



Tips on Communicating with Citizenship and Immigration Canada (CIC)



*Prepared by Agata Rebisz, Global Village Vancouver,
A Regulated Canadian Immigration Consultant (RCIC #R417711) pursuant to
section 91 of the Immigration and Refugee Protection Act*

This is not a legal document. Information may change without notice. Always refer to Canada Immigration www.cic.gc.ca for the most updated information. This document was last updated on Aug. 10, 2015

There are different ways to contact CIC if you have questions or inquiries.

By phone

Call the CIC Call Centre at 1-888-242-2100 from within Canada only

They operate Monday to Friday, 8am to 4pm local time, except for statutory holidays. Prepare to wait on hold for some time. Try calling early in the morning or use a speakerphone. For your records, write down the date and time you called, the agent's name, and the exact information they provide.

By email

Temporary resident visas (TRV) submitted from within Canada

CPP-CTP-OTTAWA-TRV-VRT@cic.gc.ca

Fax: 613-946-6059

Technical questions

web-tech-support@cic.gc.ca

General questions

question@cic.gc.ca

Visa offices outside Canada

Select a visa office to find their email address:

<http://www.cic.gc.ca/english/information/offices/apply-where.asp>

Include the following information in your email:

- Surname – Exactly as it appears on the passport or identity document
- Given name(s) – Exactly as it appears on the passport or identity document
- Date of birth (YYYY-MM-DD) and country of birth
- Client ID Number (you can find it on your visitor/study or work permit)
- Your current status in Canada (e.g. student, worker, visitor, etc.)
- The expiration date of that status
- Complete address. If residential address is different from mailing address, provide both.
- Telephone number
- Type of application (work permit, study permit or visitor record)
- Approximate date that the application was submitted
- Office to which the application was sent (complete address)
- If your question regards a technical error, send two screen shots of:
 - The error message that you receive
 - The page you are attempting to access,

- AND describe the information you were looking for and the nature of the problem.

Need more advice or help with your application?

*Please email our Regulated Canadian Immigration Consultant, Agata Rebisz, located at **Global Village Vancouver**, 888 Cambie Street, and arrange for consultation in person or by phone, skype or email. arebisz@gvenglish.com*

The consultation charge is CND \$70.00 + 5% GST tax per 30 minutes (minimum charge).

A rebate of up to CND \$125 will be applied to the registration fee if the client enrolls in courses at GV Vancouver.



Agata Rebisz is a member in good standing of Immigration Consultants of Canada Regulatory Council (RCIC #R417711) pursuant to section 91 of the Immigration and Refugee Protection Act.