

Purpose

Use this form if you can't log into the Ontario Student Assistance Program (OSAP) website because you don't know your OSAP Access Number (OAN) and/or your password.

Reminder: There are self-service online features on the OSAP login page if you have forgotten your password and/or your OAN.

Instructions

In-Person Validation and Form Completion

Complete and sign Section A. Then take Section B, along with proof of your Social Insurance Number (SIN) and one piece of government-issued photo ID (as outlined below), in person to an authorized third party official.

Remote/Videoconference Validation and Form Completion

Complete and sign Section A. Then send Section B electronically to an authorized third-party official. When you meet remotely with an authorized third-party official to view your documentation, show proof of your Social Insurance Number (SIN) and one piece of government-issued photo ID (as outlined below). Proof of your SIN and photo ID should not be sent electronically (e.g., uploaded to a website, emailed) but shown to the official during the videoconference.

- Note: authorized third-party officials must have adequate security and privacy measures in place (e.g., secure platform, protection of privacy) to meet with an applicant, validate identity and view documentation remotely.

The third party official will confirm your identity based on your documentation provided in person or viewed remotely via videoconference. The documentation provided must be valid (e.g., not expired), original documents (not photocopies) and readable.

Examples of Acceptable Proof of SIN:

- SIN card
- a Government of Canada document that contains your SIN
- a letter from Service Canada that contains your SIN.

Government-issued Photo ID includes:

- valid photo ID issued by the Government of Canada (e.g., passport, Permanent Resident card).
- valid photo ID issued by any Canadian provincial or territorial government (e.g., driver's licence).

Third-Party Official Authorized to Complete Section B

- a physician
- a Notary Public
- a senior postsecondary or secondary school official (i.e., principal, vice-principal, financial aid administrator, registrar, school president or owner)

Where to Send this Form

Send this completed form to:

Student Financial Assistance Branch
Ministry of Colleges and Universities
189 Red River Road, 4th Floor
Thunder Bay, Ontario
P7B 6G9

What Happens Next

Once your request has been processed and approved, you'll be sent a letter containing your temporary password or your OAN. If you indicated you forgot both your password and OAN, this information will be provided in separate letters mailed to the address you provide in Section A.

Questions?

General inquiry telephone service is available Monday to Friday, 8:30 AM – 4:30 PM (Eastern Time)

- Telephone: 807-343-7260
- Toll-free in North America: 1-877-OSAP-411 or 1-877-672-7411
- TYY: 1-800-465-3958

Section B: Confirmation of Identity By An Authorized Third-Party Official

Instructions for the Authorized Third-Party Official Asked to Complete this Form

The individual providing you this form needs their identity confirmed for purposes of the Ontario Student Assistance Program (OSAP). The individual must present you proof of their Social Insurance Number (SIN) as well as one piece of government-issued photo identification (ID) from Canada (as outlined, below).

Indicate the documents presented to you in the sections below. Do NOT record any other information regarding the documents other than the first and last name that appears on each document, as well as the SIN indicated on the proof of SIN document. The documents presented to you must be original documents (not photocopies), valid (e.g. not expired), signed (if applicable), legible and either provided in person or shown remotely via videoconference by the individual listed on the document.

Confirmation of Individual's Identity

Indicate Proof of Social Insurance Number (SIN):

SIN card Letter from Service Canada

Other - specify: _____

9-digit SIN listed on document: _____

First name listed: _____ Last name listed: _____

Indicate Government-issued Photo:

Canadian Passport Driver's licence. Indicate issuing province/territory: _____

Canadian Permanent Resident/Citizenship Card

Other - specify: _____

Individual's name as listed on the document:

First name listed: _____ Last name listed: _____

Authorized Third-Party Official Details

First name: _____ Last name: _____

Area code and telephone number: _____ ext. _____

Occupation:

Physician (Provide official stamp on this form.)

Provincial/Territorial Licence #: _____

Notary Public (Provide official stamp on this form.)

Senior secondary or postsecondary institution official (Provide official stamp on this form.)

Name of School: _____

Position/Role:

President Principal Vice-principal Financial aid administrator Registrar

Owner Other - specify: _____

Official stamp of third-party:

Note: an electronic stamp is acceptable when an original stamp is not available; if you do not have a stamp, or are unable to provide one, please sign and attach your letterhead to this form.

Declaration of Authorized Third-Party Official

I confirm that I have met either face-to-face or remotely via videoconference (with adequate security and privacy measures in place) with the individual listed above, viewed the original versions of the documents I have indicated and the information I have noted matches the information on their documentation. In addition, the information I have provided about myself is complete and true.

Signature:

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Date:

Day Month Year

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