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 the Keys Office 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 the Keys Office once you receive a notification email from fmkeys@uwo.ca indicating that a key is ready for you to exchange:
   - Located in the FM Client Services office (Support Services Building, Rm. 1315) during regular business hours (M-F 7:00am-4:30pm)

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