



**Canadian Stewardship Service Alliance policy on primary contact changes is as follows:**

To change your company's primary contact information, stewards must provide CSSA with a completed Primary Contact Change Form.

- If your company's current primary contact is still with the company, they can complete and sign the Primary Contact Change form.
- In the event that a primary contact has not been assigned or is no longer with the company, the form must be signed by a senior officer.
- Primary Contact Change forms can be submitted via email ([wecycle@cssalliance.ca](mailto:wecycle@cssalliance.ca)) or fax (1-866-260-0066).
- The email or fax must include:
  - Your Company name and "Primary Contact change" in the subject line.

Primary Contact Change forms take three business days to process. Requests for changes sent 5 days prior to a reporting deadline may take longer to process.

We will notify the new Primary Contact of their login ID and password once the changes are complete.

*Verbal requests to complete primary contact changes will not be accepted.*

## Primary Contact Change Form

**The Primary Contact Change Form can only be signed by a senior officer or primary contact.**

To ensure accuracy and prompt service, please provide us with the following information:

Company Name:

Steward Number:

Company Address:

Name of New Primary Contact:

Title:

Email Address:

Phone Number:

Extension:

**To which of the following programs will the new Primary Contact be assigned?**



Recycle BC



MMSW



MMSM



Blue Box

MHSW



**Automotive  
Materials  
Stewardship**

AMS

**Name of Former Primary  
Contact:**

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Should the former primary contact become the secondary, billing or environmental lead contact?

Secondary     Billing     Environmental Lead     Remove from entire account

We certify that by signing this document, we are declaring that the undersigned is authorized to provide the aforementioned information and make this undertaking.

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Name

Position

Signature

Please forward this information to CSSA via email [werecycle@cssalliance.ca](mailto:werecycle@cssalliance.ca) or fax (1-866-260-0066).

Thank you,

Canadian Stewardship Service Alliance  
Steward Services  
1-855-354-2772