



Request to Reissue a Permanent Resident Card (PR Card) (IMM 5530)

Canada's entry rules have changed

Permanent residents (PR) of Canada must carry and show their valid PR Card or permanent resident travel document (PRTD) when boarding a flight to Canada, or travelling to Canada on any other commercial carrier.

If you do not carry your PR Card or PRTD, you may not be able to board your flight, train, bus or boat to Canada.

It is your responsibility to make sure your PR Card is still valid when you return from travel outside Canada and to apply for a new PR Card before your current card expires.



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Overview

This application kit is for you if you received a Permanent Resident Card (PR Card) containing incorrect information and this error was made by Immigration, Refugees and Citizenship Canada (IRCC).

Note: Submitting this application does not mean that the correction will be approved and the card replaced.

What information may be corrected with this application?

Your PR (Permanent Resident) Card will be corrected and reissued with the correct information if the error was made by us when you either:

- **applied to come to Canada as a permanent resident; or**
- **submitted an application for a PR (Permanent Resident) card.** In this case, all supporting documents must have been submitted and accepted by IRCC (Citizenship and Immigration Canada).

Your reissued PR (Permanent Resident) Card should reflect your *Record of Landing* or *Confirmation of Permanent Residence* or your **approved** *Request to Amend the Immigration Record of Landing or Confirmation of Permanent Residence* form (IMM 1436), if applicable.

If the error is also on your *Record of Landing* or *Confirmation of Permanent Residence*, you **must** first obtain an approved *Request to Amend the Immigration Record of Landing or Confirmation of Permanent Residence* (IMM 1436) before you can apply for a correction on your PR (Permanent Resident) Card. You will need to use the application kit *Request to Amend the Record of Landing, Confirmation of Permanent Residence or Valid Temporary Resident Documents* (IMM 5218).

What is the timeframe for applying for a reissued PR Card?

You must submit a request to reissue your PR card within **60 days** after receiving your PR Card (if the required correction is already reflected on your *Record of Landing* or *Confirmation of Permanent Residence*).

If you need to first submit a *Request to Amend the Immigration Record of Landing, Confirmation of Permanent Residence, or Valid Temporary Resident Documents (IMM 1436)* (PDF (Portable Document Format), 743.26KB (Kilobyte)), before applying, you have **60 days** after receiving your approved amendment request to apply for a reissued PR Card (this deadline is also found in the letter sent with your approved amendment request).

What information cannot be corrected with this application?

We will not reissue a card to modify information that:

- changed after you became a permanent resident; or
- changed after the PR (Permanent Resident) card was issued to you; or
- is not due to an error made by us.

Such information could include but is not limited to:

- Legal name change
- Name change after marriage or divorce
- Signature
- Name change after adoption

If you wish to change this information, you will have to apply for a new card using the application kit *Applying for a Permanent Resident Card (IMM 5445)*.

i Note: The PR (Permanent Resident) card has a space limitation of 28 characters (letters) for last names (family names) and 28 characters for given names (first and middle names). If your name is longer, the name on the PR (Permanent Resident) card will automatically be shortened to the first

28 characters each for both the given and last names. This is not an error and the PR (Permanent Resident) card cannot be modified to include more characters.

Lost, stolen, destroyed or expired PR (Permanent Resident) cards

To replace or renew your PR (Permanent Resident) card, you must re-apply for a new PR (Permanent Resident) card using the application kit *Applying for a Permanent Resident Card (IMM 5445)*.

Forms and Supporting Documents

Your request to reissue your PR (Permanent Resident) card must contain the following pieces of information. If any item is missing, your application will be returned to you.

- The application form *Request to Reissue a Permanent Resident Card (IMM 5531)* (PDF (Portable Document Format), 703.45KB (Kilobyte));
- Your current PR card;
- A copy of your *Record of Landing (IMM 1000)* or *Confirmation of Permanent Residence*;
- A copy of the identity page of your passport;
- If applicable, a copy of your approved *Request to Amend Immigration Record of Landing or Confirmation of Permanent Residence* form (IMM 1436) and a copy of the cover letter that you received with the approved *Request*; and
- If applicable, a copy of the Verification of Status document from the IRCC Query Response Centre confirming the approval of your request for an amendment to a permanent resident document.



Note: You may be asked to provide additional information to prove that you are meeting or can meet your residency obligation.

Photographs

If your photograph is the item that requires correction, you will need to include two (2) photos taken within 6 months of the date of this application. You must:

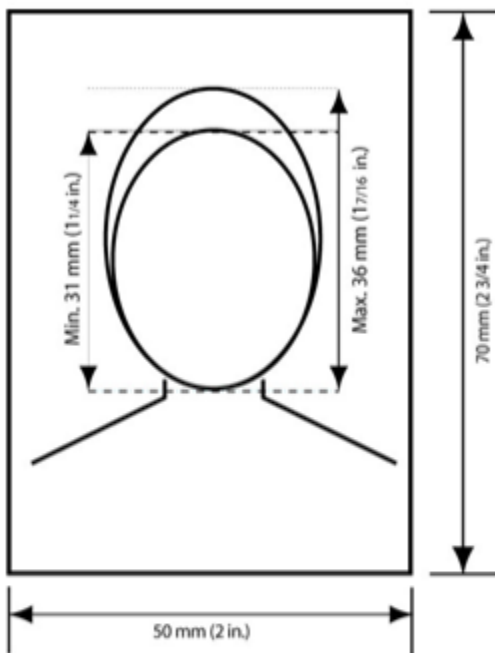
- Place the two (2) photographs in a small envelope,
- Write the name of the applicant on the envelope,
- **Do not** use a staple, paper clip or glue on your photo,
- Ensure photos meet the **Photograph Specifications for Permanent resident Card** (PDF (Portable Document Format), 614.24KB (Kilobyte)).

You **must** provide photos that meet the following requirements. If not, we will **return your application**.

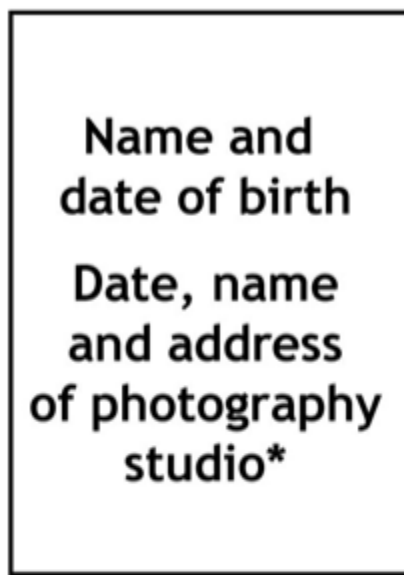
Photograph requirements

- You must provide two (2) identical and unaltered photographs.
- Photographs may be in **colour or black and white**.
- Photographs must be original and **not altered in any way** or taken from an existing photograph.
- Photographs must reflect your current appearance (taken within the past six (6) months).

Bring this information with you to the photographer or print the **Photograph Specifications for Permanent resident Cards** (PDF (Portable Document Format), 614.24KB (Kilobyte)) sheet. It contains the information the photographer needs to take the photograph you need for your Permanent Resident Card.



Front



Back

Not actual size. Refer to measurements above.

Notes to the photographer

The two photographs must be:

- taken by a commercial photographer
- 50 mm x 70 mm (2 inches wide x 2 3/4 inches long) and sized so the height of the face measures between 31 mm and 36 mm (1 1/4 inches and 1 7/16 inches) from chin to crown of head (natural top of head)
- clear, sharp and in focus
- taken with a neutral facial expression (**eyes open and clearly visible, mouth closed, no smiling**)
- taken with uniform lighting and **not show** shadows, glare or flash reflections
- taken straight on, with face and shoulders **centered** and squared to the camera (i.e. the photographs must show the full front view of the person's head and shoulders, showing full face centered in the middle of the photograph)
- taken in front of a plain white background with a clear difference between the person's face and the background. Photographs must reflect/represent natural

skin tones

The back of one (1) photograph must:

- bear the name and date of birth of the subject, as well as the name and complete address of the photography studio
 - bear the date the photograph was taken
 - the photographer may use a stamp or handwrite this information - stick-on labels are not acceptable.
-

Completing the Form

Complete all areas and sign and date the form.

Mailing Your Application

On the envelope in which you mail your application, print:

PR (Permanent Resident) Card Processing Centre
Client Service Unit
P.O. (Postal Office) Box 9000
Sydney, NS (Nova Scotia)
B1P 6K7

On the envelope print:

“Urgent — Request to Reissue PR Card”

Print your name and address at the top left-hand side of the envelope.

If you prefer to send your application by commercial courier, please use the following address:

PR (Permanent Resident) Card Processing Centre
Client Service Unit
49 Dorchester Street
Sydney, NS (Nova Scotia)
B1P 5Z2

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 IRCC. They 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.

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).

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 IRCC.

Violation of the Immigration and Refugee Protection Act

It is a violation of the *Immigration and Refugee Protection Act* for a permanent resident to have been granted permanent residence by reason of possession of a false passport, visa or other document, of Canadian or foreign origin, that intends to establish or that could be used to establish a person's identity for the purpose of entering or remaining in Canada. A person who is found in violation of the *Immigration and Refugee Protection Act* is guilty of an offence and liable on conviction on indictment to a term of imprisonment of up to 14 years.

What happens next

Hearing from us

This is the type of communication that you receive from us as a result of submitting this application:

- **If your application is properly completed and you meet the requirements for the reissuance of your PR card**
 - you will receive your card in the mail or a letter advising you of when and where to pick up your card.
- **If your application is incomplete or you do not meet the requirements for the reissuance of your PR card**
 - your application will be returned to you.

Requests to reissue PR cards are processed on a priority basis. If your application is properly completed, signed and you meet the requirements for the reissuance of your PR Card, your application will be processed promptly from the time the request is received at the PR card processing office.

Updating your contact information

During the application process, you must advise us of any change of address or telephone number. You can do this by going to [Change my address](#) or by consulting the "[How to contact us](#)" section at the end of this guide.

Protecting your information

Your personal information is:

- available to IRCC and the Canada Border Services Agency (CBSA) employees who need to see it to provide the services to you, **and**
- not disclosed to other organizations except as permitted under the provisions of the Privacy Act **or** the Citizenship Regulations.

 For more information about the protection of your data, visit the [Help Centre](#).

Quality Assurance Program

Our quality assurance program randomly chooses applications for a special review. If chosen, we will ask you to attend an interview with an IRCC official to:

- verify that the documentation and any other information you submitted is accurate,
- verify that your application has been completed properly.

 **Note:** We will notify you in writing if your application is chosen.

Current processing times and urgent cases

[Current processing times](#) are updated regularly on our website. Urgent processing of permanent resident cards will only occur under [specific circumstances](#).

Need help?

If you need help, you can find answers to your questions by visiting the [Help Centre](#).

How-to video



[Save Time: Send a Complete Application](#)

Find out if you are eligible

Come to Canada

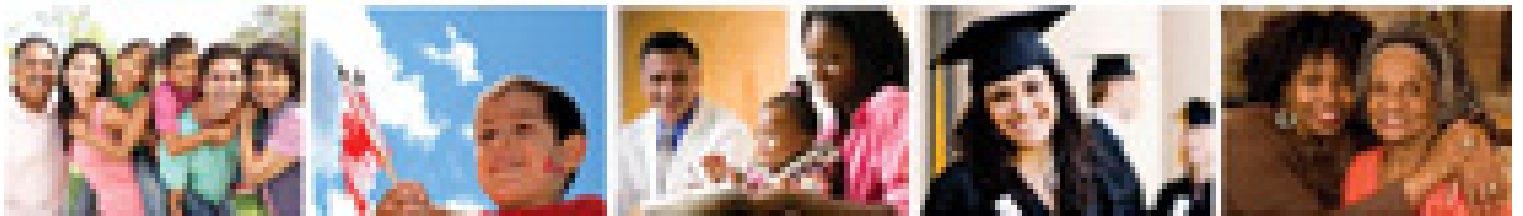


[Come to Canada](#)

Living in Canada tool



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

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