Homeless Initiative, Edmonton

## *Homeless Connect, Calgary*

Once again, the AARA had two successful events in Calgary for the Homeless Connect initiative which was developed to get information about how to obtain identification documents to the homeless. This event was held on a Saturday and is run solely by volunteers from Reg-

istry offices – I would like to thank those volunteers that participated this year from New Urban Registry, The Licensing Company and Southland Registrations – the event would not happen without their participation. Sadly, this past April saw the last Calgary event of this nature,

however we hope that perhaps another similar event will be held that we can participate in.

Robyn Young  
Homeless Connect Calgary

## *Supporting Alberta's Food Banks*

\$207,973.05 has been raised for the Calgary and Edmonton Food Banks to date, courtesy of the Alberta registry agent network!

Starting back in 2009, the AARA also implemented a Food Bank fundraising initiative in conjunction with their annual golf tournament. Each year Food Bank donations are solicited at the tournament, and furthermore mulligan sale proceeds from the tournament go to benefit the local Food Bank (which, in the past, has included the Edmonton Food Bank, the Bow Valley Food Bank, the Red Deer Food Bank, and in 2013 we will be supporting the Banff Food Bank). The AARA then kicks in a matching contribution.

Just another example of the way that registry agents are giving back to their communities!

Access the following courses at [www.aaratraining.com](http://www.aaratraining.com):

- Supervisor Training
- Customer Service
- SPIN 2
- MOVES Supervisor
- Alberta Virtual Vault Training
- CORES Levels 1, 2, 3
- APPRES Registry Agents
- APPRES ROL (Registries On Line)
- Basic Certificate Lesson 1: The Role of the Registry Agent
- Basic Certificate Lesson 2: Privacy Legislation
- Basic Certificate Lesson 3: MOVES Client Services
- Basic Certificate Lesson 4: MOVES Operator Overview
- Basic Certificate Lesson 5: MOVES Operator Services
- Basic Certificate Lesson 6: MOVES Graduated Driver Licensing (GDL)
- Basic Certificate Lesson 7: MOVES Vehicle Registration
- Basic Certificate Lesson 8: MOVES Commercial Vehicle Registration
- Basic Certificate Lesson 9: Vital Statistics Services
- Basic Certificate Lesson 10: APPRES and PPR
- Basic Certificate Lesson 11: CORES Search Services
- Basic Certificate Lesson 12: SPIN 2 Search Services
- Quick Start
- Alberta Health Care Insurance Plan Training

# Skills and Training for Alberta Registries (STAR)

STAR represents the online “university” that AARA has created at [www.aaratraining.com](http://www.aaratraining.com). Focusing on providing value to registry agents and their staff, STAR offers 24 course modules that students can work through at their own pace.

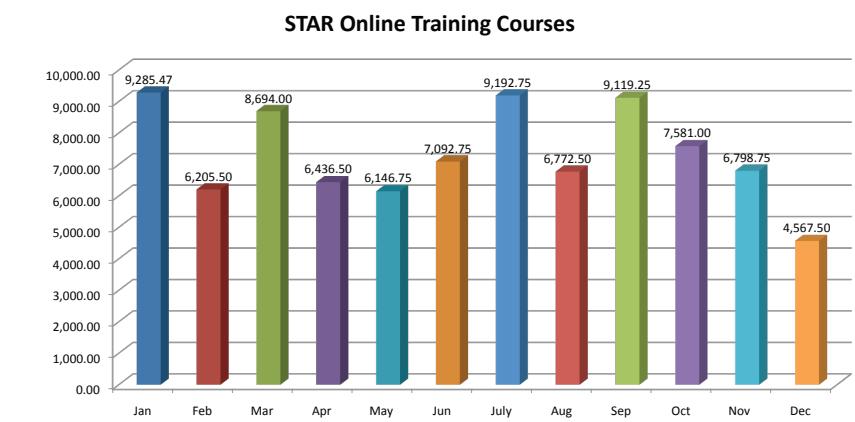
For those instances where a student has to earn a certificate to be able to complete a specific transaction type, AARA has worked with Service Alberta, who now provides proctoring at 20 locations throughout the province. With this added convenience, students should not have to travel long distances or incur any significant costs to support their efforts to write the certification exams. Service Alberta posts a list of examination centres as well as the form to apply to write these exams on RAnet.

For anyone not currently on staff at a registry office, additional information on the examination process can be obtained by contacting the Training and Accreditation Unit at 1-866-301-6207 or [registries.training@gov.ab.ca](mailto:registries.training@gov.ab.ca).

Students in STAR come from a variety of employers. Some are staff at registry offices, some are from ROL account holders and some are from the general public who are interested in careers in registry agencies.

The most popular course is Quick Start, which provides basic information to a new registry clerk to get that person productive at the counter as quickly as possible. The course reviews transactions that can be handled without additional certification.

In 2012, STAR did very well, with an annual sales total of \$87,892.72. Please see the graph below:



2013 is shaping up to be another great year for STAR, so far with our monthly sales being higher than last year.

As students work through each module they have the opportunity to comment on the course content. Taking all these comments into consideration as well as any changes necessitated by policy and regulation, each course will be reviewed and updated as necessary.

Many of our courses have undergone some small changes, but the CORES courses are undergoing some major changes in 2013. These changes will not be fully completed until late this year due to ongoing changes from TILMA (Trade, Investment and Labour Mobility Agreement) to NWPTA (New West Partnership Trade Agreement). In order to accommodate our students during these ongoing changes, we are providing them with access to the CORES training manual so that they have access to the most current information.

To make a change to a course is not a simple process. It takes a team of three to four subject matter experts to come to a consensus as to how a course needs to be changed. It then goes to BaseCorp Learning Systems to go through a thorough process of change, approval, testing, recording, etc. This process can at times take months to complete, depending on the magnitude of the change.

We thank the many volunteers who have served as subject matter experts, BaseCorp Learning Systems who supports the online environment and course development and Associations Plus who handles inquiries from students having technical challenges.

We are always looking for ways to enhance the student's learning experience and encourage students to forward comments to the AARA office to the attention of Cindy Wallace at [cindy.wallace@aara.ca](mailto:cindy.wallace@aara.ca).

Respectfully submitted,

Cindy Wallace  
Education Coordinator/Membership Liaison

**Please join us in congratulating the 2012 winners of the STAR awards, which are presented to the registries who demonstrated their commitment to top of the line service by enrolling the most employees in the most classes in the STAR program:**

Airdrie Registry  
Barrhead Registries  
Callingwood Registries  
Medicine Hat Licence Centre  
New Urban Registry  
One Stop Licence Shop Ltd.  
Thor Agencies (1984) Ltd.  
West-End Registries



## New & Notable...

**Prepare for the Unexpected**

**Drive Defensively**

Sign up for Online Defensive Driving Courses Today!

Visit [www.e-registry.ca](http://www.e-registry.ca)

Association of Alberta  
REGISTRY AGENTS  
In partnership with Fleet Safety International

**Prepare for the Unexpected.**

Online Defensive Driving Courses Today!  
Visit [www.e-registry.ca](http://www.e-registry.ca)

Association of Alberta  
REGISTRY AGENTS  
In partnership with Fleet Safety International

### How do YOU spell GODZILLA??

Copies of these posters and business cards made their appearance in agents' businesses this year, promoting the Defensive Driving course available online at [e-registry.ca](http://e-registry.ca).

# Roles of our Corporate Entities



## Association of Alberta Registry Agents (AARA)

Called the “Society” and incorporated under the *Societies Act* of Alberta.

The objects of the Society are:

1. To provide for the collection and communication of information of interest to its members and to the public;
2. To promote public education and awareness of private registry systems in general;
3. To assist and co-operate with other organizations and individuals in the attainment of these objects;
4. To provide suitable meeting places, all necessary equipment and to sell manage, lease, mortgage or otherwise deal with the property of the Society;
5. To provide a central point of communication between registry agents and government;
6. To develop and amend procedures, standards, practice codes and other devices in conjunction with government authorities for the protection of the public and benefit of the registry industry;
7. To prepare, co-ordinate, participate, and assist in regulation, practice, ethics and other standards enforcement within the registry industry;
8. To co-ordinate, facilitate and assist in the development of quality assurance programs within the registry industry;
9. To assist registry agents with, monitor and regulate the quality of delivery of registry services;
10. To perform or facilitate performance of its objects through or co-operatively with any other body or agency;
11. To provide education and training to registry agents and the registry industry; and
12. To promote and facilitate the expansion of private registry services through the internet and other distribution systems.



## Registry Connect (RC)

A Company limited by Guarantee under Part 9 of *The Companies Act*

1. The name of the Company is REGISTRY CONNECT (hereinafter called “the Foundation”).
2. The objects for which the Foundation is established are:
  - (a) To advance, promote, maintain, assist, establish and support, by any means whatsoever:
    - (i) greater access by the general public to registry services including, without limitation, access through the internet and other distribution systems, and

- (ii) greater public awareness of the availability of various registry services, and
- (iii) the provision by registry agents of additional private registry services, including, without limitation, those involving the internet and other distribution systems, and all facets thereof and all other endeavours which, in the opinion of the Directors, have some relationship or connection therewith;
- (b) To establish, provide and maintain additional registry services that may be made available to any or all of the registry agents and the general public;
- (c) To co-operate and collaborate with and to assist by gift or otherwise, other persons and organizations involved in educational, scientific and charitable activities;
- (d) For the purposes of furthering the objects aforesaid, but only for such purposes:
  - (i) To form, promote, subsidize, invest in, hold shares in, and assist companies, associations, trusts, funds, syndicates, and partnerships of all kinds, including the benefiting of charities, good works and benevolent objects;
  - (ii) To acquire in any manner, improve, own, hold, invest in, manage, work, develop, exercise all rights in respect of, lend, lease, mortgage, sell, exchange, license, dispose of, improve, manufacture, publish, process, repair, and otherwise deal in and with property of all kinds, both real and personal, or any interest therein, and in particular land, buildings, machinery, works, goods, stock in trade, business concerns and undertakings, patents, brevets d 'inventions, copyrights, trademarks and names, concessions, or like rights and privileges;
  - (iii) GENERALLY, to carry on and undertake any business, transaction, or operation commonly carried on or undertaken by capitalists, factors, brokers, consultants, custodians, promoters, financiers, or concessionaires;
  - (iv) To undertake and execute any manner of agency;
  - (v) To do all or any of the above things, anywhere, and otherwise supply all manner of services of every nature and kind, and as principals, agents, contractors, or otherwise, and by or through trustees, agents, or otherwise either alone or in conjunction with others;
  - (vi) To manage land, buildings and other property, real or personal located anywhere, belonging to the Foundation or not and to collect rents and income, or supply to occupiers or otherwise any manner of services or goods;
  - (vii) To earn sufficient monies to pay such wages and salaries as the Directors deem appropriate and to pay other expenses and to do all those things as are incidental or conducive to the attainment of the Foundation objects aforesaid;

*Continued on page 8..*

*Continued from page 7...*

- (viii) GENERALLY, to perform any and all lawful business or other acts incidental, ancillary, supplementary, or in furtherance of the foregoing acts and objects.

In the interpretation of this clause 2 the meaning of any of the objects of the Foundation shall not be restricted by reference to or inference from any other object or the name of the Foundation, or by the juxtaposition of two or more objects, and in the event of any ambiguity this clause shall be construed in such manner as to widen and not to restrict the objects and powers of the Foundation.

3. All the income and property, real or personal, of the Foundation shall be applied solely towards promotion of the objects of the Foundation as set out in this Memorandum of Association and no portion thereof shall be paid or transferred or be available directly or indirectly by way of dividend, bonus or otherwise howsoever for the benefit of any Member or Members of the Foundation, provided that nothing herein shall prevent:
  - (i) the payment in good faith of reasonable remuneration or reimbursement to any person in return for bona fide services actually rendered or expenses actually incurred to or for the Foundation; and/or
  - (ii) payments in relation to an indemnity claim authorized in the Articles of Association for the Foundation.
4. The liability of the Members of the Foundation is limited.
5. If, upon the liquidation, winding-up, bankruptcy or dissolution of the Foundation, there remain, after the satisfaction of all its debts and liabilities, any assets or funds whatsoever the same shall not be paid to or distributed among the Members of the Foundation but shall be given or transferred to some other institution or institutions, having objects similar or complimentary to the objects of the Foundation, and which prohibits the distribution of its or their income and property amongst its or their members to an extent at least as great as is imposed on the Foundation hereunder, the determination of such similarity to be within the sole discretion of the Directors of the Foundation.
6. The payment of any dividends to any Member of the Foundation is prohibited.
7. Every Member of the Foundation undertakes to contribute to the assets of the Foundation in the event of its being wound up while he is a Member, or within one (1) year afterwards, for payment of the debts and liabilities of the Foundation contracted before he ceases to be a Member, and the costs, charges and expenses of winding-up and for the adjustment of the rights of the contributors among themselves, such amount as may be required not exceeding One (\$1.00) Dollar per Member.



### **Registry Connect Limited Partnership (RCLP)**

The Partnership has been formed for the purpose of facilitating and assisting Registry Connect:

- (a) To advance, promote, maintain, assist and support, by any means whatsoever:
  - (i) greater access by the general public to registry services including, without limitation, access through the internet and other distribution systems, and;
  - (ii) greater public awareness of the availability of various registry services, and;
  - (iii) the provision by registry agents of additional services, including, without

# 2012 in numbers

**Around the province and around the clock, Albertans are using registry services.**

**20,785**

Mail in Vehicle Renewals

**204,304**

Fines paid online

**29,759**

Online Class 3 renewals

**170,846**

Current fine payments\*

**33,458**

Overdue fine payments\*

**12,363**

Out of Province Vital Statistics

\* Part 3 violation ticket or photo radar ticket only

**Revenue collected by registry agents on behalf of the Government of Alberta for registry services\*\***

**Motor Vehicles**

**\$420,005,000**

**Land Titles**

**\$78,888,000**

**Other**

**\$34,703,00**

\*\*Source: 2011-2012 Service Alberta Annual Report

limitation, those involving the Internet and other distribution systems, and all facets thereof and all other endeavours, which have some relationship or connection therewith.

- (b) To establish, provide and maintain additional registry services that may be made available to any or all of the registry agents and the general public.

All of which is hereinafter referred to as the “Business”. The Business is to be carried on by the Partnership for the purpose of deriving income there from as well as realizing capital appreciation thereon. The Partnership shall not carry on any other business unless approved by both the General Partner (Registry Connect) and a Special Resolution of the Partners (175 unit holders who must be members in good standing of the Association of Alberta Registry Agents).

## Registry Agents

A Registry Agent is a corporation established in Alberta under the Companies Act for the purposes of providing registry services to Albertans on behalf of the Government of Alberta (GoA). A list of such services is identified in the Product Catalogue. Such corporation is a small business under the following definition:

*A small business is a business carried out in Alberta, with a place of business in Alberta and assets held in Alberta for the purpose of operating the business. A small business is privately owned (not publicly traded) and often owner managed. Its annual revenue is less than or equal to \$5,000,000 and the number of employees is less than or equal to 50.*

Each independent Registry Agent (those businesses so defined and distinct from Alberta Motor Association (AMA) branches that may provide the same services to AMA members) is responsible to the Government of Alberta through contractual obligation under its *Registry Agent Agreement*. The Agreement sets out the terms and conditions of the business arrangement for each location. In addition, Registry Agents must adhere to regulations and policies as may be established from time to time by the GoA governing registry agent business. Registry Agents and their staff must adhere to a Code of Conduct and represent the GoA as *Agents of the Crown*. They have an obligation to both the Alberta public as well as the GoA to protect the safety, security and confidentiality of Albertans ‘private information and they do this through a number of audited security measures including a police screening process for all registry staff.

Many Registry Agents provide registry services as an adjunct to another business line. The Agreement places some restrictions on the nature of adjunct businesses. In order to keep the bricks and mortar operation viable and maintain a geographically distributed network of locations, these adjunct business lines contribute to the financial wellbeing of the business operation.

AARA has as its members 202 of the independent Registry Agents. In addition, there are a small number of batch offices, those offices that do not have terminals but have arrangements with other Registry Agents to handle the transactions that the batch offices take in at their counters. Some of the batch offices have elected to be added to the AARA mailing list for newsletters and other communiqués.

# The Value of the Registry Agent Network

Is the Registry Agent Network the right fit for your business opportunity? We offer:

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>Geographical reach into more than 149 communities across the province</li><li>Physical storefronts that comply with the Government of Alberta security requirements</li><li>Well-trained frontline staff that make customer service a top priority</li><li>Rigorously screened staff, including police information checks on every individual, even registry shareholders</li></ul> | <ul style="list-style-type: none"><li>Expertise in identity verification including scrutinizing the authenticity of documents provided to support identity</li><li>A business that is accustomed to meticulous record keeping and inventory control</li><li>A military-grade data centre offering a secure online delivery channel for goods and services</li></ul> | <ul style="list-style-type: none"><li>An industry keen to expand their goods and services offering through partnerships with government and the private sector</li><li>A group of entrepreneurs who genuinely care about the wellbeing of the communities in which they live and do business</li><li>A privatized business model that has been the envy of other North American jurisdictions since 1994</li></ul> |
|---|---|--|

If you have a business opportunity that we should explore, contact us today.



*Across the province, there are 208  
agents ready to serve Albertans.*

# *Association of Alberta Registry Agents*

## **CALGARY OFFICE**

400, 1040 - 7 Avenue SW  
Calgary, AB T2P 3G9

Tel: 403-244-4487  
Fax: 403-244-2340

[www.aara.ca](http://www.aara.ca)

## **EDMONTON OFFICE**

202, 1003 Ellwood Road SW  
Edmonton, AB T6X 0B3

Tel: 780-644-8743  
Fax: 780-638-3780

