

Steps to Exchange a Broken or Non-Working Key

Do not use the online Key Request form for broken or non-working keys. If you are replacing a lost or stolen key, review the **Steps to Replace a Stolen/Lost Key**.

To exchange a broken or non-working key, follow the steps below.

1. Email Client Services at fmkeys@uwo.ca
 - Indicate whether the key is broken (ie: bent or chipped), or will not work in the lock
 - Provide either: the number on the key, or the building and room number that the key unlocked
2. Go to Client Services once you receive a notification email from fmkeys@uwo.ca indicating that a key is ready for you to exchange:
 - Located in Support Services Building, Rm. 1315 (just inside the rear entrance)
3. Exchange the broken or non-working key for a new one
 - The new key will be for the same building and room number as the broken or non-working key