
COVID-19: Service Canada Centres

You do not need to go to a Service Canada Centre for service.

Complete a [service request form](#) online. A Service Canada officer will call you back within **2 business days**. If your request cannot be completed over the phone, you will be offered an appointment to visit a Service Canada Centre.

Vulnerable Line: 1-877-355-2657

Outreach workers are available to assist from 8:30am to 4:00pm
Monday to Friday.

Canada Pension Plan and Old Age Security

Click: <https://www.canada.ca/en/services/benefits/publicpensions.html>

Call: 1-800-277-9914

TTY: 1-800-255-4786

CPP and OAS Quarterly Report: <https://www.canada.ca/en/employment-social-development/programs/pensions/pension/statistics/2021-quarterly-april-june.html>

OAS Toolkit: <https://www.canada.ca/en/employment-social-development/programs/old-age-security/reports/oas-toolkit.html>

CPP Disability Toolkit: <https://www.canada.ca/en/employment-social-development/programs/pension-plan-disability-benefits/reports/toolkit.html>

Canadian Retirement Income Calculator:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/retirement-income-calculator.html>

International Agreements:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-international.html>

Benefits for Veterans:

<https://www.canada.ca/en/services/benefits/audience/veterans.html>

SIN

Click: <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

Online Application Guide: <https://www.canada.ca/en/employment-social-development/services/sin/applicants-guide.html>

Canada Toll-free: 1-866-274-6627

Canada TTY: 1-800-926-9105

Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m. local time
Closed statutory holidays.

Outside Canada: 1-506-548-7961 (long-distance charges apply)

TTY: 1-800-926-9105

Hours of operation: Monday to Friday from 8:30 a.m. to 8:30 p.m. Atlantic time
Closed statutory holidays.

Employment Insurance

Click: <https://www.canada.ca/en/services/benefits/ei.html>

Call: 1-800-206-7218

TTY: 1-800-529-3742

Tools

Programs and services for seniors: <https://www.canada.ca/en/employment-social-development/campaigns/seniors.html>

My Service Canada Account: <https://www.canada.ca/en/employment-social-development/services/my-account.html>

Benefits payment dates:
<https://www.canada.ca/en/services/benefits/calendar.html>

Benefit Finder: <https://www.canada.ca/en/services/benefits.html>

Call: 1-800-622-6232

TTY: 1-800-926-9105

Retirement planning: <https://www.canada.ca/en/financial-consumer-agency/services/retirement-planning>

Federal/Provincial/Territorial Ministers Responsible for Seniors Forum:
<https://www.canada.ca/en/employment-social-development/corporate/seniors/forum.html>

Canada Mortgage and Housing: <https://www.cmhc-schl.gc.ca/en>

Financial abuse: <https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/financial-abuse.html>

What every older Canadian should know about: Fraud and scams:
<https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/fraud-scams.html>

Canada's COVID-19 Economic Response Plan

Click: <https://www.canada.ca/en/department-finance/economic-response-plan.html>

Canada Revenue Agency (CRA)

Child and family benefits: www.canada.ca/child-family-benefit

Disability tax credit: www.canada.ca/disability-tax-credit

Canada workers benefit: www.canada.ca/canada-workers-benefit

CVITP: www.canada.ca/taxes-help

CVITP-volunteer: www.canada.ca/taxes-volunteer

CRA forms and publications: www.canada.ca/cra-forms

My Account: www.canada.ca/my-cra-account

E-services: www.canada.ca/cra-electronic-services

Benefit enquiries: 1-800-387-1193

Individual enquiries (and to get forms): 1-800-959-8281

Emergency Response Benefits: 1-833-966-2099