| The following questions were submitted during / after the Alberta Law Society – From Paper to Progress presentation on February 17, 2026: | |
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| **Question** | **Response** |
| **General** | |
| **Can the Analyst review the whole document/package to find all deficiencies rather than stopping at the first deficiency and rejecting it?** | Land Titles Analysts make every effort to review a package in its entirety and identify each deficiency on the first review. When there are more than a couple of deficiencies, it can be difficult to determine the intent of the submission. In which case, packages may be returned if some deficiencies need to be addressed prior to reviewing the rest of the submission.<br><br>A good strategy for the submitter is to fully review in detail the entire package prior to submitting to Land Titles and Surveys (LTS) prior to submission to avoid any file being returned as deficient on the first filing. |
| **Is there any data on errors by the Land Titles Office such as data entry error by LTS and documents rejected in error by LTS?** | While we do not have quantifiable data, we monitor corrections on a case-by-case basis. Should you have any questions, please reach out to the rejecting Analyst. If you believe the Analyst is misinformed, stakeholders may ask the Analyst to seek confirmation from a Team Lead. |
| **What percentage of LTS Analysts work remotely?** | All LTS Analysts work in office from the Calgary and Edmonton offices. |
| **Would more LTS staff help with the backlog as well?** | In 2025 alone, LTS hired in excess of 40 Analysts to address increasing demand. In addition, LTS has temporarily paused in-person counter services in Edmonton and Calgary so staff can focus on processing documents. LTS is also working with the Law Society of Alberta and other partners to improve the quality of submissions and reduce submission errors. |
| **Is there a contact or department that we can connect with when we find errors in the land titles records?** | For errors discovered after registration, please email LTSS@gov.ab.ca (Calgary) or LTS@gov.ab.ca (Edmonton) with the details of the LTS error and your email will be forwarded to the Analyst who registered the document for correction.<br>If you have questions regarding correcting errors made by your office, please reach out to Technical Support at 403-297-6511 or 780-427-2742. |

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| **Is there an email address or telephone number to contact when I disagree with the Analyst's interpretation or conclusion?** | When it comes to individual DRR questions, the best point of contact is the name/contact for the reviewing Analyst cited on the Notice of Deficiency. If you believe the Analyst to be mistaken, you may request that the Analyst confirm with their Supervisor or ask to speak with their Supervisor directly. |
| **We see more inconsistencies in document review than we have seen in the past with differing conclusions on whether a document is registrable or requires correction.** | We are aware that with the influx of new Analysts, and updates to our processes, there are occasional inconsistencies in processing.<br>Should you have any specific concerns, please contact the Analyst and ask that they confirm with their Supervisor or alternatively, speak to their Supervisor directly. |
| **When we are registering the parties' name correctly, per the Lender's instructions, we face rejections for the mortgage charge names not matching the name on title. There have been no legal changes of name, however, the previously registered name often is missing middle names, causing repeated rejections with no meaningful resolution. How can statutory declarations be prepared to remedy this concern?** | Full legal names should be used for Land Titles documents as with any other legal document. If a client has used a commonly used name rather than a legal name on their title, a statutory declaration may be submitted for registration concurrently with the mortgage, either attached to the document submitted for registration or as a separate document. Please see IDE-1 of the Land Titles procedures manual for further details. |
| **Are the deficiencies entirely responsible for the historic backlog? What was the average volume of documents 20 years ago?** | While we do not have statistics for that period, the backlog is the result of historic demand for LTS services, along with the number of deficiencies requiring the documents to be re-examined multiple times. Analyst staffing levels today are more than triple what they were 10 years ago to keep up with demand. |
| **Where corrected documents are resubmitted, is it possible to have them reviewed and registered by the original rejecting Analyst, to ensure consistency in the review?** | Our practice is for the rejected documents to be returned to the rejecting Analyst for registration to ensure continuity. Should the rejecting Analyst be away when the rejection is returned, another Analyst may register the documents. |
| **Is there a streamlined way to retrieve a document prior to review by an Analyst?** | To recall a document prior to review, ALTS users may recall through the ALTS application. For other users, please email a letter on firm letterhead to LTSS@gov.ab.ca (Calgary) or LTS@gov.ab.ca (Edmonton) including the DRR number, legal description of the lands, stating your intent to remove the documents from the queue and acknowledging that the document will lose priority if removed from the queue.<br>Documents are returned to the requester according to the method requested on the DRR (Callbox, mail, |

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| | etc.). This process is set out on our website: Registration Request and Document Retrieval |
| **Will there be any amendments to the process for new condominium registrations?** | No amendments are anticipated at this time. |
| **Are statistics available to law firms on their particular rejection rate over a given period?** | LTS collects data on rejection rates among submitters which have been used in the past to offer assistance and outreach. With registry modernization, we are exploring new ways to further engage with stakeholders |
| **Extensions** | |
| **Given that the extension will be discontinued, will it be possible to have registration expedited?** | LTS is unable to expedite registrations due to the pending registration queue. Documents must be registered in the order they are received. We anticipate that eliminating extensions will improve registration times for all documents. |
| **Will extensions be permitted for Construction Liens that need to be registered within a certain period to comply with the legislation? If the Statement of Lien is rejected, the client is at risk of losing his right to file a claim.** | Rejected construction liens, like other documents, will have priority for 30 days from the date the notice of deficiency is issued. Regardless of whether the document is submitted through ARLO as one of the top 8 documents, the submitter will have 30 days to rectify the deficiencies and resubmit without losing priority. This is different from an extension, which was a period beyond the normal 30 day period for rectifying errors. |
| **Rather than eliminating extensions, would it not be preferable to make the extension process easier or to allow a longer extension of 45 to 60 days, especially where foreign ownership of land forms are included in the package?** | Increasing the period for re-submission beyond the current 30 days, would increase the backlog as subsequent documents must wait in the queue while prior documents are being rectified. |
| **In the event an Analyst misses a deficiency, which later results in a second rejection, can an extension be granted where there is insufficient time to rectify the error?** | Should there be an inability to register the document within a 30-day period due to LTS error, exceptions may be considered, assuming the circumstances warrant an exception being made. |
| **One of the reasons for the extension request under the PRQ is that the procedure manual does not provide guidance with respect to registering certain documents. Will there be an ability to speak to someone prior to registering certain types of documents?** | If a submitter has questions about a submission prior to sending a package to LTS for registration, we encourage them to consult applicable legislation, the resources on Alberta.ca and other materials provided by LTS. If questions still arise that prevent a submission from being sent to LTS, submitters are welcome to contact our Technical Support at 403-297-6511 or 780-427-2742 for possible guidance. |
| **A PRQ is not only used to correct a deficiency, but also to prevent any intervening registrations after the transaction. Going** | Rejected documents maintain their position in the PRQ for 30 days from the date the first notice of |

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| **forward, how can we secure the position of the registration when it has been fully examined and appears to be registrable at the point of submitting, but in fact contains a deficiency?** | deficiency is issued to allow time for correction, as occurs today. |
| **ARLO** | |
| **Will you be able to search by name in ARLO - this would be so helpful in estates** | Due to name search legislation and privacy concerns, name searches are limited to specific circumstances as set out in WRE-1 of our manual. No amendments to the name search legislation are being contemplated at this time. |
| **Is the registration on the new website separate from our account and password information on the DRR/Spin2 site?** | Parties will be required to set up an Alberta.ca account and password on-line to use ARLO. ARLO is currently available for title searching, and we recommend that all stakeholders take a moment to sign in and try out the new platform. Going forward, ARLO Pro Accounts will be required for account fees and user access management. |
| **Will ALTO be replaced by ARLO ?** | Yes. ALTO and Spin2 will be replaced with document submissions and searches performed through ARLO. |
| **Will ARLO use AI in its new digital examination process?** | While we are investigating the possibility of using AI as part of our processes, examination will be done by Analysts. The functionality of ARLO will streamline the examination process by eliminating the possibility of common errors through the use of scroll down menus, and auto-populating and auto-validating fields. |
| **What will be the cost for enrolling with ARLO? Can we expect an increase in fees as more use of ARLO is implemented?** | No decisions have yet been made with respect to ARLO costs for users. |
| **Will the submission ability for ARLO be accessible to law firms only or can in-house legal departments or other service providers use them as well?** | During the initial launch of ARLO, only lawyers and law firms will be able to submit documents for registration through ARLO. |
| **Will ARLO remove some of the current system limitations in ALTO for submission of documents. For example, limits on the number of documents permitted on one DRR. Will system limitations be communicated in advance?** | Any ARLO system limitations will be communicated prior to ARLO going live for registrations. We also intend to hold demonstration sessions to assist stakeholders with familiarizing themselves with the new platform. |
| **How will ARLO result in fewer rejections/more accurate submissions when the only real change is the manner in which documents are received by LTS and law offices will require more time per file to submit through ARLO?** | The functionality of ARLO will streamline the examination process by eliminating the possibility of common errors through the use of scroll down menus, auto-populating fields, and auto-validating fields. Error messages will be received where incomplete or incorrect information has been |

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| | entered. These measures should limit errors in submissions as well as reduce examination time. |
| **Does Land Titles have a performance indicator for registration times that they are working towards with the ARLO system? Can you share that?** | LTS's performance target is 10 to 12 business days. |
| **Please confirm if LTS will be keeping or storing digital copies of documents under ARLO. This is a major concern of the real estate bar and the municipal bar. There is a significant concern that if LTS does not keep copies of documents, there will be a very significant risk that the effectiveness of the Torrens system will be undermined. This would be a major issue for consumers because it may effectively require title insurance be obtained for every transaction.** | LTS is exploring different options that will streamline submission processes and reduce processing times to prevent future backlogs including which supporting documents will be required for submission. Important documents such as the instrument or caveat itself, or a copy that the authorized user certifies as an accurate reproduction of the original, will be required to be submitted in all cases.<br>LTS will continue to work with the legal community as part of the decision-making process and to ensure that the necessary supports are in place to facilitate a smooth transition to online submission of registration requests. |
| **I am concerned about cyber-security and the possibility of the online registry system being hacked. How is this concern being addressed?** | Alberta is a leader in public-sector cybersecurity. Our Cybersecurity Services division works with federal, provincial and territorial counterparts to develop and communicate a critical infrastructure protection strategy for government systems. The Government of Alberta manages and safeguards a wide variety of highly confidential records and materials from health care and vital statistics to land and financial records. In Alberta, the CyberAlberta Community of Interest includes more than 700 cybersecurity experts from public, private and non-profit organizations who work collaboratively on many initiatives to strengthen Alberta's cybersecurity defences. For further information on Alberta's Cybersecurity Strategy see link below. |
| **If only certain supporting documents are submitted for registration by law firms, what will be the retention period for original documents to be retained?** | Some official records will be in custody of the Registrar; other official records will be in the custody of lawyers submitting requests through ARLO. Consultation with external stakeholders such as the Law Society of Alberta will help inform the retention period for documents not submitted to LTS. |
| **Under ARLO will you still be able to obtain copies of registered documents?** | ARLO search functionality will allow for the retrieval of title information, including registered documents that constitute part of a registration request in a similar manner that Spin2 allows today. |

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| | Information collected for a registration request will include pertinent information from supporting documents, such as affidavits. |
| **When can we expect full transactional capability on ARLO? Must both law offices be registered and agree to use ARLO on transactions?** | We anticipate that ARLO will be fully functional by January 2027 at which point all lawyers/law firms will be required to have an ARLO account and submit documents for registration through ARLO. |
| **In the transition period, has there been any consideration to prioritizing digital registrations over paper ones to encourage up-take by law firms? What's the last date we will be able to send paper documents?** | Due to PRQ, we are unable to prioritize digital submissions over paper submissions at this time. Documents are registered in the order they are received.<br>We are exploring other options utilized in jurisdictions where digital submissions have been adopted. |
| **How will the use of digital signatures be incorporated into ARLO?** | When online submissions become available in ARLO in January 2027, only lawyers in good standing with the Law Society of Alberta will be able to digitally sign and submit registration requests in ARLO.<br>It will not be permissible for authorized users (lawyers) to share their digital signature credentials with anyone else so that they may sign on the authorized user's behalf. |
| **What is the fraud prevention mechanism in the upcoming online submission process? E.g. photoshopped signatures. Are law firms supposed to store originally signed documents? Are these originally signed documents supposed to be sent to Land Titles subsequently for online submissions?** | Canadian jurisdictions that transitioned to modern online registration systems did not experience an increase in fraud because of e-registration, and fraud will be mitigated through stakeholder education, such as providing resources about fraud flags and client identification. Submitters will be notified more quickly and can monitor unrequested changes to their certificate of title as a fraud prevention measure. Automated detection of business-rule errors and auto-generated guidance for submitters will reduce submission errors. At this time, processes for document storage are still being confirmed. |
| **What do we use the Registries.Evolution@gov.ab.ca email address specifically?** | This email address is to be used to engage in conversations about the development of the new land titles system (ARLO). It is monitored by the group responsible for the system build. |
| **What is going to happen to ALTS and when?** | SPIN2 and ALTS platforms will be replaced by ARLO once ARLO is fully operational. It is anticipated that ARLO will be operational for registration of the top eight documents in January of 2027, with the remaining documents transitioned to the new platform over 2027. |
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**For further reference, please note the following sources:**

- **Land Titles Procedure Manual**: Land Titles procedures manual | Alberta.ca
- **Common Errors Document**: Register a land title document or plan | Alberta.ca
- **Alberta Title Talk Newsletter**: Keep up to date with Land Titles and Surveys | Alberta.ca
- **Alberta's Cybersecurity Strategy: Protecting the Province's Digital Assets**