



## Our Commitment to You

### People Serving People

At Service Canada, we provide access to a wide range of government services:

- **online** at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca);
- **by telephone** at 1 800 0-Canada (1-800-622-6232);
- **in person** at more than 600 points of service; and
- **by mail**.

We always strive to improve the service we offer you as our client.

The following service standards outline the level of service we try to provide. They also describe how services will be delivered and what you can do when you feel we have not met your expectations.

Please visit our Web site for more information, such as annual reports on our performance in meeting these standards.

### Language of service

We provide service in English or French at all Service Canada points of service that are designated bilingual.

### Click, call, or visit—the choice is yours

#### Click

You can always access us online at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca). In addition to English and French, we provide information in various Aboriginal and foreign languages on select programs and services.

#### Call

### General enquiries

When you call 1 800 0-Canada (1-800-622-6232), our goal is to have an agent answer within 18 seconds. The agent can respond to your questions, direct you to services, and take orders for government publications.

If you use a teletypewriter (TTY), you can call 1-800-926-9105. If we are not able to answer your call immediately, please leave a message and an agent will return your call within one hour, Monday through Friday, from 8:00 a.m. to 8:00 p.m. local time (excluding holidays\*).

\* Statutory holidays: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

### Other enquiries

We try to answer your call within three minutes when you contact us about the following:

### Employment Insurance (EI)

1-800-206-7218  
TTY: 1-800-529-3742

Our automated services are available 24 hours day, seven days a week. Agents are available to assist you from 8:30 a.m. to 4:30 p.m. local time.

### Canada Pension Plan (CPP), Old Age Security (OAS), or the Guaranteed Income Supplement (GIS)

1-800-277-9914  
TTY: 1-800-255-4786

Agents are available to assist you from 8:30 a.m. to 4:30 p.m. local time (9:00 a.m. to 5:00 p.m. in Newfoundland and Labrador).

### Apprenticeship Incentive Grant (AIG) and Apprenticeship Completion Grant (ACG)

Call 1-866-742-3644 (TTY: 1-866-909-9757) from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday to Friday.

### Wage Earner Protection Program (WEPP)

Call 1-866-683-6516 (TTY: 1-800-926-9105) from 7:00 a.m. to 7:30 p.m. Eastern Time, Monday to Friday.

#### Visit

Over 90% of Canadians have access to a Service Canada office within 50 kilometres of where they live. You can find the hours and location of a Service Canada point of service near you using the "Find a Service Canada Office" link on our Web site, by checking your local blue pages, or by calling 1 800 0-Canada (1-800-622-6232).

### Benefit payments and other services

Our goal is to meet the following standards once you are eligible to apply and have submitted a completed application form and all required supporting documents. We aim to provide you with:

- an **Employment Insurance (EI)** benefit payment in the right amount, or a non-payment notification, within **28 calendar days** of filing;
- a **Canada Pension Plan (CPP) retirement pension** payment in the right amount within the **first month of entitlement**;
- a **Canada Pension Plan (CPP) disability** initial application decision within **120 calendar days** of receiving a completed application;

- an **Old Age Security (OAS)** basic benefit payment in the right amount within the **first month of entitlement**;
- a **Social Insurance Number (SIN)** card within **10 business days** if you apply in person, or within **15 business days** if you applied by mail;
- a **Social Insurance Number (SIN) in one visit** if you apply at a Service Canada Centre;
- an **Apprenticeship Incentive Grant (AIG)** payment, or non-payment notification, within **28 calendar days**;
- an **Apprenticeship Completion Grant (ACG)** payment, or non-payment notification, within **28 calendar days**; and
- an initial **Wage Earner Protection Program (WEPP)** payment, or non-payment notification, within **42 calendar days**.

### Client feedback

Your comments matter! We listen to you and we are constantly improving. We accept suggestions, compliments, and complaints about our service.

To provide feedback on our Internet services, go to the "Your Comments Matter!" page of our Web site.

To provide feedback on our Service Canada Centres and our scheduled outreach sites, please fill out a Client Comment Card and let us know how we did on your in-person visit. The manager of the location where you submitted your card will review and act on it promptly.

### If you are still not satisfied

Contact the Office for Client Satisfaction (OCS) by calling 1-866-506-6806 (TTY: 1-866-506-6803) or by filing the online feedback form. The OCS will confirm it has received your feedback within 24 hours, Monday to Friday, and we will reply or resolve the issue within seven working days.



This document can be made available in alternative formats such as Braille, large print, audio cassette, CD, DAISY, and computer diskette. Call 1 800 0-Canada (1-800-622-6232) to request a copy. If you have a hearing or speech impairment and use a teletypewriter (TTY), call 1-800-926-9105.