

**REFUGEE TRAVEL DOCUMENT OR CERTIFICATE OF IDENTITY**

**IMMIGROUP ORDER FORM**

**INSTRUCTIONS**

Read all instructions and follow carefully

1. Please complete the order form and application forms included herein. Make sure to include your telephone number and email address where you can be contacted.

2. Fax or scan and email all forms and documents in the document checklist to our office for review at 416-640-2650 or [info@immigroup.com](mailto:info@immigroup.com).

3. You will be contacted within 1 - 2 business days regarding your application. **If you have not been contacted after 2 business days, please contact our office at 1-866-760-2623 to confirm we have received your order.**

4. After we have reviewed your forms and documents, we will advise you to send the original forms and copies of documents to our office at: **2558 Danforth Avenue, Suite 202, Toronto, ON M4C 1L3**

5. Once approved, you will receive your travel document or certificate of identity directly from Passport Canada.

Please note that additional documentation may be requested on an as-needed basis. English or French translations of documents not in English or French must also be provided.

**APPLICATIONS MISSING THIS ORDER FORM WILL NOT BE PROCESSED**

**DOCUMENT CHECKLIST**

- IMMIGROUP ORDER FORM**
- TRAVEL DOCUMENT APPLICATION FORM** (duly completed and signed by applicant and guarantor)
- PROOF OF IMMIGRATION STATUS IN CANADA** (PR Card, Protected Person Status Document, TRP. You must be in possession of the original document. An **IMM 1000 is not acceptable** proof of immigration status)
- 2 DOCUMENTS SHOWING PROOF OF IDENTITY - ORIGINALS OR COPIES CERTIFIED BY A GUARANTOR** (Driver's License, Provincial / Territorial Photo ID, Health Card (except Alberta, Manitoba), Certificat de Selection, OAS Card, government employee ID)
- 2 PASSPORT PHOTOS** (one must be signed by guarantor)  
**IF APPLICABLE:**
- ANY PREVIOUS TRAVEL DOCUMENT OR PASSPORT PROOF OF URGENCY ISSUED** (for urgent filing).  
Please note that there is no formal procedure for expediting this application and faster service is not guaranteed. Expediting of an application on humanitarian grounds is at the discretion of Passport Canada.
- IF your name has changed since birth, you must also include a copy of your **MARRIAGE CERTIFICATE OR LEGAL NAME CHANGE**

**SERVICE OPTIONS**

**REGULAR SERVICE**

**\$312.50**

**Including:**

- \$250 Immigroup Service Fee
- \$32.50 HST (harmonized sales tax)
- \$30 courier fee

Processing Time: approximately 20 calendar days  
Note: Timeline is entirely determined by government

**URGENT PROCESSING**

**\$425.50**

**Including:**

- \$350 Immigroup Service Fee
- \$45.50 HST (harmonized sales tax)
- \$30 courier fee

Proof of urgency required. Immigroup cannot guarantee urgent processing.

**ADDITIONAL INFORMATION**

\*There will be two charges showing on your credit card. The first one is the Immigroup fee. The second charge you will see is the government fee of \$120 for a travel document or \$260 for a certificate of identity, as determined by Passport Canada.

Name

Address

Primary Phone  Other Phone

E-mail (please write legibly)

**CREDIT CARD INFORMATION**

Cardholder Name

Card Number

Expiry Date  CVV

Cardholder Signature

**DISCLAIMER**

*Applicant must sign below*

\*By signing below I assert that I have read and agreed to the terms and conditions as listed on <http://www.immigroup.com/disclaimer.php> and agree to the following conditions:

- \*Immigroup Inc is not responsible for documents or passports lost by courier companies or any government office.
- \*Immigroup Inc is not responsible for applications that are rejected.
- \*All fees are non-refundable once applications are submitted to the government.
- \*I agree to being charged the total fees corresponding with my required service
- \*I assert that I am using Immigroup to apply for my Travel Document
- \*I understand that cancellation of this service after my order is received by Immigroup Inc. will bear a minimum cancellation fee of \$42.50

Sign here:



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**Proof of Immigration Status in Canada (see Instructions, section I)**

To establish your immigration status in Canada, provide **one (1)** of the following valid documents (original only):

- Permanent resident card
- Protected person status document
- Verification of status
- Notice of decision
- Temporary resident permit

Document number	Date of issue Year   Month   Day	Date of expiry (if applicable) Year   Month   Day
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**Previous Canadian Travel Document (see Instructions, section J)**

In the last **five (5)** years, has a Canadian certificate of identity or Canadian refugee travel document been issued to you?

- No
- Yes (specify) ➤

Number	Date of issue Year   Month   Day
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**If yes, include the travel document with your application.**

**Note:** If a valid Canadian travel document has been lost, stolen, damaged or is inaccessible, complete form PPTC 203, Declaration, available online at [passportcanada.gc.ca](http://passportcanada.gc.ca). **A Canadian travel document, once reported lost or stolen, is no longer valid.** There is an administrative fee for the replacement of a valid lost or stolen Canadian travel document (see section C).

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**Citizenship and Travel Documentation (see Instructions, section K)**

**Note:** If insufficient space, use section 8, Additional Information, or attach a separate signed and dated sheet.

What is your original citizenship?

Did you acquire any other citizenship?  No  Yes ➤ Indicate country

Do you have any valid or expired travel document or passport from any country other than Canada?

- No
- Yes ➤ Enclose the document (original only). If no longer in your possession, explain why.

Have you visited another country since your entry to Canada?

- No
- Yes (specify) ➤

Date left	Date returned	Country	Reason
Year   Month   Day	Year   Month   Day		
Year   Month   Day	Year   Month   Day		

Have you, since your date of entry to Canada, applied for a passport or travel document (or renewal of such a document) from your country of origin or citizenship?

- No ➤ Provide a detailed explanation of your reasons for not applying.

- Yes ➤ If the request was refused, enclose the letter of refusal. If unable to provide this letter, explain why. If no reply was received, write all the steps you have taken.

**Signature of applicant**

Date  
Year | Month | Day

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**Application for Canadian Citizenship (see Instructions, section L)**

**Note:** If insufficient space, use section 8, Additional Information, or attach a separate signed and dated sheet with the additional personal information.

Have you applied for Canadian citizenship?

No  Explain why you have not applied.

Empty text box for explanation.

Yes  Enclose the receipt confirming payment of fees (IMM 5401) or, if applicable, a copy of the letter of refusal.

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**Documents to Support Identity (see Instructions, section M)**

Provide the following information. Include signed and dated copies (both sides) or original documents.

Type of document	Document number	Date of expiry (if applicable) Year   Month   Day	Your name as it appears on the document
Type of document	Document number	Date of expiry (if applicable) Year   Month   Day	Your name as it appears on the document

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**Additional Information**

Large empty text box for additional information.

Signature of applicant

Date  
Year | Month | Day

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**Additional Personal Information****Note:** If insufficient space, use section 8, Additional Information, or attach a separate signed and dated sheet.

- A** Addresses in the last **two (2)** years  Same as current home address  
 Different from current home address (complete below)

1.	From	Year	Month	To	Year	Month
2.	From	Year	Month	To	Year	Month

- B** Occupation in the last **two (2)** years (check all that apply):  I was employed (full- or part-time)  
 I was in school (full- or part-time)  
 other, e.g. homemaker, unemployed or retired

Enter full details below for the last two years:

Employer/school or other	Address	Telephone (daytime)	Field of employment/studies	Date (from)	Date (to)

- C** **Mother's maiden name** Provide your mother's surname (last name) at the time of her birth.

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**References**Provide the following information with respect to **two (2)** persons who are neither your relatives nor your guarantor and who have known you for at least **six (6)** months. They may be contacted to confirm your identity.

1. Surname (last name)	Given name(s)	Relationship
Address (Number, Street, Apartment, City, Province/Territory/State, Country)		
Telephone (daytime)	Telephone (other)	Cell number or email (optional)
		Has known me for Number of <b>months</b>
2. Surname (last name)	Given name(s)	Relationship
Address (Number, Street, Apartment, City, Province/Territory/State, Country)		
Telephone (daytime)	Telephone (other)	Cell number or email (optional)
		Has known me for Number of <b>months</b>

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**Emergency Contact Information (optional)**We recommend that you provide the name of someone who would **not** normally travel with you. This information is helpful if you have an accident or become ill while travelling.

Surname (last name)	Given name(s)
Relationship to applicant	Telephone (daytime)
	Telephone (other)
	Cell number
Current home address	
Number	Street
Apartment	City
Province/Territory/State	Postal/ZIP code

**Signature of applicant****Date**

Year | Month | Day

**(H)****Declaration of Guarantor**

A guarantor is a person other than yourself who confirms your identity.

**The guarantor must:**

- be a Canadian citizen or a permanent resident living in Canada;
- have known you personally for at least **six (6)** months\*;  
 \*To know an applicant personally means that the guarantor is able to confirm aspects of the applicant's personal attributes. A family member, or a person who resides at the same address as you (the applicant) may be the guarantor provided that the individual meets the specified requirements.
- know you well enough to be confident that the statements you have made in the application form are true;
- be included in **one (1)** of the following groups:
 

<ul style="list-style-type: none"> <li>• dentist, medical doctor or chiropractor</li> <li>• judge, magistrate, police officer (municipal, provincial or RCMP)</li> <li>• lawyer (member of a provincial bar association), or notary in Quebec</li> <li>• mayor</li> <li>• minister of religion authorized under provincial or territorial law to perform marriages</li> <li>• notary public</li> <li>• optometrist</li> <li>• pharmacist</li> </ul>	<ul style="list-style-type: none"> <li>• postmaster</li> <li>• principal of primary or secondary school</li> <li>• professional accountant (member of APA, CA, CGA, CMA, PA or RPA)</li> <li>• professional engineer (P. Eng., Eng. in Quebec)</li> <li>• senior administrator in a community college (including CEGEP)</li> <li>• senior administrator or teacher in a university</li> <li>• veterinarian</li> </ul>
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The above list is not a recognition or endorsement by Passport Program, Citizenship and Immigration Canada (CIC) of professional status or superior qualifications.

- be accessible to Passport Program for verification.

The guarantor must perform **free of charge** the following **three (3)** tasks:

1. Complete and sign the Declaration of Guarantor (section 2) (ensure you have completed and signed all **four (4)** pages of the application before submitting it to your guarantor).
2. Write "I certify this to be a true likeness of (your name)" on the back of **one (1)** of your photos, and sign it.
3. If applicable, sign and date a copy of each document to support your identity (see section M).

Passport Program reserves the right to request a new guarantor.

The applicant must not assist the guarantor in performing his or her duties. If your guarantor requires assistance, contact Passport Program.

If you have **not known** an eligible guarantor for at least **six (6)** months, complete form PPTC 326, Statutory Declaration in Lieu of Guarantor for a Travel Document, available from any Passport Program regional office or contact Passport Program (see section F). The form must be completed at your expense before a person authorized by law to administer an oath or solemn affirmation. **This may delay the processing time of the Canadian travel document.**

**(I)****Proof of Immigration Status in Canada**

Provide **one (1)** of the valid immigration status documents listed in section 3 of the application form (original only). It will be returned to you. Additional information may be requested to confirm your immigration status in Canada. If you require an immigration status document, contact Citizenship and Immigration Canada (see section F).

**(J)****Previous Canadian Travel Document**

- Enclose any valid Canadian certificate of identity or Canadian refugee travel document issued to you in the last **five (5)** years. If this Canadian certificate of identity or Canadian refugee travel document is valid for more than **twelve (12)** months from the date the application is submitted, provide a written explanation as to why you are applying at this time. Should Passport Program, Citizenship and Immigration Canada (CIC) not be satisfied that you have a valid reason for applying early, your application for a new travel document may be refused.
  - A person's name may appear in only **one (1)** valid Canadian certificate of identity or Canadian refugee travel document.
- Note:** If a valid Canadian certificate of identity or Canadian refugee travel document has been lost, stolen, damaged or is inaccessible, complete form PPTC 203, Declaration, available online at [passportcanada.gc.ca](http://passportcanada.gc.ca). **A Canadian certificate of identity or Canadian refugee travel document, once reported lost or stolen, is no longer valid.** If found, it must not be used for travel and must be returned immediately to Passport Program or if abroad to the nearest Government of Canada office. There is an administrative fee for the replacement of a valid lost or stolen Canadian travel document (see section C).

**(K)****Citizenship and Travel Documentation**

- Enclose any valid or expired foreign travel document or national passport issued to you or in which your name appears. If you are no longer in possession of this travel document or passport, write on the application form (see section 5) a description of the document, date and place of issue and explain its present whereabouts. If the document has been seized by Citizenship and Immigration Canada, provide the Notice of Seizure (IMM 5265).
- If you have visited another country since your entry to Canada, write the date or dates you left Canada, the date or dates you returned and explain the reason for the visit (if insufficient space, use section 8, Additional Information, of the application form).
- If you have been refused a national passport, enclose the letter of refusal. If this letter is not in either English or French, you must submit a translation of the document done by a certified translator.
- If you have been refused a national passport and have not received a letter of refusal from the authorities to whom you applied, enclose copies of any relevant letters you may have retained regarding your request for a passport or renewal of such a document. Write on the application form (see section 5) the results of your application including the date you were refused (if insufficient space, use section 8, Additional Information, of the application form).
- If you have applied for a national passport and have not received a written response, write in detail on the application form (see section 5) all the steps you have taken (by order of date) to obtain the passport and the results achieved. Enclose copies of any relevant letters you may have retained (if insufficient space, use section 8, Additional Information, of the application form).

**L****Application for Canadian Citizenship**

- If you have lost your Canadian citizenship receipt, write the date your application was made.
- If you were unsuccessful in your application for Canadian citizenship, enclose the letter of refusal. If you have lost the letter of refusal, write the date you applied and the reason for the refusal.

**M****Documents to Support Identity**

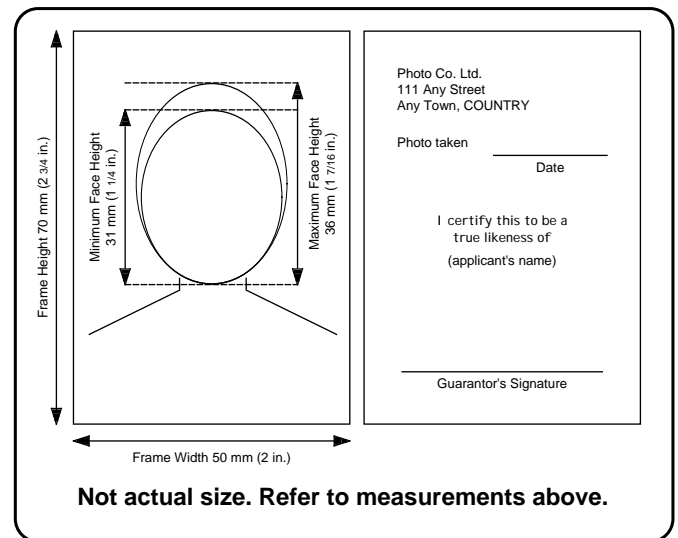
- Provide at least **one (1)** document to support your identity with the name, sex, date of birth, signature and photo to appear in the Canadian certificate of identity or Canadian refugee travel document.  
More than one document may be used to fulfill the requirements.  
All documents submitted to support your identity must be valid and must be issued by a federal or provincial/territorial authority.  
The document (or documents when combined) must include your name, sex, date of birth, signature and photo.
- Copies are acceptable provided your guarantor has signed and dated a copy of each document (both sides) confirming that the original document has been seen. If you are submitting original documents, they will be returned to you.
- If you are submitting copies and are using form PPTC 326, Statutory Declaration in Lieu of Guarantor for a Travel Document, the same official who signs the Declaration must also sign and date the copies of the original document (both sides) to indicate that the original document has been seen. If you have no documents to support your identity, contact Passport Program, Citizenship and Immigration Canada (see section F).

**N****Canadian Travel Document Photo Instructions**

**Note:** Photo specifications for the travel document are different from those for a permanent resident card.  
You must submit **two (2) identical photos** with each Canadian travel document application.

**The photos must:**

- be taken by a commercial photographer;
- be clear, sharp and in focus. Photos may be in colour or in black and white;
- have a neutral facial expression (**eyes open and clearly visible, mouth closed, no smiling**);
- have uniform lighting—no shadows, glare or flash reflections;
- be taken **straight on** with the face and shoulders centred and squared to the camera;
- be taken in front of a plain white or light-coloured background to clearly distinguish the person from the background. Photos must reflect/represent natural skin tones;
- be originals that **have not been altered in any way** or taken from an existing photo;
- reflect your current appearance (taken within the last **twelve (12)** months); and
- be professionally printed on plain, high quality photographic paper (photos printed at home and photos printed on heavy weight paper are not acceptable).



**Not actual size. Refer to measurements above.**

**The following must appear on the back of one photo**

- The name and complete address of the photo studio and the date the photo was taken. The photographer may use a stamp or handwrite this information (stick-on labels are not acceptable).
- The **guarantor's** signature.

**Additional information**

- **Glasses**, including tinted prescription glasses, may be worn in photos as long as there is no glare and the eyes are clearly visible. The red-eye effect and sunglasses are not acceptable.
- **Hats and head coverings** must not be worn, except for religious beliefs or medical reasons. However, the head covering must not cast shadows on the face and the full face must be clearly visible.

More information is available on our website at [passportcanada.gc.ca](http://passportcanada.gc.ca).

**O****Privacy Notice Statement**

All personal information provided on this application form is collected by Passport Program, Citizenship and Immigration Canada (CIC) for the purpose of determining entitlement of the applicant to a Canadian travel document and to provide information to the Consular Operations Bureau of the Department of Foreign Affairs, Trade and Development Canada in the event that the travel document holder requires assistance while travelling abroad. In the performance of those services, personal information is collected, used and disclosed under the authority of the *Canadian Passport Order* and in accordance with the *Privacy Act* and any other federal laws, regulations and policies applicable to the protection of personal information, as described in Personal Information Bank PPTC PPD 101 (Certificate of Identity and Refugee Travel Documents). In the context of the delivery of travel document services, CIC and other federal government institutions or Government of Canada offices abroad assisting in the delivery of travel document services may exchange personal information. In addition, in determining current and ongoing entitlement and to maintain the integrity of the passport program, all personal information collected is subject to verification and security queries to authenticate identity and citizenship, as well as to identify the existence of grounds for refusal to issue a travel document, the revocation of a currently valid travel document or the refusal of travel document services. In the same context, the guarantor's personal information is also subject to verification and security queries to determine whether the individual meets the guarantor requirements. Personal information may be disclosed to third party entities, such as law enforcement authorities and identity document issuing institutions, for verification and security queries required in the delivery of travel document services. Personal information may also be disclosed by third party entities to CIC or other federal government institutions or Government of Canada offices abroad for those same purposes. To strengthen the security of the Canadian travel document, CIC uses facial recognition technology. Also, an electronic chip is inserted into the booklet. The chip contains, in electronic format, the photo of the bearer and the personal information (excluding the signature) found on page 2 of the booklet. CIC may contact the applicant/passport holder to solicit feedback about passport services.