

## Passport

If your passport is lost, you must report the circumstances of the loss or theft to the Edmonton Police Service (780-423-4567) and Passport Canada. The request for a replacement passport can be made at any Passport Canada office. However, before the document can be replaced, Canadian authorities will conduct an investigation into the circumstances. This may lead to delays in processing the replacement passport.

A replacement passport (which may be valid for a limited period only) may be authorized, provided strict requirements are met. These include the submission of:

1. A completed application form signed by your guarantor.
2. Two identical passport photos.
3. The appropriate fee.
4. Documentary proof of Canadian citizenship.
5. A "Statutory Declaration concerning a lost, stolen, damaged, destroyed or inaccessible Canadian passport" if the passport is still valid.

*(Information taken from Government of Canada website)*

Phone: 1-800-567-6868

General Information (including links to application forms):

<http://www.pptc.gc.ca/planification/203.aspx?lang=eng>

## Social Insurance Number (SIN) Card

To replace your SIN card, visit any Service Canada centre. You need to provide a primary document to apply for a Social Insurance Number (SIN), replace your card or amend your SIN record (e.g. a name change). There is a \$10 charge to replace a SIN card.

*(Information taken from Government of Canada website)*

In Person:

Canada Place (Main Floor)  
9700 Jasper Avenue

Meadowlark Shopping Centre, Suite 120  
15710 87 Avenue

Northgate Centre, Unit 2000  
9499 137 Avenue

Millbourne Market Mall 38 Avenue &  
Millwoods Road.

Phone: 1-800-622-6232

General Information:

<http://www.servicecanada.gc.ca/en/sin/apply/how.shtml>

## Inner City Photo ID Project

If you are currently accessing the services of an inner city agency and you require ID, you may be eligible to participate in the free ID clinic project. Call 780-423-2285 or 780-424-4106 for more information.

# What to do if you've lost your ID

*\*If your identification or other personal property has been stolen, contact the  
Edmonton Police Service  
at 780-423-4567.\**

This guide was last updated in  
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Community Librarian from  
Centre for Reading and the Arts

For more resource guides,  
Visit the Inner City Bulletin Board  
(2<sup>nd</sup> Floor, Stanley Milner Library)

## **Alberta Driver's Licence or Alberta Identification Card**

If your license has been lost, stolen, or destroyed, you may apply for a replacement by visiting a Registry Agent in person. You will be required to prove your identity through a strict identity confirmation process (you will need to provide photo and support documentation).

You will receive an interim license, valid for 30 days. Your new card will arrive in the mail within two weeks of your application date. Replacement cards should cost about \$40 - \$45 (as of October 2009)

*(Information taken from Government of Alberta Website)*

Phone: 780-427-7013 (Service Alberta)

General Information:

[http://www.servicealberta.ca/Drivers\\_Licence.cfm](http://www.servicealberta.ca/Drivers_Licence.cfm)

List of Registry Agents:

<http://www.servicealberta.ca/617.cfm>

## **Alberta Health Care Card**

A replacement personal health card can be requested by telephone, in writing or in person.

1. If you telephone an [AHCIP](#) representative or visit a [registry agent](#) in person, a replacement card is generally received within 1–2 weeks.
2. If you send your request via mail or fax to Alberta Health and Wellness, a replacement card is generally

received within 4–6 weeks (this is due to the volume of mail received daily).

Please note in all cases you will be required to provide your full name, mailing address, telephone number and personal health number. If you do not know your personal health number, you will also need to provide your date of birth. For security reasons, you may be asked for proof of identity when you request a replacement card by telephone or in person.

**Do not request a replacement personal health card via e-mail.** You should not provide personal health numbers, details regarding your Alberta Health Care Insurance Plan, or personal information via e-mail as the Internet is not a secure environment.

- For contact information, visit the [Contact AHCIP](#) page.

## **Birth Certificate**

If you have lost your Alberta Birth Certificate, visit a Registry Agent to obtain a new one. Replacement certificates cost \$20.00 (plus a Registry Agent service fee).

*(Information taken from Government of Alberta Website)*

Phone: 780-427-7013 (Service Alberta)

General Information:

<http://www.servicealberta.ca/785.cfm>

Application for Certificate:

[Application for Certificate/Documents](#)

List of Registry Agents:

<http://www.servicealberta.ca/617.cfm>

## **Citizenship Certificate or Permanent Resident Card**

If you have lost either of these two items, contact Citizenship and Immigration Canada at 1-888 -242-2100.

## **Credit or Debit Cards**

If your credit and/or debit cards have been lost or stolen, you should report the loss immediately to the appropriate agency. A list of "Lost or Stolen Card" phone numbers are included below (please note: this is not a comprehensive list):

### ***Credit Cards***

American Express: 1-800-668-2639

MasterCard: 1-800-622-7747

Visa: 1-800-847-2911

### ***Debit Cards***

ATB Financial: 1-800-332-8383

Bank of Montreal: 1-877-225-5266

CIBC: 1-800-465-2422

Royal Bank: 1-800-769-2555

Scotiabank: 1-800-472-6842

Servus Credit Union: 780-496-2000

TD Canada Trust: 1-866-222-3456

## **Edmonton Public Library Card**

Report your lost or stolen card to library staff by calling (780-496-7000) or visiting any EPL location. Replacement cards are free of charge.