

Dear Member of Parliament,

We would like to provide you with an update regarding the status of the delivery of passports now that Canada Post has resumed their operations.

On December 17, 2024, Canada Post workers returned to work. Service Canada has worked with Canada Post on a plan for the resumption of mail service for passport delivery. Starting the week of December 17, 2024, Canada Post gradually resumed regular mail delivery services.

Service Canada has begun mailing out the approximately 215,000 printed passports along with other passport program related mail that had been securely held since November 8, 2024. Canadians can use the [online Passport Application Status Checker](#) to monitor the processing of their passport and obtain the Canada Post tracking number to track the mail delivery.

Any new passport applications being processed and printed since December 16, 2024, will now be mailed to clients who request mail delivery as usual, however Canada Post has noted that there may be delays through the remainder of 2024 and into January 2025.

In order to better ensure timely passport delivery while the labour disruption continued, between December 12 and December 16, 2024, Service Canada shipped a limited number of held passports to select Service Canada offices for clients who had initially requested mail delivery. Impacted clients have received a phone call from Service Canada to advise them on where and when their passport will be available for pick-up. Passports that are not picked up will be mailed after being held for 2 weeks. Clients who have not received a phone call will get their passport by mail.

Canadians who have already submitted a passport application, requested mail delivery and have been waiting for resumption of postal services, but now require their passport urgently for travel, are encouraged to take the following steps:

Travelling within 5 business days	<ul style="list-style-type: none">• Contact the Passport Program at <u>1-800-567-6868</u> or visit a Service Canada Centre to request to have their passport transferred to one of the 60 Service Canada locations that offer pick up service• Pick up date is arranged based on travel date or need, and may even be arranged for the same day for urgent situations• Proof of travel or need is required
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<p>Travelling within the next 6 to 10 business days</p>	<ul style="list-style-type: none"> • Contact the Passport Program at <u>1-800-567-6868</u> or visit a Service Canada Centre to request to have their passport transferred • Service Canada will arrange to have their passport mailed to them • Proof of travel or need may be required
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Canadians who have already submitted a passport application, requested pick up, and haven't yet picked it up must pick up their passport no later than 30 days following the pick-up date indicated on their receipt. Measures are in place at all Service Canada Centres to ensure those who are visiting to pick up passports can avoid lineups for other services.

Canadians can apply for a passport in person at [any of the almost 600 Service Canada locations](#) across the country. Those who will be travelling in the next 6 weeks should apply for their passport as early as possible at a Service Canada point of service that offers 10-business day service to avoid any delays. Pick up service at those locations can be arranged for an additional fee. [Estimated wait times for in-person services](#) are available for each office offering this service on Canada.ca.

Canadians travelling in more than 6 weeks can mail their application or visit a Service Canada Centre that offers 20-business day service or a scheduled outreach site to submit their application.

Canadians who need to apply for a passport for their child or for their first adult passport are encouraged to submit the application at least 6 months prior to their travel date. Additionally, Canadians who need to renew their adult passport are encouraged to submit their application at least 6 months prior to their passport's expiration date.