November 3, 2026

To all authorized officials under *The Mortgage Brokers Act*

Province of Manitoba

Re: Mortgage Broker Branch Office Registration

Staff of the Manitoba Financial Services Agency (MFSA) have received inquiries from industry participants about branch offices. These inquiries typically involve questions surrounding what spaces qualify as branch offices and the process required to register a branch office with the MFSA.

This notice provides answers to these questions and highlights some factors brokerages should consider before establishing a branch office.

Registration requirement

A space used by a registrant on a regular basis to engage in mortgage transactions or provide mortgage services must be registered as a branch office.

Certain locations may not require registration if the public is not invited into the location. These could include a registrant's home or a commercial location that is not advertised or held out to the public as a brokerage's branch office.

Registrants are encouraged to contact the MFSA if there are any questions as to whether a particular location should be registered.

Registration process

When applying to register a branch office, the authorized official for the brokerage must submit a letter to the MFSA providing the following information:

- The full address of the branch office including the postal code and phone number (and fax number if applicable).
- The name of the authorized official who will be responsible for supervising the branch office.
- The name of all registrants who will be working out of the branch office.
- A statement confirming whether the office is a stand-alone space occupied solely by the brokerage or whether it is shared with another business.

The letter to the MFSA must be signed in wet ink by the authorized official.

Factors to consider

When considering potential office space registrants should keep in mind that *The Mortgage Brokers Act* prohibits brokerages from sharing office space with:

i. another brokerage registered under the Act,

ii. a lawyer,

iii. or brokerages registered under *The Real Estate Services Act* (whether that be a real estate brokerage or a property management brokerage).

If a brokerage is considering sharing office space with another business outside of those listed above, MFSA staff would require further information to assess whether the location is acceptable. This would include providing answers to the following questions:

- What is the name of the other business and what services does it provide?
- What type of signage will be used to denote that the office is a branch office of the mortgage brokerage and where will it be placed?
- How will any signage used make it clear that there is more than one line of business operating out of the same office?
- How is the space within the joint office arranged? This may require that the brokerage submit a plan or schema showing the layout of the office.
- How will the space used by the mortgage brokerage be secured and who will have access to the space?
- How will files be stored and secured so that mortgage files are kept separate and apart from the files pertaining to the other line of business?
- What controls are in place to ensure that there are no referral fees or tied selling between the two lines of business?
- What services, if any, will be shared between the different businesses in the office (for example a receptionist, office equipment, etc.)?

Brokerages considering arrangements that involve sharing space with another business would be well advised to provide the MFSA with written notice of their intent, including answers to the questions outlined above, prior to entering into any agreement pertaining to the space, for example prior to entering a lease agreement. This will allow MFSA staff to review the arrangements and potentially allow the brokerage to avoid entering a binding arrangement that would not be acceptable.



Keith Schinkel
Registrar
The Mortgage Brokers Act