

Information for service providers

Helping people apply for Canada Pension Plan and Old Age Security benefits

People who meet the eligibility criteria and are entitled to Canada Pension Plan (CPP) and Old Age Security (OAS) pension and/or benefits will need to have the following to apply:

- Social Insurance Number;
- mailing address;
- application forms; and
- bank account information for direct deposit.

If an applicant **cannot provide legal status and residence documents**, Service Canada can obtain on their behalf initial proof of entry into Canada and proof of legal status documents from Immigration, Refugees and Citizenship Canada. The person must complete, sign and mail the **Consent to Exchange Information with Citizenship and Immigration Canada (ISP3210)** to Service Canada. The information can be used only to prove residence for the OAS program.

If a person **does not have a permanent home address**, they must provide a post office box number or mailing address where Service Canada can send them mail.

If a person **has no fixed address and no bank account**, in the direct deposit section of the CPP and OAS application forms, write: "Exception. Send cheque by mail."

If a person **needs help communicating with Service Canada**, you may call to discuss the file, but the person must be present and must authorize (over the phone) you to speak to the agent on their behalf.

Otherwise, a person may name someone to communicate with Service Canada on their behalf by completing, signing and mailing the **Consent to Communicate Information to an Authorized Person (ISP1603)** to Service Canada.

If a medical condition stops a person from applying on time, or from asking someone to apply on their behalf, contact Canada Pension Plan for the **Declaration of Incapacity form (ISP1800)**.¹ If the person meets all eligibility requirements and completes and returns this form with their CPP retirement or OAS pension application, they could start their pension(s) sooner.

If a person is **unable to manage their own affairs**, another person or a qualified organization can apply to administer CPP, OAS and/or Guaranteed Income Supplement benefits on their behalf (as a third-party administrator). Trustees are responsible for managing benefits in the best interest of the individual they represent. The **Certificate of Incapability**

¹ The form is not available online

(ISP3505) and one of the following agreements must be completed, signed and mailed to Service Canada:

- for a person applying to be a trustee, the **Agreement to administer benefits under the Old Age Security Act and/or the Canada Pension Plan by a Private Trustee (ISP3506)**; or
- for an agency, charitable organization or municipality applying to be a trustee, the **Agreement to administer benefits under the Old Age Security Act and/or the Canada Pension Plan by an Agency or Institution (ISP3507)**.

Other useful information

The **Benefits Finder** is a tool that prepares a customized list of federal, provincial and territorial programs and services for which a person may be eligible. Go to Canada.ca and search for “Benefits Finder.”

For more information

Click Canada.ca/publicpensions

Call 1-800-277-9914 (please have your Social Insurance Number available)

Visit a [Service Canada office](#)

Forms are available on Canada.ca. Search by form name or document number (e.g. ISP1603).

This document is available on demand in multiple formats by contacting 1 800 O-Canada (1-800-622-6232), teletypewriter (TTY), 1-800-926-9105.

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