



# IMMIGRATION Canada

## Application for a certified true copy, correction, or replacement of an immigration document



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### Appendix A - Citizenship and Immigration Centres

#### Forms:

- Verification of Entry (IMM 5009)
- Supplementary Form (IMM 5541)
- Credit Card Payment Form (IMM 5542)

This application is made available free by Citizenship and Immigration Canada and is not to be sold to applicants.

**Cette trousse est également disponible en français**

## Contact Information

### Web site

For more information on the programs offered by Citizenship and Immigration Canada, visit our Web site at [www.cic.gc.ca](http://www.cic.gc.ca). For some types of applications you can inform us of a change of address and find out what is happening with your application through [on-line services](#) on the Web site.

### Within Canada

If you are in Canada, you can also phone our **Call Centre**. An automated telephone service is available seven days a week, 24 hours a day and is easy to use if you have a touch-tone phone. You can listen to pre-recorded information on many programs, order application forms, and for some types of applications the automated service can even update you on the status of your case.

When you call, have a pen and paper ready to record the information you need. Listen carefully to the instructions and press the number for the selection you want. At any time during your call, you may press \* (the star key) to repeat a message, **9** to return to the main menu, **0** to speak to an agent, or **8** to end your call. If you have a rotary phone, wait for an agent to answer your call.

If you need to speak to an agent, you must call Monday to Friday between 8 a.m. and 4 p.m. local time.

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**From anywhere in Canada, call**

**1-888-242-2100 (toll-free)**

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### Using a text telephone?

Call our TTY service from Monday to Friday between 8 a.m. and 4 p.m. local time at: **1-888-576-8502** (toll-free).

### Outside Canada

If you are outside Canada, you can contact a Canadian embassy, high commission or consulate. Consult our [Web site](#) for addresses, phone numbers and Web site addresses of our visa offices.



**This is not a legal document.** For legal information, refer to the *Immigration and Refugee Protection Act and Regulations* or the *Citizenship Act and Regulations*, as applicable.

**This publication is available in alternative formats upon request.**

# Overview

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Use this application to obtain a certified true copy of an immigration document or a replacement copy of a current, valid document that contains errors or has been lost, stolen or destroyed. If you apply for a certified true copy and your original document cannot be copied you will receive a letter verifying the date of issue and the validity of the document. In the case of an IMM 1000/IMM 5292, you will receive a letter verifying the date and place of your landing if the original document cannot be copied.

You may obtain certified true copies of the following immigration documents:

- Certificate of Departure (IMM 0056)
- Immigrant Visa and Record of Landing (IMM 1000)/Confirmation of Permanent Residence (IMM 5292)
- Visitor Record (IMM 1097)
- Work Permit (IMM 1102)
- Study Permit (IMM 1208)
- Exclusion Order (IMM 1214)
- Deportation Order (IMM 1215)
- Departure Order (IMM 5238)
- Permit to Come into or Remain in Canada (IMM 1263)
- Authorization to Return to Canada Pursuant to Sec. 52 (1) of the *Immigration and Refugee Protection Act* (IMM 1203)

**Note:** If you are a permanent resident of Canada and are travelling outside the country without the appropriate documentation to prove your status in Canada, you may need to obtain a travel document to demonstrate to representatives of a transportation company that you are entitled to re-enter Canada as a permanent resident. For more information, consult the application package [Applying for a Travel Document \(Permanent Resident Abroad\)](#) (IMM 5529) on our [Web site](#).

The Permanent Resident card is the required proof of status document for permanent residents re-entering Canada on a commercial carrier (airplane, boat, train or bus).

If you are requesting a certified true copy of an immigration document:

If your document was issued...	Then you must...
before 1936	contact Canadian Genealogy Centre Library and Archives Canada (see <a href="#">Appendix A</a> )
from 1936	contact Citizenship and Immigration (see <a href="#">Appendix A</a> )

**Note:** Outside Canada, contact the nearest [Canadian embassy, high commission or consulate](#).

You may request changes to and obtain a replacement of the following current, valid immigration documents:

- Visitor Record (IMM 1097)
- Work Permit (IMM 1102)
- Study Permit (IMM 1208)
- Permit to Come into or Remain in Canada (IMM 1263)

**Note:** To request changes to your Immigrant Visa and Record of Landing (IMM 1000) or your Confirmation of Permanent Residence (IMM 5292) complete the *Request to Amend Your Record of Landing or your Confirmation of Permanent Residence* (IMM 5218).

**A separate application is required for each family member applying.**

## Designating a third party or representative

### *Use of a Representative (IMM 5476)*

If you have questions or need clarification about this application kit, you may contact us (see section **Contact Information**). You may also choose to obtain the help of a representative if you need additional advice or support. We will process your application in the same manner, whether or not you have a representative.

A **representative** is someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC). He or she will also be able to obtain information on your case file.

If you are appointing a representative, you **must** obtain and complete the *Use of a Representative* form (IMM 5476) and send it with your application. The form is available on our Web site at [www.cic.gc.ca/english/information/applications/representative.asp](http://www.cic.gc.ca/english/information/applications/representative.asp) or from our Call Centre (see section **Contact Information**).

### *Authority to Release Personal Information to a Designated Individual (IMM 5475)*

To authorize us to release information from your case file to someone other than a representative, you will need to complete form *Authority to Release Personal Information to a Designated Individual* (IMM 5475) which is available on our Web site at [www.cic.gc.ca/english/information/applications/release-info.asp](http://www.cic.gc.ca/english/information/applications/release-info.asp).

The person you designate will be able to obtain information on your case file, such as the status of your application. However, he or she will **not** be able to conduct business on your behalf with CIC.

# How to make an application

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**STEP 1.** Complete **Part A** of the **Verification of Entry** form (IMM 5009). **Do not complete Part B** of the form.

The information below is provided to help you complete Part A of the form.

<b>Surname (on entry)</b>	If you are a naturalized Canadian citizen or a permanent resident of Canada, the name you used when you became a permanent resident/landed immigrant. If you are a temporary resident, the name you used when last entered Canada.
<b>FOSS ID no</b>	The client identification number that we assigned to you, if you know it. If not, then leave the line empty.
<b>Surname (at present)</b>	Your current legal name if it is different from the one you used on entry.
<b>Date of entry for permanent residence</b>	The date you became a permanent resident/landed immigrant, if applicable.
<b>Accompanying family members</b>	Family members who became permanent residents/landed immigrants at the same time as you, if applicable.
<b>Canadian port of entry</b>	The place where you became a permanent resident/landed immigrant, if applicable.
<b>Name of vehicle</b>	Complete this section if you are a naturalized Canadian citizen or a permanent resident of Canada and arrived by ship. Print the name of the ship and the transportation company. If you did not arrive by ship leave the space blank.

**STEP 2.** Complete the **Supplementary Form**. **You must answer all questions** on the supplementary form that pertain to your request. Failure to do so will result in a delay of your request.

**STEP 3.** Gather the documents you need to support your application, including **photocopies** of the following documents:

**1.** Pages of the passport you used when you arrived that show your surname and the stamp indicating the date and place of entry. If you no longer have this passport, send a photocopy of **ONE** of the following:

- baptismal, birth or marriage certificate, or

**Note:** Baptismal certificates, birth certificates and marriage certificates issued by the government of Quebec **before January 1, 1994**, are no longer accepted for issuing replacement documents and certified true copies. If you have one of these certificates you must obtain a new document. This can be done by contacting the office of the Registrar of

Civil Status of Quebec at one of the following numbers: Québec (418) 643-3900, Montréal (514) 864-3900, elsewhere in the province 1-800-567-3900. Information can also be obtained by visiting their Web site at [www.etatcivil.gouv.qc.ca](http://www.etatcivil.gouv.qc.ca).

- documentary proof of any legal name change.

**2.** Also send a photocopy of your current passport. If you do not have a current passport, send **ONE** of the following pieces of identification, bearing your photograph:

- your driver's licence (if applicable), or
- both sides of your Canadian Citizenship Card (if applicable), or
- another official piece of identification (issued by a federal or provincial authority) bearing your photograph, such as a health insurance card.

**STEP 4.** Include the processing fee for application submitted to CIC. Each individual must pay \$30.00. The fee is **not** refundable nor does it guarantee approval of your application. If you are not approved you will not be issued a certified true copy or a replacement document.

Please send a certified cheque or money order (bank or postal), payable to the Receiver General for Canada. Personal cheques and bank receipts are **not** accepted. **Do not send cash.** If you prefer to use your credit card, please complete and mail the Credit Card Payment Form with your application.

**Note:** Waiver of Fee – The fee may be waived for applicants in receipt of provincial welfare payments or assistance under the Resettlement Assistance Program. Additionally, for applications made by federal, provincial or municipal government agencies the fee may also be waived.

If you are receiving Social Assistance Benefits, provide a letter from the appropriate provincial Ministry or other proof that you are receiving benefits (proof of payment) in order to have a waiver of the fee considered. **There is no fee** for application submitted to The Canadian Genealogy Centre Library and Archives Canada.

**Note:** Outside Canada, contact the nearest **Canadian embassy, high commission or consulate.**

**STEP 5.** Gather your documents together. Make sure the following forms:

- Verification of entry, IMM 5009 (with section A completed only), and
- Supplementary Form, IMM 5541,

are completed and signed and are accompanied by the supporting documents (see Step 3), including payment.

# Mailing your application

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Use the table below to determine where to mail your application:

<b>Inside Canada</b> and your document issued	Before 1936	contact Canadian Genealogy Centre Library and Archives Canada (see <a href="#">Appendix A</a> )
	From 1936	contact Citizenship and Immigration (see <a href="#">Appendix A</a> )
<b>Outside Canada</b> and your document was issued	Before 1936	submit your application to the Canadian embassy, high commission or consulate closest to your home.
	From 1936	

Please mark the envelope: **VOE**. If your application is not complete or does not include the correct processing fee it will be returned to you to be completed.

## If you move

Ensure that your address will be valid for the entire processing period. Documents lost in the mail are **not** the responsibility of Citizenship and Immigration Canada. If your documents are lost in the mail you will be required to re-apply with new fees and documents.

If you move before your application has been processed, you must advise us of your new address by contacting our Call Centre or through our on-line change of address at our [Web site](#). Also advise our Call Centre if you change your telephone or fax numbers after you have mailed your application.

# What happens next?

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## Processing your application

Processing time can change. You can obtain current processing times by contacting the CIC Call Centre at 1 888-242-2100 or on our website at: [www.cic.gc.ca/english/information/times/index.asp](http://www.cic.gc.ca/english/information/times/index.asp)



# Appendix A

## Citizenship and Immigration Centres

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If the document requested was issued in **1936** or after, use the list below to determine where to mail your application

### ATLANTIC

**Charlottetown**

191 University Ave.  
Charlottetown, PE C1A 4L2

**Fredericton**

495 Prospect Street  
Fredericton, NB E3B 9M4

**Halifax**

1741 Brunswick Street, Suite B110  
Halifax, NS B3J 3X8

**Moncton**

860 Main Street, 6<sup>th</sup> Floor, Suite 602  
Moncton, NB E1C 1G2

**Saint John**

189 Prince William Street  
Saint John, NB E2L 2B9

**St. John's**

North Atlantic Building, 2<sup>nd</sup> floor  
31 Pippy Place  
P.O. Box 13667, Station "A"  
St. John's, NL A1B 4G1

### QUEBEC

**Gatineau**

259 St-Joseph Blvd, Suite 109  
Gatineau, QC J8Y 6T1

**Montréal**

1010 St-Antoine St. West, 2<sup>nd</sup> floor  
Montréal, QC H3C 1B2

**Québec**

Complexe Lebourgneuf  
825 Lebourgneuf Blvd, Suite 110  
Québec, QC G2J 0B9

**Sherbrooke**

76 Place de la Cité  
Sherbrooke, QC J1H 4G8

**Trois-Rivières**

55 des Forges Blvd., Room 012  
Trois-Rivières, QC G9A 6A8

### ONTARIO

**Toronto East**

(for residents of: the Greater Toronto Area and EAST of Yonge Street; Oshawa; and Barrie)  
200 Town Center Court, Suite 380  
Scarborough, ON M1P 4X8

**Toronto West**

(for residents of the Greater Toronto Area and WEST of Yonge Street)  
5343 Dundas Street West  
Etobicoke, ON M9B 6K5

**Outside the Greater Toronto Area**  
Send your application to the closest CIC as follows:

**Hamilton**

55 Bay Street North  
Hamilton, ON L8R 3P7

**Kitchener**

Waterloo/Wellington CIC  
29 Duke St. East  
Kitchener, ON N2H 1A2

**London**

417 Exeter Road  
London, ON N6E 2Z3

**Niagara Falls**

6080 McLeod Rd. 2, Unit 12  
Niagara Falls, ON L2G 7T4

**Ottawa**

(includes Kingston)  
200 Catherine Street, Suite 101  
Ottawa, ON K2P 2K9

**Sault Ste. Marie**

22 Bay Street  
Sault Ste. Marie, ON P6A 5S2

**Sudbury**

40 Elm St, Suite 281  
Sudbury, ON P3C 1S8

**Thunder Bay**

221 Archibald St. North, Suite 108  
Thunder Bay, ON P7C 3Y3

**Windsor**

1250 Walker Road  
Windsor, ON N8Y 4T4

## PRAIRIES/NORTHWEST TERRITORIES

### Calgary

Harry Hays Building, Room 210  
220 4th Avenue S.E.  
Calgary, AB T2G 4X3

### Edmonton

(including residents of Northwest Territories)  
Suite 240, Canada Place  
9700 Jasper Avenue  
Edmonton, AB T5J 4C3

### Regina

1783 Hamilton Street, Room 220  
Regina, SK S4P 2B6

### Saskatoon

660 - 410 22nd Street East  
Saskatoon, SK S7K 5T6

### Winnipeg

(including residents of Nunavut)  
Johnston Terminal, Room 400  
25 Forks Market Road  
Winnipeg, MB R3C 0S9

## BRITISH COLUMBIA/YUKON

### Kelowna

202- 1635 Abbott Street  
Kelowna, BC V1Y 1A9

### Nanaimo

60 Front Street, Room 201E  
Nanaimo, BC V9R 5H7

### Prince George

177 Victoria Street, Suite 250  
Prince George, BC V2L 5R8

### Vancouver

1148 Hornby Street  
Vancouver, BC V6Z 2C3

### Victoria

816 Government Street, Room 377  
Victoria, BC V8W 1W9

### Whitehorse

300 Main Street, Suite 215  
Whitehorse, YT Y1A 2B5



If the document requested was issued **before 1936** mail your application at the following address:

**Canadian Genealogy Centre  
Library and Archives Canada  
395 Wellington Street  
Ottawa, Ontario  
K1A 0N4**