



February 13, 2017

Dear _____ :

This refers to your application for permanent residence under the Family Class or under the Spouse or Common-law partner in Canada class.

We require the following item(s) to continue processing your application:

- You must complete the **Schedule A Background/Declaration (IMM 5669) form** which is found at the following link: <http://www.cic.gc.ca/english/pdf/kits/forms/eIMM5669E.pdf>

You and all of your family members aged 18 or older (if applicable) must submit this form. This must be received at this office by: 2017/03/23

- At this time, you need to provide a **police certificate** for:
 - 1) The country where you currently live, if you have lived there for six months or more; and
 - 2) The country where you have spent most of your adult life since the age of 18.

You must also provide this for every family member (whether accompanying you to Canada or not) who is aged 18 or older. Please refer to your application guide for a definition of “family member”. This must be received at this office by: 2017/03/23

Additional Information for Required Documents

To ensure you are submitting the right documents and/or information, please review the following additional information:

Schedule A Online:

Instructions about how to fill out this form are found in your application kit: <http://www.cic.gc.ca/english/information/applications/spouse.asp>. Please review the **Complete Guide (IMM 5289)** for step by step instructions.

Note: Make sure you validate this form before you save it by clicking the “validate” button at the top or bottom of the document. You can only upload the “Schedule A Online” form into your online account if you validated the document before you saved it. Do not print out this form and upload the printed copy through your online account. This will result in an invalid submission of your Schedule A, which will cause additional delays to your application. The complete and validated Schedule A form, in PDF format, should be saved to your computer and uploaded directly into

your online account.

***Important:** The background information collected by this form is required to assess your admissibility to Canada. If you do not submit this form before the date indicated above, your application may be refused.*

Additional Information About Submitting Police Certificates:

Please consult the **police certificate tool**: <http://www.cic.gc.ca/english/information/security/police-cert/index.asp> for information on police certificate requirements for each country.

Note: If the country where you current live, and the country where you have spent most of your adult life since the age of 18, is the same, you only need to submit the one police certificate at this time, unless you are specifically requested by this letter to submit a police certificate for an additional country.

If you are missing police certificates: If you (or your family members) can't get a police certificate for the two situations described above, you must explain in writing why you can't provide the certificate. Write or type your explanation on a blank piece of paper and upload it into the space provided for police certificates in your online account. You should also include any supporting documentation you already have to support your explanation. We will review your explanation and advise you if we need more information or documentation.

Countries requiring consent form: Some countries need a consent form *from Immigration, Refugees, and Citizenship Canada* to issue a police certificate. Find out (<http://www.cic.gc.ca/english/information/security/police-cert/index.asp> if the country from which you need a police certificate requires a consent form. If so, you should upload the consent form in place of the police certificate. We will assess the consent form and start the police certificate request.

Important notes for submitting police certificates through your online account:

- You should upload a scanned colour copy of your police certificate(s). We may ask you to submit the original certificate(s) at a later date if required to assess your application.
- In your *online account*, the system generated text in the blue box where you upload your documents may advise you that you need to submit a police certificate for any country, region or territory where you lived for 6 months or more since you turned 18. Please disregard that text and follow the instructions in this letter instead. We'll contact you if we need additional police certificates to process your application. However, if you already have police certificates for other countries, you can upload them now. It may reduce your processing time.

Submitting Your Information and/or Documents

All requested documents/information must be **uploaded into your online account** within the timeframes specified (formatted as "year/month/day").

If you are unable to provide any or all of the requested documents/information, please explain why they are not available by uploading an explanation into the specific area set aside in your online account for that document or information.

Sincerely,

Case Processing Centre Mississauga

ADDITIONAL INFORMATION FOR APPLICANTS

When should I contact IRCC?

You need to notify Immigration, Refugees and Citizenship Canada (IRCC) of any changes to your application. Examples of changes include:

- Changes in your personal circumstances, such as birth or adoption of a child, death of a family member, a marriage or a divorce;
- Change of contact information (e-mail, mailing address, telephone number);
- Appointment or change of immigration representative or designated individual;
- Decision to withdraw your application.

Please use the [IRCC Webform](https://secure.cic.gc.ca/enquiries-reseignements/canada-case-cas-eng.aspx) at the following link to report any of the above changes: <https://secure.cic.gc.ca/enquiries-reseignements/canada-case-cas-eng.aspx>

Note: When completing the webform, select "Sponsorship" for type of application/enquiry.

You can withdraw your application at any point in the process, as long as a final decision has not been made on your application for permanent residence. You (or your sponsor) may be eligible for a refund of the sponsorship fee or the permanent resident application fee if processing of your file has not yet begun when you ask to withdraw your application.

You must report any changes to your address, telephone number(s) and email address immediately.

At this time, it is not possible to update your address from within your online account. Changes to your contact information can be made at www.cic.gc.ca/english/information/change-address.asp. It is important that we have your correct current address at all times to delays in the processing of your application.

Contact Information

For information about IRCC programs and services, application forms, or general updates on your file status, visit our web site at www.cic.gc.ca.

To contact this office and for more information on what to expect next, please refer to the *After You Apply* webpage for **Spouse, partner and/or dependent child(ren)**: www.cic.gc.ca/english/immigrate/sponsor/spouse-apply-after.asp.

How do I check the status of my application?

If you have created an online account and linked your application, you can log in to check whether IRCC has asked you for any additional information/documents. You may also use your Unique Client Identifier (UCI) number located at the top left of this correspondence to check the status of your application on the IRCC website. Please visit www.cic.gc.ca/english and select "Check your application status".

How long will it take to process my application?

Processing times vary for different cases. You can consult the processing times by visiting the IRCC website at www.cic.gc.ca/english/information/times/perm-fc.asp. Please note that, given the high volume of inquiries submitted to this office and Canadian visa offices abroad, status updates on cases are not normally provided unless the processing time for a file is longer than the time outlined in the IRCC website.

Find out more about **important changes to the spousal sponsorship program** here:
<http://www.cic.gc.ca/english/department/media/notices/2016-12-15.asp>