

How to access services

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

In response to COVID-19, Service Canada changed the way of serving clients and communities. 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](#)

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.

Canada.ca/service-canada-e-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 - Service available only for those with no computer / internet access

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 majority of clients will be able to access benefits through Options 1 and 2, so option 3 is a support centre with 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.

Western Provinces and Territories: 1-877-631-2657

Ontario: 1-877-355-2657

Quebec: 1-877-760-2657

Atlantic Provinces: 1-877-464-2657

TTY: 1-833-719-2657

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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