

How to access services

Service Canada provides a single point of access to a wide range of government services and benefits.

Services can be accessed in three ways:

1. Go online or call one of the call centers

Access all Service Canada programs, services and benefits through online services and call centres.

Access Service Canada online services at: Canada.ca/service-canada-home

Apply for a Social Insurance Number online at:

<https://sin-nas.canada.ca/en/Sin/>

Contact one of the call centres at:

Service Canada 1-800-O-CANADA (1-800-622-6232)

Employment Insurance 1-800-206-7218

Canada Pension and Old Age Security 1-800-277-9914

Social Insurance Number 1-866-274-6627

2. Need more help? Request a call back

Help is available through a service request form available online and on mobile phones.

eservices.canada.ca/en/service/

Interpretation services may be provided.

A representative will make contact by telephone within two business days.

If the service needed cannot be completed by phone, an appointment for service at a Service Canada Centre will be offered.

3. Call the Outreach Support Centre

If access to a computer or the internet is not available, or if there are other barriers to accessing services, contact the Service Canada Outreach Support Centre toll-free service.

The Outreach Support Centre has limited capacity and is designed to support the needs of clients with no other means of getting service.

Outreach Support Centre

Monday to Friday 8:30 a.m. to 4:00 p.m.

1-877-631-2657

TTY: 1-833-719-2657

Interpretation services may be provided

Services available:

- Employment Insurance
- Canada Pension Plan / Old Age Security
- Social Insurance Number information
- Veterans Affairs Canada programs and services information
- Information and referral for other federal programs and services

Benefits Finder

The Benefits Finder tool can help identify benefits and services for all life situations. It asks a few questions and uses answers provided to search for all applicable benefits.

Visit: benefitsfinder.services.gc.ca