



# IMMIGRATION Canada

## Applying for a Permanent Resident Card (PR Card)

- Initial application
- Replacement
- Renewal



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**Appendix A** - Residency Obligation

**Appendix B** - Photo Specifications

### Forms

Application for a Permanent Resident Card (IMM 5444)

Supplementary Identification Form (IMM 5455)

Document Checklist (IMM 5574)

Receipt (IMM 5401)

Use of a Representative (IMM 5476)

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

This publication is available in alternative formats upon request.

**Également disponible en français**

## Overview

### Application package

This application package consists of:

- an instruction guide, and
- the required form(s).

The **instruction guide** is a tool that provides

- the information you must know about this application before sending it to Citizenship and Immigration Canada (CIC), and
- assistance with how to fill out the forms and the required supporting documents.

Read the instruction guide thoroughly and then fill out each of the applicable form(s).

The **form(s)** are specifically designed with questions that will assist the processing of your application.




### Why you need to read this guide

This guide provides all of the instructions necessary to complete this application. As a result of reading the guide, you should be able to:

- complete the application form, and
- determine what supporting documents need to be included.

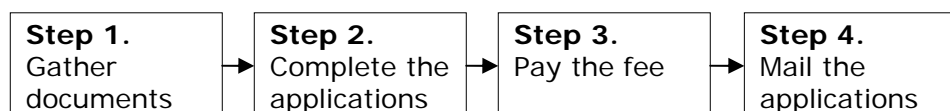
### Symbols used in this guide

This guide uses the following symbols to indicate information of particular importance.

This symbol...	Tells you...
	What you <b>must</b> do to have your application processed.
	Important information that you need to be aware of in order to avoid delays or other problems.
	Where to get more information.
<b>Note:</b>	Tips that will assist you with this application.

### The application process

The instructions provided in this guide follow the basic steps you will need to know to complete your application.



## Before You Apply

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### Permanent Resident Card (PR Card)

A Permanent Resident Card (PR Card) is a document required by permanent residents, including children, who are planning on travelling outside of Canada and then return to Canada by any commercial transporter such as plane, train, boat or bus.

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### Who may use this application

This application is for permanent residents within Canada who would like to apply for:

- an initial (first) PR Card;
  - a renewal of a PR Card that has or will soon expire; **or**
  - a replacement of a PR Card that has been lost, stolen or damaged.
- 

### Assessing your eligibility

To be eligible for a PR Card, you must:

- be a permanent resident of Canada;
  - be physically present in Canada;
  - **not** be under an effective removal order;
  - **not** be a Canadian citizen or a registered Indian under the *Indian Act*; **and**
  - **not** be convicted of an offense related to the misuse of a PR card.
- 

### Permanent Residents outside of Canada

**If you are currently outside Canada and do not have a valid PR Card to return to Canada**, you will need to obtain a travel document from a Canadian visa office. An application is available on our Web site at <http://www.cic.gc.ca/english/information/applications/travel.asp>.



Once you have returned to Canada, you should apply for a PR Card.

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### You may be eligible for Canadian citizenship

Adults may be able to obtain **Canadian citizenship** if they:

- are permanent residents of Canada;
- have lived in Canada for at least three out of the four years preceding an application for Canadian citizenship; **and**
- meet all other requirements.

**Note:** Children will have to meet different requirements.



For information or to obtain an application package visit our Web site at [www.cic.gc.ca](http://www.cic.gc.ca) or contact our Call Centre by consulting the "[How to Contact CIC](#)" section of this guide.

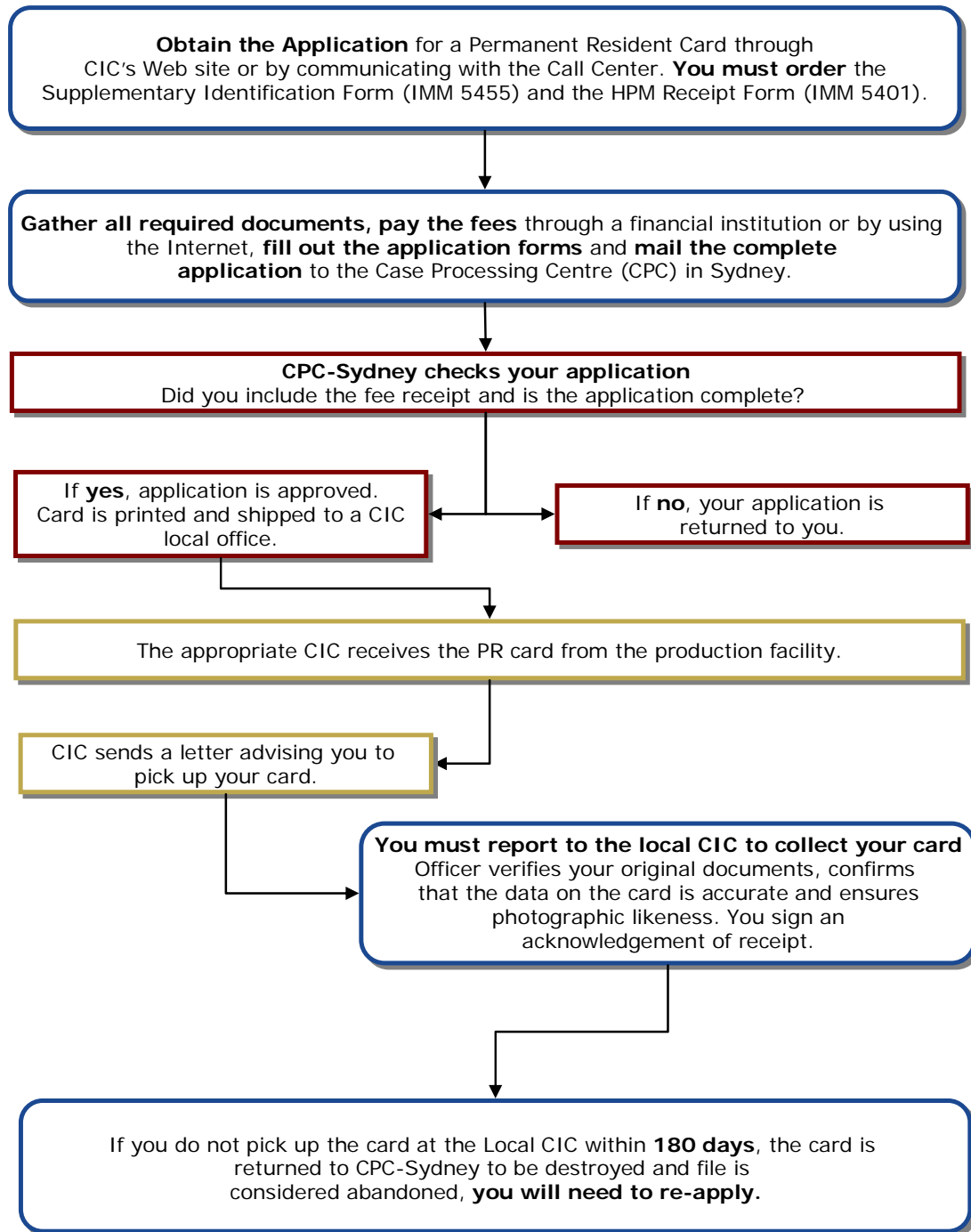
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### Error in your name

If your *Record of Landing* (IMM 1000), *Confirmation of Permanent Residence* (IMM 5292) or other permanent residence document contains an error in your name, complete and submit a *Request to Amend the Immigration Record of Landing or Confirmation of Permanent Residence* (IMM 5218) before you apply for a PR card. Visit our **Web site** or contact our Call Center to obtain an application kit.

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## Application Process for PR Card

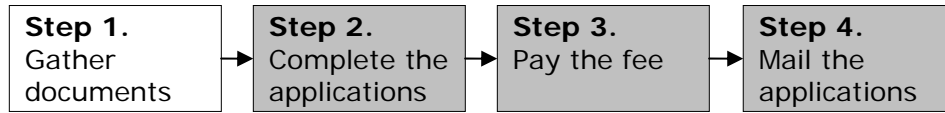


Action you must take

CPC-S process

CIC Assessment

## Step 1. Gather Documents





### What documents are required?

The table below outlines the identity documents that you will need to send with your application. You should use the document checklist to ensure that your application includes all of the required documents.



If any of the required documents are missing, or photocopies are not clear, your application will be returned to you.

	Document	Description	Format
1	Your PR Card	<p>If you are applying to <b>renew</b> your present card and:</p> <ul style="list-style-type: none"> <li>your card has <b>expired</b>, you should return it with the completed application for a new card; <b>or</b></li> <li>your card is <b>still valid</b>, you may hold on to it and return it to a CIC officer when you pick-up your new card at a local CIC office.</li> </ul> <p>If you are applying to <b>replace</b> your damaged card, you should return your card with your application.</p>	Original
2	<b>One</b> (1) primary identity document	<p>A copy of <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>your valid passport or travel document; <b>or</b></li> <li>the passport or travel document you held at the time you became a permanent resident; <b>or</b></li> <li>the certificate of identity or travel document issued by the Minister of Foreign Affairs of Canada.</li> </ul> <p> The copy should show the document type and number, issue and expiry date, your name, photo and date of birth.</p> <p>Under exceptional circumstances, if it is <u>impossible</u> for you to obtain any of the above you must provide a:</p> <ul style="list-style-type: none"> <li>copy of any identity document issued outside Canada before you came to Canada; <b>or</b></li> <li>statutory declaration signed by you attesting to your identity <b>and</b> a statutory declaration also attesting to your identity signed by:               <ol style="list-style-type: none"> <li>a person who knew you before you came to Canada (such as a family member); <b>or</b></li> <li>an official of an organization representing people from your country of nationality or former residence.</li> </ol> </li> </ul>	Clear and legible photocopy

	Document	Description	Format
3	<b>One</b> (1) secondary identity document	<p>A copy of <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>• your <i>Record of Landing</i> (IMM 1000) or <i>Confirmation of Permanent Residence</i> (IMM 5292);</li> <li><b>or</b></li> <li>• copy of your valid provincial driver's licence, provincial photo-identity card or university or college student card;</li> <li><b>or</b></li> <li>• copy of your most recent Income Tax Assessment issued by Canada Revenue Agency.</li> </ul> <p> When you pick up your card, you must bring with you the original documents copies of which you have included in your application.</p>	Clear and legible photocopy


**Applicants under the age of 18**


- A clear and legible photocopy of **one** of the following:
- applicant's birth certificate (showing the applicant's name, date of birth, place of birth and the names of the parents or adoptive parents);
  - or**
  - legal documentation proving guardianship, if the applicant has a legal guardian.

**Legal change of name document**

If your present name is different from the name printed on your *Record of Landing* (IMM 1000) or *Confirmation of Permanent Residence* (IMM 5292) you must send in supporting legal documentation as proof of your name change:

- a certified copy of a legal change of name document, court order, adoption order, marriage certificate issued by civil authorities with your new name **or** a divorce decree with your new name;
- a certified copy of your provincial driver's licence, provincial identification card or provincial health card in the requested name.

 If you have had a legal name change, you **must** include a copy of your *Record of Landing* (IMM 1000) or *Confirmation of Permanent Residence* (IMM 5292) with this application.

 Marriage and legal change of name certificates issues by the Government of Quebec before January 1, 1994 are not acceptable. You must obtain a new document issued by the civil authorities in the province of Quebec on or after January 1, 1994.

**If you were outside Canada for 1095 days or more in the past five years**

If applicable:

- proof of your relationship to the Canadian citizen you accompanied abroad and proof of his or her citizenship;
- proof of your full-time employment to a Canadian business abroad;
- a copy of your *Returning Resident Permit* (IMM 1228).

If you were accompanying a permanent resident of Canada working for a Canadian business abroad:

- proof of your relationship to this person;
  - proof of his or her full-time employment;
  - proof of his or her permanent resident status.
- 

**Translation of documents**

Any document that is not in English or French **must be accompanied** by:

- the English or French translation;
- a **certified** copy of the document; **and**
- a translator's declaration.

**Note:** The declaration must include the translator's name, the original language of the translated document and a statement signed by the translator that the translation is accurate.

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**Photographs**

You will need two (2) photos taken within 12 months of the date of this application:

- **One photo** will be placed on the sticker of the *Supplementary Identification Form* (IMM5455);
- **One photo** to be placed in a small envelope (no staples or paper clips).

Follow the steps in Appendix B – *Photo Specifications* to obtain acceptable Permanent Resident Card photos.

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**Certified true copies**

**You must send certified copies of any legal name change document and of any document that is not in English or French.**

To have a copy certified, an authorized person must compare the original document to the photocopy and must print the following on the photocopy:

- "I certify that this is a true copy of the original document";
- the name of the original document;
- the date of the certification;
- his or her name;
- his or her official position or title;
- his or her signature.



The person who certifies your photocopies cannot be a family member.

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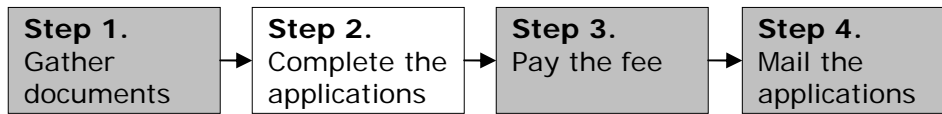
**Who can certify copies?**

**People authorized to certify copies include the following:**

Chiropractor	Manager of a financial institution	Notary	Primary, secondary or university teacher
Commissioner of oaths	Medical doctor	Official of an embassy, consulate or high commission officially accredited to Canada and authorize to certify document issued by the official's government	Professional accountant
Dentist	Member of a provincial legislature	Official of a federal or provincial government department	Professional engineer
Funeral director	Member of parliament	Pharmacist	Social worker
Justice of the peace or judge	Minister of religion	Police officer	Veterinarian
Lawyer	Municipal clerk	Postmaster	

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## Step 2. Complete the Applications



**Filling out the application** Follow the step-by-step instructions below to complete the application forms.

**The following are the forms that each person applying for a PR Card must fill out and submit:**

- *Application for a Permanent Resident Card* (IMM 5444);
- *Supplementary Identification Form* (IMM 5455) (you can order it from the **Call Centre** or from our **Web site**);
- *Document Checklist* (IMM 5574);
- *Receipt* (IMM 5401) (you can order it from the **Call Centre** or from our **Web site**);
- *Use of a Representative* (IMM 5476), if applicable.

**Note:** If you receive this application by mail, you will find these documents included in this application package.



It is a serious offence to give false or misleading information on these forms. The information you provide on your application may be subject to verification.




**Be complete and accurate**

Complete all sections. If any section is not applicable to you, write "N/A" ("Not applicable"). If your application is incomplete it will be returned to you and processing may be delayed. You **must not** fold or create any of the forms or documents that you submit with your application.

**Note:** If you need more space for any section, use an extra sheet of paper and indicate the number and/or letter of the section you are completing and submit it along with your application.

### ***Application for a Permanent Resident Card (IMM 5444)***

Question	Action
<b>General Application Information</b>	
1	Check one box indicating if you would like to receive correspondence and documentation in English or French.

Question	Action
2	Write the date you became a permanent resident of Canada.
3	Check only one (1) box to identify what this application for a PR Card is for: <ul style="list-style-type: none"> <li>• getting your first PR Card (you have not been issued one before); <b>or</b></li> <li>• renewing your present PR Card (your current PR Card has or will expire); <b>or</b></li> <li>• replacing a PR Card that was lost, stolen destroyed or never received.</li> </ul>
<b>Section A- Personal details</b>	
4	Write your last name (surname) and given name(s) as they appear on your: <ul style="list-style-type: none"> <li>• <i>Record of Landing</i> (IMM 1000); <b>or</b></li> <li>• <i>Confirmation of Permanent Residence</i> (IMM 5292).</li> </ul>
5	Write your current last name (surname) and given names, if different from A-4. <p> You must provide supporting documents for any change in your name. See: "<a href="#">Legal change of name document</a>" in the Gather Documents section.</p>
6	Check one (1) box to identify whether you are male or female.
7	Write your date of birth in numerical format.
8	Write the name of your country of birth.
9	Write the name of your country (or countries) of citizenship.
10	Check one (1) box to identify the colour of your eyes. If none of the options apply, write an explanation in the "other" box.
11	Write your height in centimeters or in feet and inches.
12	Write your residential address, complete with postal code.
13	Write your mailing address, complete with postal code, if different from the residential address in A-12. <p><b>Note:</b> If you provide us with a mailing address, all correspondence will be sent to this address.</p>
14	Write the contact details for where you can be reached by telephone. An alternative telephone number can include a business or cellular telephone.
15	Check the one (1) box that identifies your current marital status.
<b>Section B- Your Immigration History</b>	
16	Write the city and province in Canada, where you became a permanent resident.
17	Check the box that identifies whether or not you have ever been issued a removal order in Canada.
18	Check the box that identifies whether or not a Citizenship and Immigration Canada officer or a Canadian Border Service Agency officer has ever issued a <i>Report Under Subsection 44(1)</i> or has made the decision that you have not met the residency obligations required of Canadian permanent residents.
<b>Section C- Address, Work and Educational History</b>	
19	You must list <b>all</b> your residential addresses for the past 5 years and must account for each month.
20	You must list <b>all</b> your work and education history for the past 5 years and must account for each month.
21	You must list <b>all</b> your absences from Canada in the last five years. Absences <b>include</b> vacations. <p>If you have been outside Canada for 1095 days or more, <b>complete Section D.</b> See Appendix A for more information on meeting the residency obligation.</p> <p>If your absences add up to less than 1095 days, go to <b>Section E: Declaration of applicant.</b></p>

Question	Action
<b>Section D- Residency Obligation</b>	
22	If you have been outside of Canada for 1095 days or more, list your absences from Canada in the past five years in the situations indicated. If you became a permanent resident less than five years ago: list the absences from the time you became a permanent resident to present. See Appendix A at the end of this guide.
<b>Section E- Declaration of Applicant</b>	
23	You must sign and date the application form. <b>Applicants who are less than 14 years of age:</b> one of the applicant's parents or legal guardian must sign the application.  <b>Applicants who are 14 years of age or more but less than 18 years of age:</b> the applicant <b>and</b> one of the applicant's parents or legal guardian must sign the application.
<b>Section F- Solemn Declaration Concerning a Lost, Stolen, Destroyed or Never Received Permanent Resident Card</b>	
24	Complete this section only if you are applying to replace a lost, stolen, destroyed or never received permanent resident card.

### **Supplementary Identification Form (IMM 5455)**

**Original required**

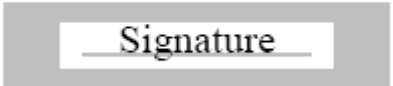
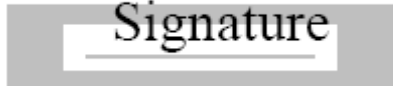


**You must use an original of this form.** Photocopies are not acceptable.

You can order it from the **Call Centre** or from our **Web site**.



Do not in any way fold or crease any part of this form.

Question	Action
<b>General Application Information</b>	
1	Write your last name (surname/family name) and given name(s).
2	Write your date of birth.
3	Write your height in centimeters or in feet and inches.
4	Write your eye colour and indicate the date of permanent residence.
Signature	<p>You must sign inside the white box in black ink only.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Acceptable</p>  </div> <div style="text-align: center;"> <p>Unacceptable</p>  </div> </div> <p>This is the signature that will appear on your card.</p> <p><b>Applicants who are 14 years of age or older</b> must sign their own form. If the <b>applicant is under 14 years of age</b>, only his or her parent or guardian must sign the form.</p>
Photo	<p>You must:</p> <ul style="list-style-type: none"> <li>peel off the photo patch and attach one of your photos to the adhesive</li> </ul>

Question	Action
	square; <ul style="list-style-type: none"> <li>• make sure your photo is upright and aligned;</li> <li>• <b>do not</b> use a staple, paper clip or glue on your photo;</li> <li>• see <b>Appendix B</b> for more information on acceptable photos.</li> </ul>

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

### **Who may use this form?**

Complete this form **only** if you are appointing a representative.

If you have dependent children aged 18 years or older, they are required to complete their own copy of this form if a representative is also conducting business on their behalf.

### **What is a representative?**

A **representative** is someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada.

When you appoint a representative:

- you authorize CIC to share information from your case file to this person;
- your application will not be given special attention nor can you expect faster processing or a more favourable outcome;
- they are authorized to represent you only on matters related to the application you submit with this form; and
- you can appoint only **one** representative for each application you submit.

You are not obliged to hire a representative. We treat everyone equally, whether they use the service of a representative or not.



You must notify us if your representative's contact information changes or if you cancel the appointment of a representative.

### **Types of representatives**

**There are two types of representatives:**

#### **Unpaid representatives can be:**

- friends and family members who do not charge a fee for their advice and services;
- organizations that do not charge a fee for providing immigration advice or assistance (such as a non-governmental or religious organization);
- consultants, lawyers and Quebec notaries who do not, and will not, charge a fee to represent you.

#### **Paid representatives:**

If you want us to conduct business with a representative who is, or will be charging a fee to represent you, they must be authorized. Authorized representatives are:

- immigration consultants who are members in good standing of the Canadian Society of Immigration Consultants (CSIC);
- lawyers who are members in good standing of a Canadian provincial or territorial law society and students-at-law under their supervision;
- notaries who are members in good standing of the *Chambre des notaires du Québec* and students-at-law under their supervision.

If you appoint a paid representative who is not a member of one of these designated bodies, your application will be returned. **For more information** on using a representative, visit our Web site: [www.cic.gc.ca](http://www.cic.gc.ca).

Question	Action
<b>General Application Information</b>	
	Check one box to indicate if you are appointing or canceling the appointment of a representative.
<b>Section A- Applicant Information</b>	
1	Write your last name (surname) and given name(s).
2	Write your date of birth.
3	If you have already submitted your application write: <ul style="list-style-type: none"> <li>• the name of office where the application was submitted;</li> <li>• location;</li> <li>• type of application you are sending.</li> </ul>
4	Write your Citizenship and Immigration Canada Identification number (if known)
<b>Section B- Appointment of Representative</b>	
5	Write your representative's full name If your representative is a member of CSIC, a law society or the <i>Chambre des notaires du Québec</i> , print his or her name as it appears on the organization's membership list.
6	Check one box to indicate if your representative is unpaid or paid. If your representative is paid write the membership ID number.
7	Write your representative's contact information.
8	Your representative must sign to accept responsibility for conducting business on your behalf.
<b>Section C- Cancel the Appointment of a Representative</b>	
9	Fill in this section if you wish to cancel the appointment of a representative. Write the representative's full name
<b>Section D- Your Declaration</b>	
10	By signing, you authorize CIC to complete your request for yourself and your dependent children under 18 years of age. If your spouse or common-law partner is included in this request, he or she must sign in the box provided.

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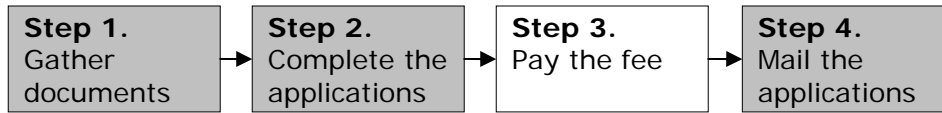
**Release of  
information  
to other  
individuals**

To authorize CIC to release information from your case file to someone other than a representative, you will need to complete the 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); **or**
- from Canadian embassies, high commissions and consulates abroad.

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

## Step 3. Pay the Fee



### Calculating your fees

Use the table below to calculate the total amount of fees to be paid. Fees must be included with this application.

Processing Fee	Number of persons	Amount per person	Amount Due
Permanent Resident Card		x \$50	
<b>Total Payment:</b>			

### Incorrect fee payment



**Incorrect fee payments may delay processing your application.**

Payment issue	CIC will...
No fee included	return your application.  <b>Note:</b> processing of your application will only start after you return your application with requested fees.
Insufficient fees included	inform you of how much to pay and how to pay.  <b>Note:</b> Processing of your application will only continue after you provide the missing fees.
Overpayment	<ul style="list-style-type: none"> <li>start processing your application and</li> <li>send you a refund as soon as possible.</li> </ul> <b>Note:</b> you do not have to request a refund, it will be done automatically.

## Payment method options

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### Preferred method of payment

**Payment of fees on-line is the preferred method of payment.**

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### On-line fee payment


#### Resources required

You can pay your fees on-line if you have:

- a credit card (Visa, Master Card or American Express)
- access to a computer with an Internet connection
- a valid email address
- access to a printer (you will need to print the receipt)

#### Instructions

Follow these step-by-step instructions to pay using the Internet.

Step	Action
1	Go to the CIC Web site at <a href="http://www.cic.gc.ca">www.cic.gc.ca</a> <ul style="list-style-type: none"><li>• Select <i>Pay My Application Fees</i> in the <i>I need to...</i> section on the right hand side of the page.</li><li>• Select <i>Pay fees on-line</i> under related links.</li></ul>
2	Follow the on-line instructions <ul style="list-style-type: none"><li>• Select <i>Immigration</i></li><li>• Select <i>Permanent Resident Card</i></li><li>• Insert the <u>Quantity</u> of applicants</li><li>• Select <i>Submit</i> and continue with the payment process following the instructions</li></ul> <p><b>At the end</b>, click on the button to print the CIC official receipt with barcode.</p>  <b>Do not exit without printing the receipt (page)!</b>
3	Fill in the <i>Payer Information Section</i> by hand.
4	Attach the bottom portion (copy 2) of this receipt to your completed application.

#### Proof of payment

The receipt printed off of the Internet in step 2 of the instructions above will serve as your proof of payment.

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### Fee payment at financial institutions

If you do not wish to pay using the Internet, payment **must** be made at a **financial institution** in Canada. The financial institution will let you know what method of payment it accepts. There is no banking charge to pay at a financial institution.



The only acceptable forms of payment are on-line or through a financial institution in Canada. If you send any other form of payment your application will be returned.

### Availability





For clients located inside Canada only.

### Resources required

A payment receipt form (IMM 5401) included in this application or that can be ordered on-line.

### Instructions

Follow these step-by-step instructions to pay at a financial institution in Canada.

Step	Action
1	Calculate the total fee amount to be paid using the chart <i>Calculating your fees</i> at the beginning of this section
2	<p>Fill out one (1) payment receipt form (IMM 5401).</p> <p> An <b>original</b> payment receipt form (pink and white) must be used. A photocopy is <b>not acceptable</b>.</p> <p> See "<a href="#">Obtaining an original receipt form</a>" in this section.</p>
3	<p>Insert the total amount paid on line <b>09 Citizenship or Immigration Services Fees</b>.</p> <p> Do <b>not</b> complete the top two portions of the receipt. These will be completed by the financial institution.</p>
4	<p>Fill in the <i>Payer Information</i> section on the back of the payment receipt form.</p> <p>Do you already have an open file and know the client identification number (client ID) that we have assigned to you?</p> <p><b>If yes</b>, enter the number in the box provided for that purpose.</p> <p><b>If no</b>, leave that box empty.</p>
5	<p>Bring the receipt form and your payment to the teller (cashier) at the financial institution. Do <i>not</i> present your application, only your receipt form.</p> <p>The teller (cashier) will:</p> <ul style="list-style-type: none"> <li>stamp and enter the amount paid in the upper two portions of the receipt form, <b>and</b></li> <li>give you the top two portions of the form.</li> </ul> <p> <b>Do not</b> make payment using the automated teller machines or on a financial institution website.</p>
6	<p>The following list indicates what you should be doing with the different parts of the IMM 5401 receipt.</p> <ul style="list-style-type: none"> <li>Copy 1 (top): Keep for your records.</li> <li>Copy 2 (middle): Attach to your completed application.</li> </ul>

	<ul style="list-style-type: none"><li>• Copy 3 (bottom): The financial institution will keep the bottom part.</li></ul>
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**Proof of payment**

Completed payment receipt form (Original form IMM 5401)

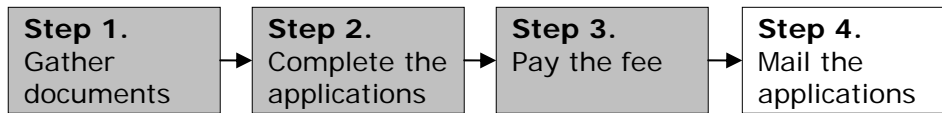
**Obtaining an original receipt form:**

You may obtain an original receipt form (IMM 5401) by:

- ordering through our Web site: [www.cic.gc.ca](http://www.cic.gc.ca).
- contacting the CIC Call Centre at 1-888-242-2100.

**Note:** If you have ordered a complete application package, the original receipt form will be included.

## Step 4. Mail the Applications



### Where to mail the application

Mail your completed application in a stamped envelope to the address shown below:

(Your Name) (Your Address) (Your Postal Code)	Affix sufficient postage 
PR Card Processing Centre P.O. Box 10020 Sydney, NS B1P 7C1	

### Send the document checklist

Make sure you use the document checklist and include it with your application.



Make sure that you have included the green *Supplementary Identification Form* (IMM 5455) with your application.

## What Happens Next

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### Hearing from CIC

The following table outlines the type of communication that you receive from CIC as a result of submitting this application.

If your application is...	Then...
properly completed and you meet the requirements for a PR Card	you will receive a letter from CIC advising you of when and where to pick up your card.
incomplete	your application will be returned to you.

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### When you pick up your PR card

You must bring with you the original documents copies of which you have included in your application.

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### Current processing times and urgent cases

You can obtain current processing times by visiting our Web site at: <http://www.cic.gc.ca/english/information/times/index.asp>.

We can speed up the processing of your application in specific circumstances. Visit our Web site at <http://www.cic.gc.ca/english/information/pr-card/apply-how.asp#urgent> for more information.

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### Updating your contact information

During the application process, you must advise us of any change of address or telephone number by:

- going to [www.cic.gc.ca](http://www.cic.gc.ca), click on *Change My Address* in the *I Need To ...* section on the right-hand side of the page;
  - or**
  - contact the CIC Call Centre.
- 

### Checking application status on-line

You can check the status of your application on-line by doing the following:

- Log on to our Web site at [www.cic.gc.ca](http://www.cic.gc.ca);
- Go to *Check My Application Status* in the *I need to...* section on the right-hand side of the page.

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### Protecting your information

Your personal information is

- only available to CIC employees who need to see it in order to provide the services to you, **and**
- not disclosed to anyone else without your written consent.

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You can obtain additional information on the protection of your data by visiting the "[Frequently Asked Questions](#)" (FAQ) on our Web site.

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**Quality Assurance Program**

Our quality assurance program randomly selects applications for a special review. If selected you will be asked to attend an interview with a Citizenship and Immigration official so that we can:

- verify the documentation you submitted is accurate;
- verify that your application has been completed properly.

You will be notified in writing should your application be selected.

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## How to Contact CIC

The table below shows the three ways you can contact CIC.

<b>Web site</b>	<a href="http://www.cic.gc.ca">www.cic.gc.ca</a>
<b>Within Canada</b>	<p>CIC Call Centre: <b>1-888-242-2100 (toll-free)</b></p> <p><b>Hours of operation:</b> Monday to Friday 8 a.m. to 4 p.m., your local time</p> <p>If you are <b>deaf, deafened or hard of hearing, or you have a speech impediment</b> and use a text telephone, you can access the TTY service from 8 a.m. to 4 p.m. your local time by calling: 1-888-576-8502 (in Canada only).</p>
<b>Outside Canada</b>	<p>Contact a visa office at a Canadian:</p> <ul style="list-style-type: none"><li>• Embassy,</li><li>• High Commission, <b>or</b></li><li>• Consulate.</li></ul> <p>Consult the local phone pages or the CIC Web site for addresses, phone numbers and Web site addresses.</p>



**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.

## Appendix A - Residency Obligation

### Minimum residency obligations

You **must meet** the residency obligation to obtain a Permanent Resident Card. The following table represents the minimum requirements.

If you have been a permanent resident for	you must
five years or more	have been physically present in Canada for a minimum of 730 days within the past 5 years.
less than five years	show that you will be able to meet the minimum of 730 days physical presence in Canada at the 5-year mark.

### Time spent outside of Canada

You may also count the days spent outside of Canada in the following circumstances as days for which you satisfy the residency obligation:

#### Option 1. Accompanying a Canadian citizen outside Canada

You may count each day that you accompanied a Canadian citizen outside Canada provided that the person you accompanied is your

- spouse or common-law partner; **or**
- parent, if you are less than 22 years of age.

#### Evidence that you are accompanying a Canadian citizen

You must provide supporting documents to prove that:

- The person you are accompanying is a Canadian citizen; and
- You are the spouse, common-law partner or child of that person.

#### Supporting documents may include:

- marriage licence
- child's birth certificate, baptismal document, and/or adoption or guardianship document
- school and/or employment records
- association or club memberships
- passports or other travel documents
- documents indicating the status of the person you are accompanying

#### Option 2. Employment outside Canada

You may count each day you worked outside Canada provided that your employment meets the following criteria:

- you are an employee of, or under contract to, a Canadian business or the public service of Canada or of a province; **and**
- you are assigned on a full-time basis to:
  - a position outside Canada;
  - an affiliated enterprise outside Canada; **or**
  - a client of the Canadian business or the public service

outside Canada.

For the purposes of this application, a Canadian business is defined as:

- a corporation that is incorporated under the laws of Canada or of a province and that has an ongoing operation in Canada;
- an enterprise that has:
  - a) an ongoing operation in Canada;
  - b) is capable of generating revenue;
  - c) is carried out in anticipation of profit;
  - d) in which a majority of voting or ownership interests is held by Canadian citizens, permanent residents, or Canadian businesses as defined above; **or**
- an organization or enterprise created by the laws of Canada or a province.

**Supporting documents:**

**You must enclose a letter of declaration signed by an official of the business that indicates:**

- the position and title of the signing official;
- the nature of the business and how it fits the description of a Canadian business (see definition above);
- details of your assignment or contract outside Canada such as – duration of the assignment; confirmation that you are a full-time employee of the “Canadian business” working abroad on a full-time basis as a term of their employment, or you are on contract working on a full-time basis abroad as a term of their contract; and a description or copy of the position profile regarding the assignment or contract abroad;
- confirmation that the business has not been created primarily for the purpose of allowing you to satisfy your residency obligation

**You may also include:**

- articles of incorporation and business licences
- partnership agreements and / or corporate annual reports
- corporate Canadian Income Tax Notices of Assessment and / or financial statements
- copies of the Employee Assignment Agreement or Contract
- copies of any agreements between the Canadian business and the business or client outside Canada concerning your assignment to that client or business
- Pay Statement(s)
- Canadian Income Tax Notice of Assessment
- T4 slips

**OPTION 3. Accompanying a permanent resident outside Canada**

You may count each day you accompanied a permanent resident outside Canada provided that:

- the person you accompanied is your spouse, common-law partner or parent (if you are a child under 22 years of age); **and**
- he or she was employed on a full-time basis by a Canadian business or in the public service of Canada or of a province during

the period you accompanied him or her.

**Evidence that you are accompanying a permanent resident**

You must provide supporting documents to prove that:

- The person you are accompanying is a permanent resident;
- You are the spouse, common-law partner or child of that person; and
- The permanent resident you are accompanying meets his or her own residency obligation

**Supporting documents may include:**

- marriage license
- child's birth certificate, baptismal document, and/or adoption or guardianship document
- school and/or employment records
- association or club memberships
- passports or other travel documents
- documents indicating that the person you are accompanying meets his or her own residency obligation

**OPTION 4. Absence while in possession of a valid Returning Resident Permit.**

You may count each day you spent outside of Canada with a valid Returning Resident Permit.

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**Humanitarian and Compassionate Grounds**

If you are unable to meet the residency obligation, CIC will consider any compelling humanitarian and compassionate factors in your individual circumstances that may justify the retention of permanent resident status.  
CIC will notify you if this additional assessment is required.

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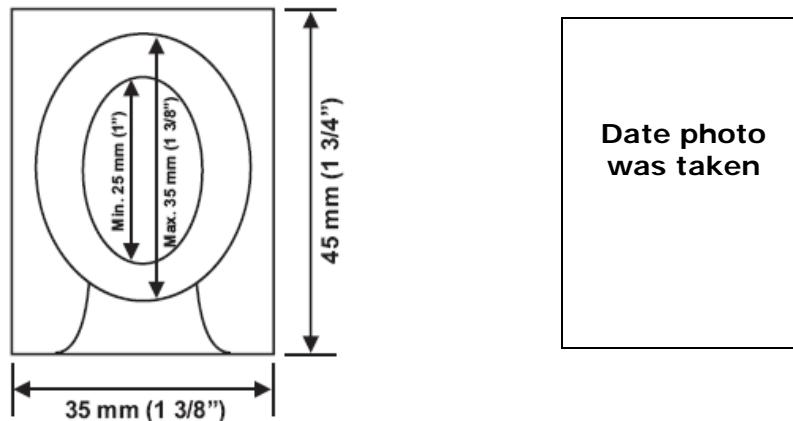


## Appendix B - Photo Specifications

**TAKE THIS SHEET WITH YOU TO THE PHOTOGRAPHER**

Permanent Resident Card photos are **not** the same as passport photos.

- You may wear non-tinted and tinted prescription glasses as long as your eyes are clearly visible. Make sure that your eyes are not hidden by glare on the lenses. Sunglasses are not acceptable.
- A hairpiece or other cosmetic accessory is acceptable if it does not disguise your normal appearance and you wear the accessory on a regular basis.
- The photos must clearly show your face. If you may not remove your head covering for religious reasons, make sure your full facial features are visible.
- Photos must have been taken within the last 12 months to ensure an up-to-date likeness.
- Photos may be either black and white or colour.



### Notes to the photographer

#### The two photos must:

- show a full front view of the person's head showing full face centred in the middle of the photo;
- be clear, well-defined and taken against a plain white background without shadows;
- be produced from the same unretouched film or from the same file capturing the digital image or from two identical photos exposed simultaneously by a split-image or multi-lens camera;
- be original photos (not taken from any existing photo);
- measure between 25 mm and 35 mm (1" and 1 3/8") from chin to crown;
- have a 35 mm x 45 mm (1 3/8" x 1 3/4") finished size;
- be on photographic paper that has a backing which accepts and retains the date. Photos without this backing are not acceptable;
- be on prints that are well-fixed and washed to prevent discolouration;
- bear the date the photo was taken (not the date the photo was printed) directly on the back of one print (stick-on labels are not acceptable).