

# International Transactions between insurance brokers in Canada and their foreign affiliates, agents, and other companies or persons outside Canada, 2019

Confidential when completed

Correct pre-printed information, if necessary, using the section **Business or organization and contact information**.

Language preference C0010 1  English 2  French

**HAVE YOU EXPORTED OR IMPORTED SERVICES?**  
 You have exported services if you have charged a foreign client for services that you have provided. You have imported services if you have purchased services from a foreign provider. Enterprises producing mainly goods could also have international transactions in commercial services.

**PLEASE READ BEFORE COMPLETING**

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19  
**COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.**

**Why we conduct this survey**

The purpose of this survey is to collect data related to international trade in commercial services. The survey data you provide are used to produce estimates of Canada's balance of international payments and investment position. Such statements are used as a major input in the conduct of monetary and exchange rate policies by the Government of Canada. Your information may also be used by Statistics Canada for other statistical and research purposes.

**Fax or email transmission disclosure**

If you choose to transmit the questionnaire to Statistics Canada by facsimile or other electronic transmission, please be advised that there could be a risk of disclosure during the communication. However, upon receipt of your information, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

**Confidentiality**

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*. Statistics Canada will use the information from this survey for statistical purposes.

**Record linkages**

To enhance the data from this survey and to minimize the reporting burden, Statistics Canada may combine it with information from other surveys or from administrative sources.

**Filing of this questionnaire**

A completed copy of this form should be returned within **four weeks** of receipt to:

Statistics Canada,  
 150 Tunney's Pasture Driveway,  
 Distribution Centre - SC-0505,  
 Ottawa, Ontario, K1A 0T6.

If you need any clarification about reporting, please call toll free **1-800-565-1685**. Fax **1-888-883-7999**. Email: **infostats@canada.ca**.

**What you will need to complete this questionnaire**

In order to complete this questionnaire, you will need information on transboundary trade in commercial services by country and by affiliation namely, with related foreign parties and with other foreign parties (not related).

**Commercial services** cover intellectual property transactions, management and administrative services, insurance and financial services, information and communication services, research and development, scientific and technical services and other commercial services such as audiovisual services and other cultural services.

**Reporting Period**

Report for the calendar year ending on December 31, 2019.

If this is not possible, please report for this company's most recent fiscal year that ended at any time between April 1st, 2019 and March 31st, 2020.

Here are some common fiscal periods that fall within the targeted dates:

- May 1, 2018 to April 30, 2019
- January 1, 2019 to December 31, 2019
- April 1, 2019 to March 31, 2020

Enter the starting and ending dates of the reporting period used for this questionnaire.

Start date: C0999 

Y	Y	Y	Y	M	M	D	D

End date: C1000 

Y	Y	Y	Y	M	M	D	D

## Reporting instructions

1. Provide information for the reporting enterprise on a **consolidated basis** including itself and all of its **Canadian subsidiaries**, associates and branches.
2. Report transactions in thousands of Canadian dollars, e.g., if the transaction is \$854,625.00 then enter "855".
3. Transactions below \$500.00 should be rounded to "0" (zero) and, therefore, need not to be reported.
4. Report transactions net of withholding tax.
5. If necessary, use the average exchange rate of the reporting period to convert foreign currency transactions into Canadian dollars.
6. When precise figures are not available, provide your best estimate.
7. Use enclosed Country Code List to identify countries.
8. A completed copy of this questionnaire should be returned within **four weeks** of receipt.

### For this questionnaire

#### Include

- Commercial service transactions conducted between the **Canadian reporting entity** (surveyed by this questionnaire) and **all foreign parties**, related (parent, affiliates or associated entities) or not.
- Include also international transactions that took place on the Internet.

#### Exclude

- Transactions in physical products (goods), freight, and travel expenses. These are not covered in this questionnaire.
- Earnings and payments of interest and dividends, and gains and losses.
- Transactions between the Canadian reporting entity and other entities located in Canada (even if owned by foreign interests).

## Business or organization and contact information

1. Please **provide** the business or organization's **legal and operating name**

Legal name

Operating name (if applicable)

2. Please **provide the contact information** of the designated business or organization **contact person** for this questionnaire.

**Note:** The designated contact person is the person who should receive this questionnaire.  
The designated contact person may not always be the one who actually completes the questionnaire.

First name

Last name

Title

Preferred language of communication

English  French

Mailing address (number and street)

City

Province, territory or state

Postal code or ZIP code

Example: A9A 9A9 or 12345-1234

Country

Email address

Example: user@example.gov.ca

Telephone number (including area code)

Example: 123-123-1234

Extension number  
(if applicable)

Fax number (including area code)

Example: 123-123-1234

3. Please provide the current operational status of the business or organization identified by the legal and operating name.

B00323

1  Operational → Go to question 4

2  Not currently operational

e.g., temporarily or permanently closed, change of ownership

Why is this business or organization not currently operational?

B00309

2  Seasonal operations → Go to question 3a.

3  Ceased operations → Go to question 3b.

4  Sold operations → Go to question 3c.

5  Amalgamated with other businesses or organizations → Go to question 3d.

6  Temporarily inactive but will re-open → Go to question 3e.

7  No longer operating due to other reasons → Go to question 3f.

3a. Seasonal operations

When did this business or organization close for the season?

Date B00217 YYYY MM DD

When does this business or organization expect to resume operations?

Date B00218 YYYY MM DD → Go to question 4

3b. Ceased operations

When did this business or organization cease operations?

Date B00211 YYYY MM DD

Why did this business or organization cease operations?

B00311

1  Bankruptcy

2  Liquidation

3  Dissolution

4  Other  
Specify the other reasons for ceased operations

B00312

Text input field for other reasons

→ Go to question 4

3c. Sold operations

When was this business or organization sold?

Date B00212 YYYY MM DD

What is the legal name of the buyer?

B00406

Text input field for buyer name

→ Go to question 4



3d. Amalgamated with other businesses or organizations

When did this business or organization amalgamate?

B00213  
Date YYYY MM DD

What is the legal name of the resulting or continuing business or organization?

B00407

What are the legal names of the other amalgamated businesses or organizations?

B00408

→ Go to question 4

3e. Temporarily inactive but will re-open

When did this business or organization become temporarily inactive?

B00214  
Date YYYY MM DD

When does this business or organization expect to resume operations?

B00215  
Date YYYY MM DD

Why is this business or organization temporarily inactive?

B00313

→ Go to question 4

3f. No longer operating due to other reasons

When did this business or organization cease operations?

B00216  
Date YYYY MM DD

Why did this business or organization cease operations?

B00314

4. Please **verify or provide the current main activity** of the business or organization identified by the legal and operating name.

**Note:** The described activity was assigned using the North American Industry Classification System (NAICS).

B05002

001  This is the current main activity. → Go to next section

002  This is **not** the current main activity.  
Please provide a **brief but precise description** of this business or organization's **main activity**.  
e.g., breakfast cereal manufacturing, shoe store, software development

B05003

5. Was this business or organization's main activity ever classified as:

B05111

1  Yes

2  No → Go to next section

6. When did the main activity change?

B00219  
Date YYYY MM DD

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**Revenues - Distribution of commercial services sold to foreign parties by country and by category, 2019**

1a. Report the values of commercial services by country **sold to all foreign parties** (including related foreign parties) by your enterprise during the reporting period.

*If necessary, report transactions with a second country on the following page. Please use separate page(s) to report more than two countries.*

REPORT NET OF WITHHOLDING TAX, AND IN THOUSANDS OF CANADIAN DOLLARS

Please enter country code from page 12 and 13 (e.g., JPN for Japan)

C1001

**Country**

Revenues from related foreign parties	Revenues from other foreign parties
---------------------------------------	-------------------------------------

\$ '000

		C1001	
<b>Revenues for the use of intellectual property (royalties and licences)</b>	a. Patents and industrial designs	C1001101	C1001201
	b. Trademarks	C1001102	C1001202
	c. Franchises	C1001103	C1001203
	d. Rights and licences on computer software	C1001104	C1001204
	e. Copyrights and related rights (excluding computer software)	C1001105	C1001205
	f. Rights and licences on audiovisual products	C1001106	C1001206
	g. Other rights and licences – please specify: <small>C1901007</small> <input type="text"/>	C1001107	C1001207
<b>Management and administrative services, insurance and financial services</b>	h. Administrative, business and management consulting and public relations services	C1001108	C1001208
	i. Accounting services	C1001109	C1001209
	j. Advertising and related services	C1001110	C1001210
	k. Legal services	C1001111	C1001211
	l. Financial services (excluding fees and commissions on securities)	C1001112	C1001212
<b>Information and communications technology (ICT)</b>	m. Insurance services (direct claims paid by unregistered insurers)	C1001113	C1001213
	n. Computer services	C1001114	C1001214
	o. Information services	C1001115	C1001215
<b>Research and development, scientific and technical services</b>	p. Telecommunications and related services	C1001116	C1001216
	q. Research and development	C1001117	C1001217
	r. Architectural and engineering services	C1001118	C1001218
	s. Education, training, staff development	C1001119	C1001219
	t. Environmental services	C1001120	C1001220
	u. Health services	C1001121	C1001221
	v. Mining services	C1001122	C1001222
	w. Other scientific and technical services	C1001123	C1001223
	x. Construction services supplied directly from or to Canada	C1001124	C1001224
	y. Maintenance and repair services	C1001125	C1001225
<b>Other commercial services</b>	z. Manufacturing services on physical inputs owned by others (contract production)	C1001126	C1001226
	aa. Equipment rentals	C1001127	C1001227
	ab. Merchanting and non-financial commissions	C1001128	C1001228
	ac. Performing arts	C1001129	C1001229
	ad. Other audiovisual services-films and videos	C1001130	C1001230
	ae. Other audiovisual services - other	C1001131	C1001231
af. Other services not elsewhere indicated – please specify: <small>C1901032</small> <input type="text"/>	C1001132	C1001232	
<b>Total revenues from foreign related parties and from other foreign parties</b>		C1001199	C1001299

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**Revenues - Distribution of commercial services sold to foreign parties by country and by category, 2019**

1b. Report the values of commercial services by country **sold to all foreign parties** (including related foreign parties) by your enterprise during the reporting period.

*Please use separate page(s) to report more than two countries.*

REPORT NET OF WITHHOLDING TAX, AND IN THOUSANDS OF CANADIAN DOLLARS

Please enter country code from page 12 and 13 (e.g., JPN for Japan)

C1002

**Country**

Revenues from related foreign parties	Revenues from other foreign parties
---------------------------------------	-------------------------------------

\$ '000

		\$ '000	
		Revenues from related foreign parties	Revenues from other foreign parties
<b>Revenues for the use of intellectual property (royalties and licences)</b>	a. Patents and industrial designs	C1002101	C1002201
	b. Trademarks	C1002102	C1002202
	c. Franchises	C1002103	C1002203
	d. Rights and licences on computer software	C1002104	C1002204
	e. Copyrights and related rights (excluding computer software)	C1002105	C1002205
	f. Rights and licences on audiovisual products	C1002106	C1002206
	g. Other rights and licences – please specify: <small>C1902007</small>	C1002107	C1002207
<b>Management and administrative services, insurance and financial services</b>	h. Administrative, business and management consulting and public relations services	C1002108	C1002208
	i. Accounting services	C1002109	C1002209
	j. Advertising and related services	C1002110	C1002210
	k. Legal services	C1002111	C1002211
	l. Financial services (excluding fees and commissions on securities)	C1002112	C1002212
<b>Information and communications technology (ICT)</b>	m. Insurance services (direct claims paid by unregistered insurers)	C1002113	C1002213
	n. Computer services	C1002114	C1002214
	o. Information services	C1002115	C1002215
<b>Research and development, scientific and technical services</b>	p. Telecommunications and related services	C1002116	C1002216
	q. Research and development	C1002117	C1002217
	r. Architectural and engineering services	C1002118	C1002218
	s. Education, training, staff development	C1002119	C1002219
	t. Environmental services	C1002120	C1002220
	u. Health services	C1002121	C1002221
	v. Mining services	C1002122	C1002222
	w. Other scientific and technical services	C1002123	C1002223
	x. Construction services supplied directly from or to Canada	C1002124	C1002224
	y. Maintenance and repair services	C1002125	C1002225
<b>Other commercial services</b>	z. Manufacturing services on physical inputs owned by others (contract production)	C1002126	C1002226
	aa. Equipment rentals	C1002127	C1002227
	ab. Merchanting and non-financial commissions	C1002128	C1002228
	ac. Performing arts	C1002129	C1002229
	ad. Other audiovisual services-films and videos	C1002130	C1002230
	ae. Other audiovisual services - other	C1002131	C1002231
af. Other services not elsewhere indicated – please specify: <small>C1902032</small>	C1002132	C1002232	
<b>Total revenues from foreign related parties and from other foreign parties</b>		C1002199	C1002299

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**Expenses - Distribution of commercial services purchased from foreign parties by country and by category, 2019**

2a. Report the values of commercial services by country **purchased from all foreign parties** (including related foreign parties) by your enterprise during the reporting period.

*If necessary, report transactions with a second country on the following page. Please use separate page(s) to report more than two countries.*

REPORT NET OF WITHHOLDING TAX, AND IN THOUSANDS OF CANADIAN DOLLARS

Please enter country code from page 12 and 13 (e.g., JPN for Japan)

C2001

Country

**Expenses to related foreign parties**

**Expenses to other foreign parties**

\$ '000

		C2001	C2001	
		Expenses to related foreign parties	Expenses to other foreign parties	
		\$ '000		
<b>Expenses for the use of intellectual property (royalties and licences)</b>	a. Patents and industrial designs	C2001101	C2001201	
	b. Trademarks	C2001102	C2001202	
	c. Franchises	C2001103	C2001203	
	d. Rights and licences on computer software	C2001104	C2001204	
	e. Copyrights and related rights (excluding computer software)	C2001105	C2001205	
	f. Rights and licences on audiovisual products	C2001106	C2001206	
	g. Other rights and licences – please specify: <small>C2901007</small> <input type="text"/>	C2001107	C2001207	
<b>Management and administrative services, insurance and financial services</b>	h. Administrative, business and management consulting and public relations services	C2001108	C2001208	
	i. Accounting services	C2001109	C2001209	
	j. Advertising and related services	C2001110	C2001210	
	k. Legal services	C2001111	C2001211	
	l. Financial services (excluding fees and commissions on securities)	C2001112	C2001212	
<b>Information and communications technology (ICT)</b>	m. Insurance services (direct premiums paid to unregistered insurers)	C2001113	C2001213	
	n. Computer services	C2001114	C2001214	
	o. Information services	C2001115	C2001215	
<b>Research and development, scientific and technical services</b>	p. Telecommunications and related services	C2001116	C2001216	
	q. Research and development	C2001117	C2001217	
	r. Architectural and engineering services	C2001118	C2001218	
	s. Education, training, staff development	C2001119	C2001219	
	t. Environmental services	C2001120	C2001220	
	u. Health services	C2001121	C2001221	
	v. Mining services	C2001122	C2001222	
	w. Other scientific and technical services	C2001123	C2001223	
	x. Construction services supplied directly from or to Canada	C2001124	C2001224	
	y. Maintenance and repair services	C2001125	C2001225	
	z. Manufacturing services on physical inputs owned by others (contract production)	C2001126	C2001226	
	<b>Other commercial services</b>	aa. Equipment rentals	C2001127	C2001227
		ab. Merchanting and non-financial commissions	C2001128	C2001228
		ac. Performing arts	C2001129	C2001229
ad. Other audiovisual services-films and videos		C2001130	C2001230	
ae. Other audiovisual services - other		C2001131	C2001231	
af. Other services not elsewhere indicated – please specify: <small>C2901032</small> <input type="text"/>		C2001132	C2001232	
<b>Total expenses to related foreign parties and to other foreign parties</b>		C2001199	C2001299	

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**Expenses - Distribution of commercial services purchased from foreign parties by country and by category, 2019**

2b. Report the values of commercial services by country **purchased from all foreign parties** (including related foreign parties) by your enterprise during the reporting period.

*Please use separate page(s) to report more than two countries.*

REPORT NET OF WITHHOLDING TAX, AND IN THOUSANDS OF CANADIAN DOLLARS

Please enter country code from page 12 and 13 (e.g., JPN for Japan)

C2002

Country

**Expenses to related foreign parties**

**Expenses to other foreign parties**

\$ '000

		C2002101	C2002201
<b>Expenses for the use of intellectual property (royalties and licences)</b>	a. Patents and industrial designs		
	b. Trademarks		
	c. Franchises		
	d. Rights and licences on computer software		
	e. Copyrights and related rights (excluding computer software)		
	f. Rights and licences on audiovisual products		
	g. Other rights and licences – please specify: <small>C2902007</small>		
<b>Management and administrative services, insurance and financial services</b>	h. Administrative, business and management consulting and public relations services		
	i. Accounting services		
	j. Advertising and related services		
	k. Legal services		
	l. Financial services (excluding fees and commissions on securities)		
	m. Insurance services (direct premiums paid to unregistered insurers)		
<b>Information and communications technology (ICT)</b>	n. Computer services		
	o. Information services		
	p. Telecommunications and related services		
<b>Research and development, scientific and technical services</b>	q. Research and development		
	r. Architectural and engineering services		
	s. Education, training, staff development		
	t. Environmental services		
	u. Health services		
	v. Mining services		
	w. Other scientific and technical services		
	x. Construction services supplied directly from or to Canada		
	y. Maintenance and repair services		
	z. Manufacturing services on physical inputs owned by others (contract production)		
<b>Other commercial services</b>	aa. Equipment rentals		
	ab. Merchanting and non-financial commissions		
	ac. Performing arts		
	ad. Other audiovisual services-films and videos		
	ae. Other audiovisual services - other		
	af. Other services not elsewhere indicated – please specify: <small>C2902032</small>		
<b>Total expenses to related foreign parties and to other foreign parties</b>		C2002199	C2002299

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## DEFINITIONS

### Canadian reporting entity:

The **Canadian reporting entity**, should provide a **fully consolidated** report including itself and all of its **Canadian** subsidiaries and associates. This survey is not intended only for enterprises from the service sector. Enterprises producing mainly goods could also have international transactions in commercial services.

The **Canadian reporting entity**, as a statistical unit, is defined as the organisational unit of a business that directs and controls the allocation of resources relating to its domestic operations, and for which consolidated financial and balance sheet accounts are maintained from which international transactions, an international investment position and a consolidated financial position for the unit can be derived.

If one of your Canadian subsidiaries or associates covered by the reporting entity is also surveyed by this questionnaire, please call toll free **1-800-565-1685**, Fax **1-888-883-7999**, Email: **infostats@canada.ca** for more information.

### Related foreign parties and Other foreign parties:

In this survey you are asked to report your cross-border trade with related foreign parties and your cross-border trade with other foreign (arm's length) parties.

**Related foreign parties** (or related entities) are entities in which investors have the ability to exercise significant influence by virtue of their investment. Related foreign parties include foreign parent companies, branches, subsidiaries and other related parties in which the parent owns at least 10% of the voting rights or is substantially controlled by the same shareholders (please refer to the Canadian Institute of Chartered Accountants (CICA) accounting standards). A related entity is either the foreign parent, a foreign affiliate in which your enterprise owns or controlled at least 10% of the voting rights, or a foreign affiliate owned or controlled by your foreign parent but in which the Canadian reporting entity holds no interest or less than 10%.

**Other foreign parties** are all other foreign entities that cannot be defined as related parties.

### Coverage

Please report all external service transactions including those financed by government in Canada (for example, by CIDA) or by other Canadian or international organizations (such as World Bank). **You have to include services transacted over the internet.**

### Definitions of commercial service categories:

#### Revenues / Expenses for the use of intellectual property (royalties and licences):

##### a. Patents and industrial designs:

**Include** royalties or licence fees for the use of patents, industrial designs, industrial know-how or manufacturing rights. Include payments for the use of unpatented industrial processes.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### b. Trademarks:

**Include** royalties or fees for the use of trademarks, that is, words, symbols, designs or combinations thereof which distinguish the holder's products or services from those of another provider.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### c. Franchises:

**Include** contractual privileges granted by an individual or corporation to another, permitting the sale of a product or service in a specified area and/or manner.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### d. Rights and licences on computer software (customized and non-customized):

**Include** royalties, licences or other fees for the right to replicate, distribute or otherwise use of customized and non-customized (pre-packaged) software as well as licence extensions for copies already provided to clients.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### e. Copyrights and related rights, except computer software:

**Include** royalties, licence fees for the use, display, reproduction, or distribution of original works of authors, painters, sculptors, etc.

**Exclude** rights related to products of an audiovisual nature (**included** in category "Rights and licences on audiovisual products"), sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### f. Rights and licenses on audiovisual products:

**Include** fees and charges for the authorized reproduction and/or distribution, through licensing agreements, of produced audiovisual originals or prototypes (for example, cinematographic works and sound recordings), as well as rights related to live performances (**including** sports events) and radio, television, cable and satellite broadcast.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

##### g. Other rights and licences:

**Include** all other royalties not covered by the previous rights and licences categories. Please specify the type of royalties reported for revenues and expenses.

**Exclude** sale or acquisition of the rights themselves (**included** in the category "Other services not elsewhere specified").

### Management and administrative services, insurance and financial services:

##### h. Administrative, business and management consulting and public relations services:

**Include** business and management consulting as well as public relations services, typically transacted with unrelated parties, charges between related parties for managerial and administrative services rendered by an individual or corporation and which cannot be allocated to another category on this survey.

**Exclude** certain specialized management consulting however, should be reported with the service concerned: telecommunications; computer and information services; legal services; accounting; advertising; architectural, engineering/construction; environmental; property management services; education/training.

##### i. Accounting services:

**Include** the recording of business and other accounts, **including** reviews and audits, book-keeping and preparation of related statements and returns, corporate tax planning and consulting, and preparation of tax documents.

##### j. Advertising and related services:

**Include** the design, creation and marketing of advertisements by advertising agencies; placing advertisements in newspapers, journals, radio, TV and other media, **including** the purchase and sale of advertising space; advertising on the internet or which otherwise supports E-commerce; participation in trade fairs and other promotional outlays, **including** exhibition services, telemarketing or delivery services, market research services and public opinion polling. Call center telemarketing services are covered here.

**Exclude** call center customer assistance services and other call center services (**included** in the category "Other services not elsewhere specified").

**k. Legal services:**

**Include** legal advisory and representational services in any law, judicial and statutory procedures, and the drawing up of legal instruments or documentation.

**l. Financial services (excluding fees and commissions on securities):**

**Include** financial intermediation and auxiliary services, usually provided by banks and other financial intermediaries and auxiliaries, services related to financial activity, such as advisory, custody and asset management services, merger and acquisition services, deposit taking and lending, letters of credit, credit card services, commissions and charges related to financial leasing, factoring, and clearing of payments.

**Exclude** commissions on insurance transactions (select the category "Insurance services"), accounting, tax planning (select the category "Accounting services"), associated legal charges (select the category "Legal services") or fees and commissions on securities (such as broking, placement of issues, futures trading).

**m. Insurance services:**

**Include** direct insurance claims and premiums paid between Canadian policy holders and insurers not registered in Canada, and commissions revenues and expenses for insurance and reinsurance. While claims are normally settled directly between the insured and the insurance company, we ask the brokers to estimate the amount of claims paid during the year.

**Exclude** reinsurance premiums and claims.

**Information and communications technology (ICT):**

**n. Computer services:**

**Include** design, engineering and management of computer systems (exclusive of the value of hardware), development and production of original (customized) software (such as operating software and internet software), computer processing services, data processing and hosting services (cloud services), equipment maintenance and repair as well as specific training provided as part of consulting.

**Exclude** royalties, licences and other fees for the use of software (select the category "Rights and licences on computer software"). Exports (sales) and imports (purchases) of prepackaged software units for general commercial or personal use are excluded if delivered on physical media (CD-ROM, DVD, etc.). However, sales and purchases of general use software downloaded or otherwise electronically delivered are to be **included** in the category "Other services not elsewhere specified". For general training, select the category "Education, training".

**o. Information services:**

**Include** on-line information retrieval services, **including** database services (the development of subject matter through to storage and dissemination) and computer assisted document searches and retrievals, operations of internet service providers and other services which directly enable or support the provision of internet services, news agency services (as syndicated reporting services to the media). Database charges not separable from related telecommunications charges should be **included** here, unless the latter are thought to predominate, in which case select the category "Telecommunications".

**p. Telecommunications and related services:**

**Include** the transmission of sound, images or other information by telephone, telex, telegram, radio and television cable and broadcasting, satellite, electronic mail, facsimile services etc., **including** business network services, teleconferencing and support services, cellular telephone services, Internet backbone services and on-line access services, **including** provision of access to the Internet.

**Exclude** the value of the information transported, installation services for telephone networks equipment (**included** in the category "Construction services"), and database services (**included** in the category "information service").

**Research and development, scientific and technical services:**

**q. Research and development:**

**Include** charges related to systematic investigations through experiment or analysis to achieve a scientific or commercial advance for or through the creation of new or significantly improved products or processes, R & D for the social sciences and humanities. Exclude market research (**included** in the category "Advertising") and technical studies (**included** in the category "Other scientific and technical services").

**r. Architectural and engineering services:**

**Include** any of consulting, design/pre-design, and contract supervision services; also integrated services, urban planning and landscape architectural services, the export or import of services for the management of projects after completion.

**Note:** Where architectural and engineering activities are an indistinct part of a turnkey project, include here or in the category "Construction services" according to where the major value lies.

**s. Education, training, staff development:**

**Include** charges for employee (and other member) training and development; also covers such services to the educational market as testing, consulting and the development and delivery/adaptation of course materials and systems.

**Exclude** educational equipment sales and replications of course material for general sale, as well as fees incurred for attending full time university and college programs.

**t. Environmental services:**

**Include** sanitation services; waste storage, treatment, destruction; decontamination, cleanup/containment and pollution control; environmental consulting, covering biological and ecological consulting, environmental audits, impact and site assessments.

**u. Health services:**

**Include** services provided by hospitals, doctors, nurses and paramedical and similar personnel, as well as laboratory and similar services, whether rendered remotely or on-site.

**Exclude** health services provided to non-residents travelling to Canada or Canadians who travel abroad. Veterinary services are **included** in the category "Other scientific and technical services".

**v. Mining services:**

**Include** drilling and field services including maintenance and inspection.

**Exclude** equipment rentals which are **included** in the category "Equipment rentals" and sales. Services related to discovery - that is, mineral prospecting and exploration, as well as geological surveying - are **included** in the category "Other scientific and technical services".

**w. Other scientific and technical services:**

**Include** geological and geophysical services; mineral exploration and prospecting work; surveying and mapping services of or from land, sea and above-surface, **including** weather services; services of testing, analysis, inspection or certification of any materials or products.

**x. Construction services supplied directly from or to Canada:**

**Include** erection of structures, structural repairs, installation, refurbishing, special trades, demolition and site work, as well as any equipment rentals with operator related to these projects.

**Note:** Where construction activity is an indistinct part of a turnkey project, include here or in the category "Architectural and engineering services" according to where the major value lies.

**y. Maintenance and repair services:**

**Include** maintenance and repair work by residents on goods that are owned by non-residents (and vice versa). The repairs may be performed at the site of the repairer or elsewhere. Repairs and maintenance on ships, aircraft, and other transport equipment are **included** in this item.

**Exclude** construction repairs and construction maintenance (**included** under the category "Construction services", repairs and maintenance of computers (**included** in the category "Computer services").

**z. Manufacturing services on physical inputs owned by others (contract production abroad):**

**Include** payments to a manufacturer abroad to produce a good which you then directly sell abroad (in other words no export back to Canada). Please report here the production expenses which the foreign producer bills you. Please report revenues received from these direct sales in category "Other services not elsewhere specified". If you are the contract producer, please report here revenues from foreign parties who engage your services. Specify the value of the products shipped within Canada (not exported) in category "Other services not elsewhere specified".

**Other commercial services:**

**aa. Equipment rentals:**

**Include** rentals with and without operator of light or heavy machinery and tools, drilling rigs and supply vessels, rail or road/off-road vehicles, aircraft (short term leases), rentals of containers; office machinery and equipment such as computers; rentals of household and personal goods.

**Exclude** construction equipment with operator, financial leases, leases of telecommunication lines, leasing of real estate, car rentals to foreign travellers, and shipping charters.

**ab. Non-financial commissions and merchanting:**

**Non-financial commissions:**

**Include** auction commissions as well as commissions on goods and service transactions between, on one side, resident merchants, commodity brokers, dealers, manufacturers' sales branches or commission agents and, on the other side, non-residents.

**Exclude** commissions already recorded in the price of goods imported and exported through Customs, and financial service commissions (whether involving insurance, credit, stock or bond issues).

**Merchanting:**

**Include** the process by which a good is purchased by a Canadian resident from a non-resident and then subsequently resold to another non-resident; during the process, the good does not enter or leave Canada. The difference between the value of goods when acquired and the value of goods when resold is defined as the merchanting services.

**ac. Performing arts:**

**Include** fees to producers, directors, actors, crew and others engaged in staging theatrical and musical events, circus entertainment and other performances, whether for profit or not.

**ad. Other audiovisual services - films and videos:**

**Include** receipts and payments for the production of films and videos, receipts or payments for post-production, motion picture laboratory, and rentals.

**Exclude** copies for general or personal use of films, videos, programs, texts or musical compositions, together with software replications of such materials for retail sale.

**ae. Other audiovisual services - other:**

**Include** receipts and payments for the production of programs for radio, television, cable and satellite broadcast (live or taped), and musical recordings; as well as receipts or payments for rentals.

**Exclude** copies for general or personal use of films, videos, programs, texts or musical compositions, together with software replications of such materials for retail sale.

**af. Other services not elsewhere specified:**

A variety of other services are included here, for example: Include real estate services, interior, product and package design services, personnel, translation, and security services, call center customer assistance services and other call center services as well as sales and purchases of general-use software (non-customized) downloaded or otherwise electronically delivered, and sale or acquisition of the rights and licences. For provider of courier services, include also international delivery revenues and expenses. For type of service trading **include** the type of service supported by call center activities.

**Exclude** call center telemarketing services (**included** in the category "Advertising" and non-customized products delivered on physical media (CR-ROM, DVD, etc.).

# Country Code List

The country or territory is defined as the location of the foreign party your entity has conducted transactions with. Countries are listed in alphabetical order.

CODE	COUNTRY	CODE	COUNTRY	CODE	COUNTRY
AFG	Afghanistan	CAF	Central African Republic	GRC	Greece
ALA	Åland Islands	TCO	Chad	GRL	Greenland
ALB	Albania	CHL	Chile	GRD	Grenada
DZA	Algeria	CHN	China	GLP	Guadeloupe
ASM	American Samoa	CXR	Christmas Island	GUM	Guam
AND	Andorra	CCK	Cocos (Keeling) Islands	GTM	Guatemala
AGO	Angola	COL	Colombia	GGY	Guernsey
AIA	Anguilla	COM	Comoros	GIN	Guinea
ATA	Antarctica	COG	Congo, Republic of the	GNB	Guinea-Bissau
ATG	Antigua and Barbuda	COD	Congo, The Democratic Republic of the	GUY	Guyana
ARG	Argentina	COK	Cook Islands	HTI	Haiti
ARM	Armenia	CRI	Costa Rica	HMD	Heard Island and McDonald Islands
ABW	Aruba	CIV	Côte d'Ivoire	VAT	Holy See (Vatican City State)
AUS	Australia	HRV	Croatia	HND	Honduras
AUT	Austria	CUB	Cuba	HKG	Hong Kong Special Administrative Region
AZE	Azerbaijan	CUW	Curaçao	HUN	Hungary
BHS	Bahamas	CYP	Cyprus	ISL	Iceland
BHR	Bahrain	CZE	Czech Republic	IND	India
BGD	Bangladesh	DNK	Denmark	IDN	Indonesia
BRB	Barbados	DJI	Djibouti	IRN	Iran
BLR	Belarus	DMA	Dominica	IRQ	Iraq
BEL	Belgium	DOM	Dominican Republic	IRL	Ireland, Republic of
BLZ	Belize	ECU	Ecuador	IMN	Isle of Man
BEN	Benin	EGY	Egypt	ISR	Israel
BMU	Bermuda	SLV	El Salvador	ITA	Italy
BTN	Bhutan	GNQ	Equatorial Guinea	JAM	Jamaica
BOL	Bolivia	ERI	Eritrea	JPN	Japan
BES	Bonaire, Sint Eustatius and Saba	EST	Estonia	JEY	Jersey
BIH	Bosnia and Herzegovina	ETH	Ethiopia	JOR	Jordan
BWA	Botswana	FLK	Falkland Islands (Malvinas)	KAZ	Kazakhstan
BVT	Bouvet Island	FRO	Faroe Islands	KEN	Kenya
BRA	Brazil	FJI	Fiji	KIR	Kiribati
IOT	British Indian Ocean Territory	FIN	Finland	PRK	Korea, North
BRN	Brunei Darussalam	FRA	France	KOR	Korea, South
BGR	Bulgaria	GUF	French Guiana	XKO	Kosovo
BFA	Burkina Faso	PYF	French Polynesia	KWT	Kuwait
MMR	Burma (Myanmar)	ATF	French Southern Territories	KGZ	Kyrgyzstan
BDI	Burundi	GAB	Gabon	LAO	Laos
KHM	Cambodia	GMB	Gambia	LVA	Latvia
CMR	Cameroon	GEO	Georgia	LBN	Lebanon
CAN	Canada	DEU	Germany	LSO	Lesotho
CPV	Cape Verde	GHA	Ghana	LBR	Liberia
CYM	Cayman Islands	GIB	Gibraltar	LBY	Libya

**Country Code List** - Continued

The country or territory is defined as the location of the foreign party your entity has conducted transactions with. Countries are listed in alphabetical order.

CODE	COUNTRY	CODE	COUNTRY	CODE	COUNTRY
LIE	Liechtenstein	PRY	Paraguay	SWE	Sweden
LTU	Lithuania	PER	Peru	CHE	Switzerland
LUX	Luxembourg	PHL	Philippines	SYR	Syria
MAC	Macao Special Administrative Region	PCN	Pitcairn	TWN	Taiwan
MKD	Macedonia, Republic of	POL	Poland	TJK	Tajikistan
MDG	Madagascar	PRT	Portugal	TZA	Tanzania
MWI	Malawi	PRI	Puerto Rico	THA	Thailand
MYS	Malaysia	QAT	Qatar	TLS	Timor-Leste
MDV	Maldives	REU	Réunion	TGO	Togo
MLI	Mali	ROU	Romania	TKL	Tokelau
MLT	Malta	RUS	Russian Federation	TON	Tonga
MHL	Marshall Islands	RWA	Rwanda	TTO	Trinidad and Tobago
MTQ	Martinique	BLM	Saint Barthélemy	TUN	Tunisia
MRT	Mauritania	SHN	Saint Helena	TUR	Turkey
MUS	Mauritius	KNA	Saint Kitts and Nevis	TKM	Turkmenistan
MYT	Mayotte	LCA	Saint Lucia	TCA	Turks and Caicos Islands
MEX	Mexico	MAF	Saint Martin (French part)	TUV	Tuvalu
FSM	Micronesia, Federated States of	SPM	Saint Pierre and Miquelon	UGA	Uganda
MDA	Moldova	VCT	Saint Vincent and the Grenadines	UKR	Ukraine
MCO	Monaco	WSM	Samoa	ARE	United Arab Emirates
MNG	Mongolia	SMR	San Marino	GBR	United Kingdom
MNE	Montenegro	STP	Sao Tome and Principe	USA	United States
MSR	Montserrat	SKS	Sark	UMI	United States Minor Outlying Islands
MAR	Morocco	SAL	Saudi Arabia	URY	Uruguay
MOZ	Mozambique	SEN	Senegal	UZB	Uzbekistan
NAM	Namibia	SRB	Serbia	VUT	Vanuatu
NRU	Nauru	SYC	Seychelles	VEN	Venezuela
NPL	Nepal	SLE	Sierra Leone	VNM	Viet Nam
NLD	Netherlands	SGP	Singapore	VGB	Virgin Islands, British
NCL	New Caledonia	SXM	Sint Maarten (Dutch part)	VIR	Virgin Islands, United States
NZL	New Zealand	SVK	Slovakia	WLF	Wallis and Futuna
NIC	Nicaragua	SVN	Slovenia	PSE	West Bank and Gaza Strip (Palestine)
NER	Niger	SLB	Solomon Islands	ESH	Western Sahara
NGA	Nigeria	SOM	Somalia	YEM	Yemen
NIU	Niue	ZAF	South Africa, Republic of	ZMB	Zambia
NFK	Norfolk Island	SGS	South Georgia and the South Sandwich Islands	ZWE	Zimbabwe
MNP	Northern Mariana Islands	SSD	South Sudan		
NOR	Norway	ESP	Spain		
OMN	Oman	LKA	Sri Lanka		
PAK	Pakistan	SDN	Sudan		
PLW	Palau	SUR	Suriname		
PAN	Panama	SJM	Svalbard and Jan Mayen		
PNG	Papua New Guinea	SWZ	Swaziland		

## Contact person

1. Statistics Canada may need to contact the person who completed this questionnaire for further information.

If the contact person is the same as on cover page, please check  → Go to "Feedback"

**Otherwise, who is the best person to contact about this questionnaire?**

First name

Last name

Title

Email address (example: user@example.gov.ca)

Telephone number (including area code)  
Example: 123-123-1234

Extension number  
(if applicable)

Fax number (including area code)  
Example: 123-123-1234

## Feedback

1. How long did it take to complete this questionnaire?

**Include** the time spent gathering the necessary information. ....

Hours Minutes

 

2. We invite your comments about this questionnaire.

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**Thank you for completing this questionnaire.**

**Please retain a copy for your records.**

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