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1. What are the changes to Name Request (NR)?

- The look and feel is modern and includes tool-tips on the screen that help with the name request process. There is also information to let you know if a name request may possibly be approved or not.
- Wait times for examination and the wait times for priority requests are included.
- New features and functionality will continue to be added incrementally over time, based on feedback from citizens and businesses in B.C..

2. How do I submit a name request?

You have several options for submitting your request.

- Submit a name quickly and easily online at [Name Request](#)
- Download and complete a [Name Request form](#)
 - ✓ Mail it to BC Registries and Online Services or,
 - ✓ Find a [Service BC location](#) to drop off your form

3. Can I still use my BC Online account to submit name requests?

- Yes. You can continue to use the "Names Requests Online" tab within BC OnLine in BC Registry Services, from the main menu.
- Effective December 16, 2020:
 1. Login and verify your identity using a [BC Services Card/Mobile Card](#). Create an account and pay temporarily with your BC OnLine draw-down account.
 2. You can also submit a name request and pay by credit card.

4. How can I get a name for my business if I don't have a computer?

- [Download and complete a Name Request form to mail to us.](#)
- [Find a Service BC location to complete a form and submit a name request.](#)

5. I don't remember what phone or email I used when I requested my name. What do I do now?

Call Service BC Help Desk

Victoria: 250-370-1033

Toll Free: 1-877-370-1033

6. How often are wait times updated on the Name Request homepage?

- Current wait time information is available when you open the Name Request application. The information is also updated when you refresh your page, either by clicking the browser's refresh button or by pressing Ctrl - F5. People who have the page open for an extended period of time may want to refresh their page to get the most current wait times.

7. What is the difference between "Extraprovincial (Canada-based)" and "Extraprovincial (Internationally-based)"?

- If your company is registered in another Canadian province, you should select "Extraprovincial (Canada-based)".
- If your company is registered in a country other than Canada, you should select "Extraprovincial (Internationally-based)".
- If you are registered federally in Canada, you do not need to request a name in B.C..

8. How will I know if my name is approved or rejected?

- When you submit a name request, we will tell you if your name may possibly be approved or not. After you submit your name, listed in order of preference, they will be examined and compared to existing names on the registry.
- Name choices that can be confused with an existing name, is identical to an existing name, or does not meet the basic criteria will be rejected.
- Results are sent immediately to your email address.

9. What do I do when my name is approved?

- Once the name is approved, you will receive an email with the results and notification of next steps.

10. What do the name request statuses mean?

Here are all the possible name request statuses.

Draft	Your request has been submitted, and examiners have not reviewed it yet. Please wait for your name to be examined.
In Progress	Examiners are currently reviewing it. Please wait for your name to finish being examined.
Approved	Your request has been Approved. You can now use it in a filing.
Approved / Used For [incorporation/registration number]	Your name request has been Approved, and it has been used. You <i>cannot</i> use this requested name for another filing.
Conditional	Your request has been provisionally Approved. See your results confirmation email for more instructions on how to remove the condition.
Canceled	You have canceled your name request. The name will be available to the general public to use. If you want to use this name, you will need to request it again.
Canceled, Refund Requested	You have canceled your name request. The name will be available to the general public to use. If you want to use this name, you will need to request it again. You have also requested a refund for this name. You can expect the refund to be processed in approximately seven business days. This status will <i>not</i> update after you have received your refund - i.e., seeing this status does <i>not</i> mean that your refund is still outstanding.
Expired	Your name request has expired. The name will be available to the general public to use. If you want to use this name, you will need to request it again.

11. What if I no longer need the name that I requested?

- If the status of your name request is draft, when you click “Cancel and Refund”, the name request will no longer be examined. It will be available to the general public, and you will receive a refund in approximately seven business days.
- If the status of your name request status is approved or conditional, when you click “Cancel”, the name request will be cancelled, and will be available to the general public. No fees are refunded.

12. How do I get a refund on my name request?

- If the status of your name request is draft, when you click “Cancel and Refund”, the name request will no longer be examined. It will be available to the general public, and you will receive a refund in approximately seven business days.
- If your name request’s status is Approved or Conditional, when you click “Cancel”, the name request will be cancelled, and will be available to the general public. No fees are refunded.

13. I haven't had a chance to use my name and it is about to expire. How can I extend it?

- Five days before your name request expires, you will have the option to "REAPPLY". Reapplying will extend the request for an additional 56 days, for a fee of \$31.50. This will be instant and does not require any approval from an examiner. The name request will retain the same NR number.
- You can reapply a maximum of two times.
- You can see how many times you have reapplied by searching your existing NR and viewing the "submit count".

14. Where can I find more information about name requests and what is needed?

- The BC Registries and Online Services [website](#) has more information. You can also call our office for support.

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