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# Application for a Verification of Status (VOS) or Replacement of an Immigration Document (IMM 5545)

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**This is not a legal document.** The explanations and definitions are not legal definitions. In case of a discrepancy between the language in this document and the relevant legislation or regulations, the legal text in the legislation and regulations prevails.

For legal information, see the:

- [\*Immigration and Refugee Protection Act\*](#)
- [\*Immigration and Refugee Protection Regulations\*](#)

This information will help you complete the forms and guide you through the application process.

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# Overview

## Application package

This application package has:

- an instruction guide, **and**
- the forms you need to fill out.

The **instruction guide**:

- has information you must know before you submit your application, **and**
- explains how to fill out the forms and gather your supporting documents.

Read the instruction guide completely and then fill out each of the applicable forms.

The **forms** are designed with questions that will help the processing of your application.

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## Symbols used in this guide

This guide uses these symbols to draw your attention to important information:



What you **must** do to have your application processed.



Important information that you need to know to avoid delays or other problems.



Where to get more information.

**i Note:** Tips that will help you with this application.

## Before you apply

Use this application to obtain a Verification of Status (VOS) document or a replacement copy of a valid temporary resident document that has been lost, stolen or destroyed.

### Verification of Status document

A Verification of Status document will contain information that appeared on your original Record of Landing, Confirmation of Permanent Residence, Work Permit, Study Permit or other immigration documents. This document can be used when you must provide proof of historical immigration information, such as the date and place of entry to Canada.

You may obtain a VOS document outlining the pertinent historical information for the following:

- Certificate of Departure (IMM 0056)
- Immigrant Visa and Record of Landing (IMM 1000)/Confirmation of Permanent Residence (IMM 5292 or IMM 5688)
- Visitor Record (IMM 1097 or IMM 1442)
- Work Permit (IMM 1102 or IMM 1442)
- Study Permit (IMM 1208 or IMM 1442)
- 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 (IMM 1203)
- Protected Persons

**i Note:** The actual document itself will not be issued. Instead, a plain paper document will be issued that will provide information about your immigration history.

If you require specific information that was originally captured on the immigration document (immigration category, document validity dates etc), you must specify this in your application for a Verification of Status document.

The Verification of Status document cannot be used for travel and is not an identity document.

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

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 will 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 Residents Abroad)* (IMM 5529).

## **Replacement of a valid Temporary Resident document**

You may request a replacement of a current and valid temporary resident document if it is lost or stolen. You must provide the police report number proving that your current and valid temporary resident document has been lost or stolen.

The following documents can be replaced:

- Visitor Record
- Work Permit

- Study Permit
- Temporary Resident Permit

If your document was issued:

- Within the last 75 years, you must contact IRCC.
- 76 years ago or more, you must contact the Canadian Genealogy Centre Library and Archives Canada for further instructions on how to obtain verification of your document.
- when you landed in Newfoundland before 1949, you must contact The Rooms for further instructions on how to obtain verification of your document.

**i** **Note:** To request changes to your Immigrant Visa and Record of Landing (IMM 1000) or your Confirmation of Permanent Residence (IMM 5292 or IMM 5688) complete the Request to Amend the Record of Landing, Confirmation of Permanent Residence or Valid Temporary Resident Documents (IMM 5218).

## Urgent applications

In certain circumstances, you may qualify for urgent processing. If you meet one of the criteria outlined below, you must clearly mark **“URGENT”** on your mailing envelope and must submit sufficient proof why urgent processing is required. If you do not meet the criteria below, your application will be placed in the regular processing queue.

The criteria for urgent processing are as follow:

- You are applying for your pension and have received a notice from Service Canada advising that your **file will be closed** if you do not provide proof of your immigration information (**Note:** If you did not receive this notice, you **cannot** request urgent processing under this criteria).
- You must include a copy of your letter from Service Canada as proof.

- You need to travel because of a death or serious illness in the family and require proof of your immigration information in order to obtain a travel document. You must include proof of death or serious illness (example: a note from the attending physician).
- You face immediate loss of employment or loss of an employment opportunity because you are not in possession of proof of your immigration information. Include an original letter from the employer.

In each of the above circumstances, you must provide:

- The document(s) related to your situation (see above);
- a copy of your expired travel document, and
- a list of documentary requirements to obtain your travel document (example: a checklist for a passport application for another country).

## **Verification of Status of a deceased person**

If you are requesting a Verification of Status document for a deceased person, there are specific criteria that must be met. Please note that replacement of a valid temporary resident document will not be issued for a deceased person.

Personal information can be released, without consent, if an individual has been deceased for **more than 20 years**. If you are requesting a VOS document for someone who has been deceased for more than 20 years, you **must** include a death certificate or a copy of the vital statistics record from the province/territory where the person lived.

We cannot disclose personal information about an individual who has been dead for less than 20 years. In some cases, an exception will be made if the executor or the estate or on having Power of Attorney requires the deceased's personal information to administer his/her estate. In these cases, you must provide proof of death, which may include a copy of an obituary notice, a death certificate or photograph of the person's tombstone, as well as proof of executorship or Power of Attorney.

## Communication from IRCC

The application form provides an opportunity to give your email address to IRCC. When you provide your e-mail address, you are authorizing IRCC to send all correspondence regarding Verification of Status documents, including your verification of status document and personal information on your file, to the e-mail address you provided. If you have not indicated an e-mail address, all correspondence will go to the mailing address you provided on your application form. This will reduce delays associated with mailing time.

**Note:** When you receive your document by email, in order to properly view it, you must open it on a desktop or laptop computer. If you open the document on a smart phone or tablet, the document will often appear blank.

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## Gather documents

Use the Document Checklist (part of the IMM 5009 application form) to gather the documents you need to support your application. Failure to include any of these documents will result in your application being returned to you without processing.

**Do not submit your originals unless specifically requested**, as these will not be returned to you. The following documents **must** be included with your application:

1. **Photocopy** of one piece of federal or provincial/territorial government issued **photo identification** or if unavailable, a photocopy of government issued or internationally recognized photo identification from outside Canada before your entry to Canada. This could include:
  - the passport or travel document you used to enter Canada as a permanent resident. If you have never entered as a Canadian permanent resident, include a photocopy of the passport or travel document you used as a temporary resident. Include only copies of the passport or travel document pages showing:

- Passport number,
  - Date of issue and expiry,
  - Photo, name, date, and place of birth, and
  - Any amendments to your name, date of birth, expiration, or any other information on the document.
- your driver's license (issued by a federal or provincial/territorial authority).
  - your photo health card (if applicable)

**i** **Note:** If you no longer have the passport or travel document you used on entry, then include a copy of the pages listed above from your current passport. However, as the information contained on your original passport simplifies the retrieval of your records, this may result in delays in the processing of your application. Please ensure that you have included your name at the time of entry to Canada on your application form. This is particularly important, if you do not include your original passport.

2. **Photocopy** of one piece of federal or provincial/territorial government-issued identification **with or without a photo**, or if unavailable, a photocopy of government issued or internationally recognized identification from outside Canada before your entry to Canada. This could include:

- your birth certificate.
- your marriage certificate, if applicable

**i** **Note:** If the country in which you were born does not or did not issue birth certificates, include an alternate official document showing the name, date, and place of birth of your parents. This may include a baptismal certificate, family composition form, etc.



**i** **Note: the following identification is not accepted:**

- Social Insurance Number (SIN) cards
- bank card
- credit card
- school identification card (local or international)
- income tax return
- Temporary driver's license

**i** **Note:** Baptismal certificates, birth certificates and marriage certificates issued by the government of Quebec **before January 1, 1994**, are no longer accepted. If you have one of these certificates you must obtain a new document. [Find out how to apply for a certificate.](#)

3. **Photocopy** of the death certificate or provincial/territorial vital statistics document if the application is submitted on behalf of a deceased person.

**i** **Note:** If the person has been deceased for **less than 20 years**, you are required to provide proof that you are the executor or administrator of the estate and proof of your identity. Proof of your identity is a photocopy of one piece of federal or provincial/territorial government issued photo identification.

## Translation of documents

You **must** submit the following for any document that is not in English or French, unless otherwise stated on your document checklist:

- the English or French translation; **and**
- an [affidavit](#) from the person who completed the translation (if they're not a [certified translator](#)); **and**

- a **certified** copy of the original document.

**⚠ Important information:** Translations must not be done by the applicants themselves nor by an applicant's parent, guardian, sibling, spouse, common-law partner, conjugal partner, grandparent, child, aunt, uncle, niece, nephew or first cousin.

If the translation is not done by a certified translator (a member in good standing of a provincial or territorial association of translators and interpreters in Canada), you must submit an affidavit swearing to the accuracy of the translation and the language proficiency of the translator.

An affidavit is a document on which the translator has sworn, in the presence of a person authorized to administer oaths in the country where the translator is living, that the contents of their translation are a true translation and representation of the contents of the original document.

Translators who **are certified** in Canada **don't need to supply an affidavit.**

The affidavit must be sworn in the presence of:

In Canada:

- a notary public
- a commissioner of oaths
- a commissioner of taking affidavits

**Authority to certify varies by province and territory.** Consult your local provincial or territorial authorities.

Outside of Canada:

- a notary public

**Authority to administer oaths varies by country.** Consult your local authorities.

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**Certified true copies**

To have a photocopy of a document certified, an authorized person must compare the original document to the photocopy and must print all of 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
  - their name
  - their official position or title
  - their signature
- 

## Who can certify copies?

Only authorized people can certify copies.

**Important information:** Certifying of copies must not be done by the applicants themselves nor by an applicant’s parent, guardian, sibling, spouse, common-law partner, conjugal partner, grandparent, child, aunt, uncle, niece, nephew or first cousin.

People authorized to certify copies include the following:

In Canada:

- a notary public
- a commissioner of oaths
- a commissioner of taking affidavits

**Authority to certify varies by province and territory.** Check with your local provincial or territorial authorities to learn who has the authority to certify.

Outside Canada:

- a notary public

**Authority to certify international documents varies by country.** Check with your local authorities to learn who has the authority to certify in your country.


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# Complete the application

## ***Verification of Status (VOS) or Replacement of an Immigration Document (IMM 5009)***

Complete all sections of Part A B and C of the *Verification of Status or Replacement of an Immigration Document (IMM 5009)* application form, unless otherwise indicated.

**If your application is not complete it will be returned to you.** The information below is provided to help you complete the form.

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

### **Part A – Personal details**

#### **Question 1**

Indicate your Client Identification number (Client ID) or Unique Client Identifier (UCI), if known. Otherwise leave it blank.

If you have not dealt with IRCC since 1973, you will not have a UCI (Unique Client Identifier) or a Client ID (Identification number).

#### **Question 2**

Indicate your surname (family name) on entry to Canada.

#### **Question 3**

Indicate your given name(s) on entry to Canada.

#### **Question 4**

Indicate your current surname (family name) if it is different than your surname upon entry to Canada.

#### **Question 5**

Indicate your current given name if it is different than your given name upon entry to Canada.

### **Question 6**

Check the box to indicate your gender (**F**-Female, **M**-Male or **X**-Another gender).

### **Question 7**

Indicate your date of birth in the following format: YYYY-MM-DD (Year-Month-Day).

### **Question 8**

Indicate your place of birth including the city, state/province and country.

### **Question 9**

Indicate your current citizenship. To be a citizen of a country means that you were either born in that country (in most cases) or you were granted citizenship in that country. If you have dual citizenship, select the country that issued the passport or travel document that you used to enter Canada.

### **Question 10**

Indicate the passport number of the document you used upon entry to Canada.

If you do not have a copy of this passport, indicate your current passport number.

Check the box to indicate if the passport number was used at the time of entry or if it is your current passport number.

If you did not have a passport upon entry, provide your travel document number.

### **Question 11**

Indicate the date of issue of the passport you used in box 10 in the following format: YYYY-MM-DD (Year-Month-Day).

### **Question 12**

Indicate the expiry date of the passport you used in box 10 in the following format: YYYY-MM-DD (Year-Month-Day).

### **Question 13**

Marital Status **on your first entry to Canada:** (check the box that applies to you)

- Never married
- Married: This means that you and your spouse have had a ceremony that legally binds you to each other. Your marriage must be legally recognized in the country where it was performed and in Canada (if you were married upon your first entry to Canada, check yes or no to indicate if your spouse is a Canadian citizen or permanent resident).
- Widowed: This means that your spouse has died and you have not re-married or entered into a common-law relationship.
- Separated: This means that you are married but officially no longer living with your spouse.
- Divorced: This means that you are officially separated and have legally ended your marriage.
- Common-law partner: This means that you have lived with your partner in a common-law relationship for a minimum of one year.

#### **Question 14**

Indicate the language of correspondence (English or French) you wish to use.

#### **Question 15**

Indicate your current mailing address:

- Post Office (P.O.) Box number
- Apartment or unit number
- Street number
- Street name
- City or town
- Country
- Province/state
- Postal code
- District

If the country in which you reside does not use any of these values, please ensure a complete address for the country in which you reside is included.

If you are requesting a replacement of a valid temporary resident document, a **Canadian mailing address MUST be provided.**

#### **Question 16**

Indicate your current residential address (where you live) if it is different from your mailing address.

- Apartment or unit number
- Street number
- Street name
- City or town
- Country
- Province/state
- Postal code
- District

If the country in which you live does not use any of these values, please ensure a complete address for the country in which you reside is included.

### **Question 17**

Check the box to indicate whether your telephone number is from Canada or the United States (US) or any other country.

Indicate if your telephone number belongs to your residence, cell or business.

Indicate your country code.

Indicate your telephone number including your area code and extension, if applicable.

### **Question 18**

Check the box to indicate whether your alternate telephone (cell, mobile, business, etc.) number is from Canada or the (US (United States)) or another country.

Indicate if your telephone number belongs to your residence, cell or business.

Indicate your country code.

Indicate your alternate phone number including the area code and extension, if applicable.

### **Question 19**

Indicate your e-mail address using this format (if applicable): name@provider.com

**i** **Note:** By indicating your e-mail address, you are hereby authorizing transmission of correspondence including file and personal information to be sent to you via e-mail to the address provided.

Ensure your e-mail address will be valid for the entire processing period.

## Part B – Documents requested

### Question 1

Check the appropriate box to indicate the type of request you are making:

- Verification of Status
- Replacement of a valid temporary resident document

### Question 2

If you entered Canada for the first time as a permanent resident (landed immigrant) indicate the date of issue in the following format: YYYY-MM-DD (Year-Month-Day).

If you entered Canada for the first time as a temporary resident (worker, visitor, or student) or refugee claimant, indicate the date of issue on your immigration document in the following format: YYYY-MM-DD (Year-Month-Day).

### Question 3

Indicate the name of the Canadian port of entry or the place of issue. If are a permanent resident, enter the location at which your status was granted.

**i** **Note:** A port of entry is an airport, land border, or sea border, where you entered through a customs and immigration checkpoint prior to entering the country.

### Question 4



Check the appropriate box to indicate for which document you need a replacement copy or a Verification of Status document. If requesting a valid temporary resident document, indicate the document number. If unknown, indicate the document issue and expiry date.

**i** **Note:** If you are requesting a replacement of a temporary resident document, you may only apply for a valid Work Permit, Study Permit, or a Permit to Come Into or Remain in Canada. A replacement document can only be issued for temporary resident documents that have not yet expired.

**i** **Note:** If you do not indicate which valid temporary resident document you are requesting by providing the document number or the document issue and expiry date, IRCC will issue the temporary resident document that was last issued. Any requests for other valid temporary resident documents must be submitted with a new application form and fee.

### Question 5

Check the appropriate box to indicate what happened to your original immigration document. If applicable, provide details in the space provided.

If you are applying for a replacement of a valid temporary resident document, and it was lost or stolen, indicate the police report number. If you do not have a police report number, provide a brief explanation in the space provided.

### Question 6

Check the appropriate box to indicate if you previously applied for Verification of Status of an Immigrant Visa and Record of Landing/Confirmation of Permanent Residence.

If you check “**yes**”, provide the date on which you applied in the following format: YYYY-MM-DD (Year-Month-Day).

### Question 7

Check the appropriate box to indicate if, since your admission to Canada as a permanent resident, you have been convicted of a crime or offence in Canada or elsewhere. If you check **“yes”**, attach any copies of your relevant court documents.

### **Question 8**

Indicate whether you are a Canadian citizen by checking the appropriate box.

### **Question 9**

List all of the names you have ever used at the time of landing or entry to Canada, including given names, middle names, maiden names, foreign names, nicknames, aliases, or other names or initials.

### **Question 10**

Check the appropriate box to indicate your immigration status when you first entered Canada.

## **Part C – If you entered Canada as a Permanent Resident prior to 1973, complete the following section**

### **Question 1**

List the complete names and dates of birth of all the persons that entered Canada with you. This may include your parents, children, spouse, or other relatives.

### **Question 2**

Check the appropriate box to indicate if either of your parents was born a Canadian citizen.

### **Question 3**


Indicate the names and dates of birth of your parents in the following format: YYYY-MM-DD (Year-Month-Day).

### **Question 4**

List the occupation of each of your parents at the time you entered Canada.  
**Write N/A if not applicable**, do not leave blank.

### **Question 5**

Check the appropriate box to indicate if you or your parents were ever part of the military at the time you entered Canada.

 Important information: Read all of the statements in the declaration section carefully and sign and date in the space provided

By signing, you certify that you fully understand the questions asked, and that the information you have provided is complete, truthful, and correct. If you do not sign and date the application, it will be returned to you.

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## Use of a Representative (IMM 5476)

### Who may use this form?

Complete this form **only** if you:

- are appointing a representative;
- have to update contact information for your previously appointed representative; **or**
- are cancelling a representative's appointment.

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.


### Who is a representative?

A **representative** is someone who provides advice, consultation, or guidance to you at any stage of the application process, or in a proceeding and, if you appoint them as your representative by filling out this form, has your permission to conduct business on your behalf with Immigration, Refugees and Citizenship Canada (IRCC) and the Canada Border Services Agency (CBSA).

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

When you appoint a representative:

- you also authorize IRCC and CBSA to share information from your case file with this person in place of you. **Please note the representative will receive all correspondence from IRCC or the CBSA, not the applicant;**
- your application will not be given special attention nor can you expect faster processing or a more favourable outcome;
- the representative is authorized to represent you only on citizenship or immigration matters related to the application you submit with this form; and
- you can appoint only **one (1)** representative for each application you submit.

 Important information: You must notify IRCC if your representative's contact information changes, or if you change your representative, or cancel the appointment of your representative. For more information on updating IRCC with your representative's information, please see below section - **Notify IRCC about any changes.**

**There are two (2) types of representatives.**

**Uncompensated Representatives:**

Uncompensated representatives **do not** charge fees or receive any other form of consideration or compensation for providing advice or services to represent you before IRCC or the CBSA.

**Uncompensated representatives include:**

- Friends, family members or other third parties who do not, and will not, charge a fee or receive any other consideration for their advice and services;
- consultants, lawyers and Quebec notaries, and students-at-law under their supervision, who do not, and will not, charge a fee or receive any other consideration to represent you.

**Note:** You do not have to pay someone for them to be your representative. IRCC will conduct business with an uncompensated representative if an applicant appoints them on their behalf.

### **Compensated representatives:**

Compensated representatives charge a fee or receive some other form of consideration in exchange for the representation that they provide.

It is important to know that anyone who represents or advises you for payment - or offers to do so - in connection with IRCC proceedings or applications is breaking the law **unless** they are an authorized representative or they have a specific agreement or arrangement with the Government of Canada that allows them to represent or advise you. This applies to advice or consultation which happens before or after a citizenship or an immigration application is made or a proceeding begins.

IRCC will only conduct business with compensated representatives who are in good standing with their designated regulatory body. For more information see - [Find out if your representative is authorized.](#)

**Note:** If a representative is being paid or compensated by someone other than you, the representative is still considered to be a compensated representative.

### **Authorized representatives are:**

- consultants who are members in good standing of the Immigration Consultants of Canada Regulatory Council (ICCRC);
- lawyers and paralegals 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 compensated representative who is not a member in good standing of one of these designated bodies, your application will be returned.

[Learn about using a representative.](#)

## General Application Information

### Appoint a representative

- Check box to indicate if you are appointing a representative to represent you with your application process. Complete sections A, B and D.

### Cancel a representative

- Check box to indicate if you are canceling a representative. Complete sections A, C and D; and
- Check both boxes and complete all sections if you are cancelling a representative **and** appointing a new one at the same time.

## Section A – Applicant Information

### Question 1

Write your last name (surname or family name) and given name(s).

### Question 2

Write your date of birth.

### Question 3

If you have already submitted your application, write:

- the name of the office where the application was submitted; and
- the type of application you have submitted.

### Question 4

Write your IRCC's Identification (ID) or Unique Client Identifier (UCI) number (if known). If you have not dealt with IRCC since 1973, you will not have a UCI or a Client ID.

## Section B – Appointment of Representative

### Question 5

Write your representative's full name.

If your representative is a member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a law society or the Chambre des notaires du Québec, print their name as it appears on the organization's membership list.

### Question 6

Check one box to indicate if your representative is uncompensated or compensated.


If your representative is compensated, write the membership ID number of:

- the Immigration Consultants of Canada Regulatory Council (ICCRC); or
- a Canadian provincial or territorial law society; or
- the Chambre des notaires du Québec.

### Question 7

Write your representative's contact information.

If you are appointing a student-at-law to represent you, include their supervising lawyer's information including their membership ID.

 **Note:** By indicating your representative's e-mail address, you are hereby authorizing IRCC to transmit your file and personal information to this specific e-mail address.

### Question 8

To accept responsibility for conducting business on your behalf, your representative must:

- sign the declaration; and
- date the declaration.

## Section C – Cancel the Appointment of a Representative

### Question 9

Fill in this section if you wish to cancel the appointment of a representative. Write the representative's full name.

Complete all sections of the form if you wish to both cancel a representative **and** appoint a new one.

## Section D – Your Declaration

### Question 10

By signing, you authorize IRCC to complete your request for yourself and your dependent children under 18 years of age.

For sponsorship application, your spouse or common-law partner does not have to complete a separate request. If your spouse or common-law partner is included in this request, they must sign in the box provided.

### Release of information to other individuals

To authorize IRCC 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 \[IMM 5475\]](#) (PDF (Portable Document Format), 1.52 MB (Megabyte)).

The person you designate under that form (IMM 5475) 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 IRCC.

### Where to submit the form

#### Immigration and citizenship applicants

If you have not yet submitted your immigration or citizenship application:

Send this form along with your application to the office listed in the guide of your application.

If you have already submitted your immigration or citizenship application:

You may use this [Web form](#) to upload the IMM 5476.

or;



If you know which IRCC office is processing your immigration or citizenship application, send the completed form to the office mailing address. Consult [IRCC office mailing addresses](#).

## Notify IRCC about any changes

You must let IRCC know if any information changes regarding the person you authorized to represent you on your application.

## Pay the fees

Include the processing fee for your application submitted to IRCC. The fee is per document, non-refundable, and does not guarantee approval of your application. If you are not approved you will not be issued a Verification of Status document or receive a replacement document.

### Application (per person)

**\$CAN**

### Verify your status (VOS) or replace an immigration document

\$30

**Note: There is no fee** for applicants in receipt of provincial welfare payments or assistance under the Resettlement Assistance Program. 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). **There is no fee** for applications submitted to The Canadian Genealogy Centre Library and Archives Canada or to The Rooms located in Newfoundland.

**Note: There is no fee** for a VOS document indicating Protected Person status if you are a Protected Person and are not a permanent resident or a Canadian citizen. There is a fee for the replacement of a valid immigration document, or any other VOS document.

## How to pay the fees for your application

To pay your fees for your application you'll need:

- a valid email address;
- access to a printer (you'll need to print the receipt), **and**
- a credit card or Canadian debit card.

Visit the link below and follow these instructions to pay:

- Go to [Online Payment](#).
- Follow the online instructions.
  - **At the end**, click on the button to print the IRCC official receipt with barcode. Print two copies.
- **Attach a copy** of this receipt to your completed application.
  - Keep the second copy of the receipt for your records.

 **Do not exit without printing the receipt! The printed receipt is your proof of payment!**

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The only acceptable form of payment is online payment. If you send any other form of payment, IRCC will return your application.



**Note**

## Submit the application

**Please address the envelope: Verification of Status (VOS) as indicated below. If your application is not complete or does not include the correct processing fee it will be returned to you to be completed.**

(Your name)

(Your Address)

(Your Postal Code)

Attach enough postage



**Verification of Status (VOS) or Replacement of an Immigration Document**

**Operations Support Centre (OSC)**

**P.O. Box 8784 STN T CSC**

**Ottawa, Ontario K1G 5J3**

**If sent by private courier or by registered mail:**

**Verification of Status (VOS) or Replacement of an Immigration Document**

**Operations Support Centre (OSC)**

**365 Laurier Avenue West,**

**Ottawa, Ontario K1A 1L1**

 Exceptions:

- If your document was issued 76 years ago or more, submit your application to the following address:

Canadian Genealogy Centre Library and Archives Canada

Library and Archives Canada

395 Wellington St.

Ottawa, Ontario K1A 0N4

- If your document was issued when you **landed in Newfoundland before 1949**, contact [The Rooms](#) for further instruction on how to obtain verification of your document.

**Urgent applications**

If your application is urgent and meets the criteria for urgent processing (see Urgent Applications), mail your completed application by registered mail to the address shown above **and write: “Urgent”** on your envelope.

## If you move

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

If you move or your address changes before your application has been processed, you must advise IRCC of your new address by [changing your address](#) online.

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# What happens next?

## Processing your application

Processing times can change. [Check application processing times](#).

### How-to video



Save Time: Send a Complete Application

**Find out if you are eligible**

# Come to Canada



Come to Canada



# Living in Canada



Learn about what it's like to live in Canada and which resources are available to you to help you settle here

**Date modified:**

2019-05-13