



# Mineral Titles Information Update

## No. 33 – Victoria Mineral Titles Office Services

Revision Date: October 4, 2016

Effective Monday June 4, 2012, the Victoria Mineral Titles Office will no longer be open to the public for walk-in client services. Appointments, for coal matters only, must be booked in advance and will be accepted for those clients with issues or questions that cannot be resolved by either phone or email (see contact information below) or who need to register an encumbrance document.

**Prior to requesting an appointment**, please ensure that you have researched the other available options to meet your needs:

- Visit our branch website: <http://www2.gov.bc.ca/gov/content/industry/mineral-exploration-mining/mineral-titles/coal-titles>
- Frequently Asked Questions: <http://www2.gov.bc.ca/gov/content/industry/mineral-exploration-mining/mineral-titles/frequently-asked-questions>
- Information Updates: <http://www2.gov.bc.ca/gov/content/industry/mineral-exploration-mining/mineral-titles/news-notice-announcements/information-updates>
- Email our client service helpdesk: [Mineral.Titles@gov.bc.ca](mailto:Mineral.Titles@gov.bc.ca)
- Call our toll-free helpline: **1-866-616-4999**
- Visit or call a Service BC or FrontCounter BC office near you.

Service BC and FrontCounter BC offices across the province provide services to Mineral Titles clients. Listed below are those offices located on Vancouver Island that provide walk-in client services.

	<u>Service BC</u>		<u>FrontCounter BC</u>	
<b>Duncan:</b>	1-250-746-1400, 5785 Duncan St	<a href="#">Web</a>	N/A	
<b>Nanaimo:</b>	1-250-741-3636, 460 Selby St	<a href="#">Web</a>	1-250-751-7220, Suite 142, 2080 Labieux Rd	<a href="#">Web</a>
<b>Port Alberni:</b>	1-250-720-2040, 4070 8 <sup>th</sup> Ave	<a href="#">Web</a>	1-250-731-3000, 4885 Cherry Creek Rd	<a href="#">Web</a>
<b>Ucluelet:</b>	1-250-726-7025, 5 – 1636 Peninsula Rd	<a href="#">Web</a>	N/A	
<b>Courtenay:</b>	1-250-897-7500, 2500 Cliffe Ave	<a href="#">Web</a>	N/A	
<b>Campbell River:</b>	1-250-286-7555 Farwell Building: 115-1180 Ironwood Road	<a href="#">Web</a>	1-250-286-9300 370 S Dogwood St	<a href="#">Web</a>
<b>Port Hardy:</b>	1-250-949-6323, 8785 Gray St	<a href="#">Web</a>	N/A	
<b>Port McNeil:</b>	N/A		1-250-956-5000, 2217 Mine Road Place	<a href="#">Web</a>
<b>Victoria</b>	1-250-387-6121, 403-771 Vernon Ave	<a href="#">Web</a>	N/A	

To request an appointment for coal matters with Victoria Mineral Titles staff, email our client service helpdesk at [Mineral.Titles@gov.bc.ca](mailto:Mineral.Titles@gov.bc.ca) or phone our toll-free client helpline at 1-866-616-4999. When requesting an appointment, please ensure you include the following information:

- Your name;
- Your phone number;
- A brief description of your coal question or issue; and
- If relevant, the tenure or event numbers that may be involved.

The Vancouver Mineral Titles Office is not affected by this change and will continue to offer walk-in client services during regular business hours Monday to Friday from 0830h-1200h and 1300h to 1630h.