

# 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](https://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](https://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**

**Interpretation services may be provided**

#### **Services available:**

- **Employment Insurance**
- **Canada Emergency Response Benefit**
- **Canada Pension Plan / Old Age Security**
- **Social Insurance Number 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](https://benefitsfinder.services.gc.ca)