

SAMPLE SCRIPT AND PROCESS TO OBTAIN A SOCIAL INSURANCE NUMBER

Literacy and Basic Skills Social Insurance Number Information for Clients

The collection of Social Insurance Number from clients in the Literacy and Basic Skills program is a new requirement.

Some clients may have questions related to the requirement to provide the Social Insurance Number.

Below is an example of the kind of interaction and recommended approach when responding to client questions related to the collection of the Social Insurance Number.

Example of an interaction with a client:

Thank you very much for your interest in the Literacy and Basic Skills Program.

I have provided you with an application. Just let me know if you have any questions about any of the information. Please take note of the Notice of Collection and Consent.

The Government of Canada helps pay for programs like Literacy and Basic Skills. They ask us to collect the Social Insurance Number of clients for them.

The Government of Canada uses this information to better understand how helpful programs like Literacy and Basic Skills are for the people that participate in them.

Once the client information is shared back with the Government of Canada, it is made anonymous so that no individual person can be identified. It is not used for any other purpose.

If you don't have your Social Insurance Number with you today, don't worry. We can still sign you up for the program. However, we will require the Number in the future.

If you don't have your Social Insurance Number card, there are a variety of documents that would have the Number; for example, any previous employment tax document, such as a T4, or other government payments you may be receiving or have received in the past, such as Employment Insurance.

If you don't have a Number, Service Canada has people who can help you. I can help you make that connection.

Information on the process for the client to obtain the Social Insurance Number

To get a Social Insurance Number (SIN), you have to fill out an application. You also need to collect some documents to submit with your application.

Apply in Person

- Get an **application form online** or from your local **Service Canada Centre**.
- Fill it out.
- Collect the documents you need.
- Take your application and documents to your local Service Canada Centre.

If you meet all the requirements, you can get your Number the day you hand in the application. Service Canada no longer provides plastic Social Insurance Number cards. There is no application fee for your first Social Insurance Number.

Apply by Mail

You can apply by mail if you live **over 100 kilometers from a Service Canada centre**. If you are in another situation that makes it difficult to apply in person, you should call 1-800-206-7218 (option 3) to see if you are eligible to apply by mail.

Many settlement agencies can help you apply for a Social Insurance Number. To find help, go to **Services Near Me** and search for "settlement services" in your area.

Who can get a Social Insurance Number?

If you are eligible to work in Canada, you can get a Social Insurance Number. This includes:

- Canadian citizens
- Permanent residents
- Some temporary residents
- Some refugee claimants

If you are a refugee claimant or a temporary resident, you will get a Social Insurance Number with an expiration date. These Numbers start with 9.

For More Information

- **Social Insurance Number Application Form** - You can download the application form from the Service Canada website.
- **Social Insurance Number** - Answers to questions about the Social Insurance Number from Service Canada.
- **Who can apply for a Social Insurance Number?** - From Service Canada.