MySGI Transactions and Inquiries

The tables below provide a list of transactions and inquiries that can be completed using a MySGI account. Each table corresponds to the menu option and the potential transactions/inquiries that are available through those menus for each customer type.

Home – Personal Information		Individuals	Groups	Companies
Transactions	Change Address (Mailing and/or Civic)*	X	X**	X†
	Change Contact Information (phone numbers)	X	X	X†
	Pay an Invoice	X	X	X
	Add/Remove Authorized Users	--	--	X†
Inquiries	View SGI Correspondence***	X	X	X
	View Notifications	X	X	X

*An address change will result in a reprint of any active driver's licence or Photo ID for individuals.
** The mailing address can only be changed by the primary contact when the *Same as primary contact* check box is selected for the address in SAM. If the checkbox was not selected and the address was keyed, a member of the group must attend or contact a motor licence issuing office to make the address change.
***See the MySGI eManual for a list of what correspondence may be displayed.
† Administrator only.

MySGI Business		Individuals	Groups	Companies
Transactions	Maintain Authorized User List	--	--	X†
Inquiries	View SGI Correspondence	X	X	X
	View Vehicle Profile*	X	X	X
	View Driver Profile**	X	--	--
	View SGI Canada Policy Information	X	--	--
	View Claims Information***	X	X	--

*If the vehicle is eligible to be renewed or cancelled, a link to that transaction is displayed.
**If Annual Driver's Licence payment is due, a link will be displayed for that transaction.
***Only displayed if they have *in progress* claims or historical claims from the last 5 years.
For *in progress claims* this allows tracking of progress auto/home claims.
† Administrator only.

My Preferences		Individuals	Groups	Companies
Transactions	Change password	X	--	--
	Change Preferred Method of Correspondence	X	X	X†
	Change Selected Issuer	X	X	X
	Change eMail Address (My Account – Edit Button)	X	X	X†

† Administrator only.

My Vehicles		Individuals	Groups	Companies
Transactions	Cancel Vehicle Registration*	X	X	X†
	Cancel Vehicle Registration with forwarding address*	X	X	X
	Renew Vehicle Registration**	X	X	X
	Renew Vehicle to AutoPay***	X	X	X
	Registration Eligibility Declaration (RED)	X	X	X
Inquiries	Print/View/Save Vehicle Registration Certificate for active registrations	X	X	X
	View Vehicles (registered in the last 5 years) (SGI Canada Auto Policy number displayed if the vehicle has an active policy)	X	X	X
	View Business Recognition (BR) Information	X	X	X

*Excludes vehicles registered under the International Registration Plan (IRP).
** Excludes vehicles under IRP and those registered in classes PB, PC, PS, PT, GC, L and LT.
***This is only available if one or more active AutoPay Contracts exist.
†Administrator only.

My Driver Information		Individuals	Groups	Companies
Transactions	Pay my annual driver's licence installment	X	--	--
	Request my abstract	X	X	X
	Replace my driver's licence (or non-driver photo ID)	X	--	--
	Schedule my driver exam or road test	X	--	--
	Complete my driver exams (High School Driver Education Only)	X	--	--
Inquiries	Grant access to my abstract proxy (Grants proxy to a 3rd party to access their Driver Abstract through MySGI)	X	--	--
	View my driver information	X	--	--
	View my Safe Driver Recognition (SDR) Information	X	--	--
	View my abstract	X	X	X

My Policies		Individuals	Groups	Companies
Transactions	Pay/Renew my policies (SGI CANADA Auto/Home)	X	X	--
Inquiry	View/Print/Save my auto/property policies	X	X	--
	Get a home/auto quote	X	X	--

My Claims		Individuals	Groups	Companies
Transactions	Submit an Auto Claim	X	X	--
	Submit a Property Claim	X	X	--
	Book Vehicle Appraisal Appointment	X	X	--
Inquiry	View my claims*	X	X	--

*Only displayed if they have *in progress* claims or historical claims from the last 5 years.
For *in progress claims* this allows tracking of progress auto/home claims.

Notes:

A registration is eligible for renewal online if:
- The registration has expired, been cancelled or been terminated within the last 12 months;
  - o The plate, if cancelled, has a status of "Retained for Reuse"
- The registration is due for renewal
  - Eligible 35 days prior to the expiry date

Group Access

Group customers require an email address on their group profile.

Company Access

The company must have an email address on file, as well they have to assign and maintain at least one active administrator on file. In order for the administrator to access the company file through MySGI, they must have their own personal active MySGI account.

To assign an administrator, the documentation must be a letter on company letterhead that includes the names and customer numbers of the individuals to be added as administrators. It must be signed by someone of authority in the company, identify that individual's title, and must state that the individuals listed are to be assigned as administrators for MySGI purposes.

Authorized users can also be designated by an administrator or a company representative with signing authority for the company; however they are restricted from completing certain transactions.