MBRCC Mortgage Broker Regulators' Council of Canada
CCARCH Conseil canadien des autorités de réglementation des courtiers hypothécaires

September 18, 2025

Errors and Omissions (E&O) Insurance Requirements for Regulated Entities Operating in Multiple Jurisdictions

Provincial regulators who are members of the Mortgage Broker Regulators' Council of Canada (MBRCC) are issuing this notice to clarify for regulated entities their obligations regarding E&O insurance when operating in multiple jurisdictions.

A regulated entity that is licensed in more than one jurisdiction must have E&O insurance that meets the minimum requirements of each province in which it is licensed to conduct business. Specifically:

a) Claims in one province must not erode the minimum coverage in another province; and
b) Where the firm holds multiple categories of licences (i.e. brokerage and administrator), claims with respect to activities of one licence category must not erode the minimum coverage for another licence category.

In addition, each licensed firm must have its own coverage and should not be sharing coverage with another licensed firm even if the firms are associated or related.

MBRCC Members encourage regulated entities to review their E&O insurance policy with their insurance providers and to discuss what options are available to ensure their coverage aligns with all applicable provincial requirements and regulatory expectations.

E&O insurance plays a critical role in protecting regulated entities against financial liability, ensuring consumer protection and promoting confidence in the mortgage brokering sector. Failure to maintain appropriate coverage could put the entity's licence at risk in one or more jurisdictions.

About MBRCC:

The Mortgage Broker Regulators' Council of Canada (MBRCC) is comprised of regulators across Canada responsible for administering mortgage broker legislation and regulating the industry in their respective jurisdictions. The mandate of MBRCC is to provide a forum for Canadian mortgage broker regulators to collaborate and promote greater regulatory effectiveness, efficiency and consistency to serve the public interest.

MBRCC includes representatives from the following provinces:

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Newfoundland & Labrador