

# Registration Request and Document Retrieval

## Information Sheet

A client can request to retrieve a registration request\DRR in the registration queue if they want to recall or amend an existing registration request. Documents can be recalled/retrieved from the Pending Registration Queue if:

- they have not yet been examined by an analyst; or
- they have been returned with noted deficiencies and you do not intend to correct the deficiencies and re-submit the documents.

If you are an ALTO or SPIN user, you can find the most up to date status of your DRR in SPIN and recall unexamined DRR's using the ALTO application.

If you need to recall unexamined documents, or if you do not intend to correct the deficiencies and need to remove the file from the queue, email a letter on your (or your company's) letterhead to [LTO@gov.ab.ca](mailto:LTO@gov.ab.ca) or [LTOS@gov.ab.ca](mailto:LTOS@gov.ab.ca). Emails must be sent no later than 3:30 p.m., and the subject line should indicate this is a request to recall a DRR.

### Required Information

- A letter on your letterhead
- A copy of the DRR\RR (**please enter the DRR number in the subject line in the email: "DRR # \_\_\_\_\_ Document Retrieval Request"**)
- The legal description(s)
- The name of the individual authorized to retrieve the documents
- State what they need to do, replacing documents, removing documents etc.
- Must contain the statement **"We understand Land Titles is not liable or there is no liability to Land Titles if our DRR is registered and we are aware we will lose priority once the documents are removed from the queue."**

Once the recall request is received, the Land Titles Office will find all unexamined documents under the DRR, remove the files from the queue, and return them to you by the method noted on the Document Registration Request (e.g. call box, mail). Our office will notify you that your DRR was located and deleted. If you do not receive a follow up email in 3 days, please reach out to the office again using **"Follow Up - RE: DRR # \_\_\_\_\_ Document Retrieval"**.

**Documents retrieved from Land Titles will be deleted from the pending registrations queue. They must be resubmitted on a newly created DRR, which will be a new submission.**

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