

Pension Offices

Canadian Forces Pension Office

DCFPS
National Defence Headquarters
Albion Tower
25 Nicholas Street
Ottawa ON K1A 0K2

Notices of death and questions about release and pension:
Ottawa region: 613-971-6012; toll free: 1-800-267-0325
E-mail: pensioninquiries@forces.gc.ca
survivorbenefits@forces.gc.ca
www.admfincs.forces.gc.ca/dcf-dsp/index-eng.asp

Pension cheques, source deductions, mailing addresses, bank accounts, etc.
Ottawa region: 613-952-9933; toll free: 1-800-267-0350 (Canada and US)
E-mail: ncr.ssdpens@tpsgc-pwgsc.gc.ca
www.tpsgc-pwgsc.gc.ca/forces-pensions/txt/index-fra.html

Judges Pension Information

Office of the Commissioner for Federal Judicial Affairs Canada (OCFJA)
99 Metcalfe St, 8th Floor
Ottawa ON K1A 1E3
Ottawa region: 613-995-5140; toll free: 1-877-583-4266
info@fja-cmf.gc.ca
www.fja.gc.ca

Public Service Pension Office

Public Works and Government Services Canada
Public Service Pension Centre – Mail Facility
P.O. Box 8000
Matane QC G4W 4T6
Toll free Canada and US: 1-800-561-7930 or 1-800-561-7935
Outside of Canada and US: 0-506-533-5800
TTY: 0-506-533-5990
Fax: 418-566-6298
www.pensionetavantages-pensionandbenefits.gc.ca/

Royal Canadian Mounted Police Pension Office

RCMP Benefits Administration Centre
c/o Morneau Sobeco
1060 University Street, 9th Floor
Montréal QC H3B 4V3
Toll free within Canada and US: 1-800-661-7595
www.pbs-sra.ca

Public Pensions

Old Age Security (OAS)

Guaranteed Income Supplement (GIS)

Monthly Allowance

Canada Pension Plan (CPP),

Look for “Pensions” in the Government of Canada pages of your telephone directory.

Toll free: 1-800-277-9914 (English), 1-800-277-9915 (French)

TTY: 1-800-255-4786

E-mail: isp-psr.mail-poste@hrdc-drhc.gc.ca

www.servicecanada.gc.ca/

Quebec Pension Plan (QPP)

Régie des rentes du Québec

Case postale 5200

Québec QC G1K 7S9

Québec region: 418-643-5185

Montréal region: 514-873-2433

Other areas: 1-800-463-5185

TDD: 1-800-603-3540

www.rrq.gouv.qc.ca/en/programmes/regime_rentes/

Insurance

Public Service Health Care Plan (PSHCP)

PSHCP enrolment matters

Queries regarding enrolment, coverage, and deductions must be directed to the plan member's respective pension office.

PS pensioners: toll free 1-800-561-7930 or 1-800-561-7935

CF pensioners: toll free 1-800-267-6542 or Ottawa region: 613-971-6011

RCMP pensioners: toll free 1-800-661-7595 or Ottawa region: 613-993-9071

Judge pensioners: toll free 1-877-583-4266 or Ottawa region: 613-995-5140

www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/hcp-rss-eng.asp

PSHCP claim matters

For PS, CF, RCMP, and Judge pensioners, claims must be directed to Sun Life.

Sun Life of Canada Health Claims Office

P.O. Box 9601 CSC-T

Ottawa ON K1G 6A1

Ottawa region: 613-247-5100; toll free: 1-888-757-7427 (North America)

E-mail: Can_OttawaService@Sunlife.com

PSHCP appeal process

Send the full details to:

Federal PSHCP Administration Authority office

P.O. Box 1328, Station B,

Ottawa ON K1P 5R4

Fax: 1-613-565-2780

PSHCP out of province or out of country claims

Mondial Assistance

PSHCP, P.O. Box 277,

Waterloo ON N2J 4A4

For assistance for emergency health care in Canada or in the U.S., call toll free 1-800-667-2883

In all other countries, call collect at 1-519-742-1342

Fax: 519-742-2256

E-mail: infocanada@mondial-assistance.ca

Pensioners' Dental Services Plan (PDSP)

PDSP enrolment matters

Queries regarding enrolment, coverage, and deductions must be directed to the insured respective pension office.

PS pensioners: toll free 1-800-561-7930 or 1-800-561-7935

CF pensioners: toll free 1-800-267-6542 or Ottawa region: 613-971-6011

RCMP pensioners: toll free 1-800-661-7595

Judge pensioners: toll free 1-877-583-4266 or Ottawa region: 613-995-5140

www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/pdsp-rsdp/pdsp-rsdp-eng.asp

Claim matters

Sun Life Assurance Company of Canada

P.O. Box 9805 CSC-T

Ottawa, ON K1G 6M6

Ottawa region: 613-247-5100; toll free: 1-888-757-7427 (North America)

E-mail: Can_OttawaService@Sunlife.com

PDSP appeal process

To appeal an Administrator's decisions on a claim or eligibility, write to:

The Pensioners' Dental Services Plan

c/o Treasury Board of Canada Secretariat

Human Resources Branch

300 Laurier Avenue West, 5th Floor

Ottawa, ON K1A 0R5

Civil Service Mutual Benefit Society (CSMBS) For death claims:

Sun Life Insurance Company

Civil Service Mutual Benefit Society

P.O. Box 6075, Station CV

Montréal, QC H3C 3G5

Toll free: 1-800-361-2128 or 1-800-363-0636

Civil Service Insurance (CSI)

Service Canada - Civil Service Insurance

P.O. Box 12000

Bathurst, NB E2A 4T6

Toll free: 1-800-958-7833

Fax: 506-548-7428

Service Income Security Insurance Plan (SISIP)

SISIP Financial Services, NDHQ

234 Laurier Avenue West, ground floor

Ottawa, ON K1A 0K2

Ottawa region: 613-233-2177; toll free: 1-800-267-6681

Fax: 613-233-5857

www.sisip.com

Private Sector Plans & Services

Johnson Home and Auto Insurance

1-800-563-0677
www.johnson.ca/fsna

MEDOC® Emergency Travel Insurance

Johnson Inc., Group Services Department
Ottawa region: 613-728-6557; toll free: 1-866-606-3362
www.johnson.ca/fsna

Long-Term Care Insurance Program

1-877-582-7526
www.johnson.ca/fsna

Memorial Society

Consult your telephone directory
www.memorialsocietybc.org/c/links.html

Assistance Funds

RCMP Veterans Association Benefit Trust Fund

The Royal Canadian Mounted Police Veterans' Association
1200 Vanier Parkway
Ottawa, Ontario K1A 0R2
Toll-free: 1-877-251-1771
E-mail: rcmp.vets@rcmp-grc.gc.ca

Canadian Forces Personnel Assistance Fund & Army Benevolent Fund

CFPAF & Army Benevolent Fund
234 Laurier Avenue West
Ottawa, ON K1P 6K6
Ottawa region: 613-760-3447; toll free: 1-888-753-9828
Fax: 613-233-5907
E-mail: cfpaf@cfpsa.com
www.sisip.com/en/Cfpaf_e/index.asp

Royal Canadian Naval Benevolent Fund

P.O. Box 505 Station B
Ottawa, ON K1P 5P6
Ottawa region: 613-996-5087; toll free: 1-888-557-8777
Fax: 613-236-8830
E-mail: rcnbf@sympatico.ca
www.rcnbf.ca

Royal Canadian Air Force Benevolent Fund

This fund is operated by the Royal Canadian Legion - see address below.

Veterans' Affairs Canada

P.O. Box 7700

Charlottetown, PE C1A 8M9

Toll free: 1-866-522-2122 (English) or 1-866-522-2022 (French)

E-mail: information@vac-acc.gc.ca

www.vac-acc.gc.ca

Foreign Countries Operations Unit

1-888-996-2242 (USA)

00-800-996-22421 (United Kingdom, Germany, France, or Belgium) or

613-996-2242 (other countries)

Royal Canadian Legion

86 Aird Place,

Ottawa, ON K2L 0A1

Ottawa region: 613-591-3335 (look in your telephone directory for local number)

E-mail: info@legion.ca

www.legion.ca

Last Post Fund National Office

505 René Lévesque Blvd W, Suite 401

Montréal QC H2Z 1Y7

Tel.: 514-866-2727; toll free: 1-800-465-7113

Fax: 514-866-1471

E-mail: lpinfo@lastpost.ca

www.lastpostfund.ca

Birth, Marriage, and Death Certificates Sources

British Columbia

Vital Statistics Agency
P.O. Box 9657, Station: Prov. Govt
Victoria, BC V8W 9P3
Tel: 250-952-2681; toll free: 1-888-876-1633
Fax: 250-952-2527
www.vs.gov.bc.ca/

Alberta

Alberta Registry, Vital Statistics Service Alberta
P.O. Box 2023
Edmonton, AB T5J 4W7
Tel: 780-427-7013
Toll free: 1-877-401-4088
www.governmentsservices.gov.ab.ca/vs/

Saskatchewan

Vital Statistics, Information Services Corporation of Saskatchewan
1301 - 1st Avenue
Regina, SK S4R 8H2
Toll free: 1-866-275-4721
Fax : 306-787-2288
E-mail: ask@isc.ca
www.isc.ca

Manitoba

Vital Statistics Agency
254 Portage Avenue
Winnipeg, MB R3C 0B6
Tel: 204-945-3701; toll free: 1-866-949-9296 (within Man. only)
Fax: 204-948-3128
E-mail: vitalstats@gov.mb.ca
www.gov.mb.ca

Ontario

Vital Statistics
P.O. Box 4600
189 Red River Road
Thunder Bay, ON P7B 6L8
Tel: 416-325-8305; toll free: 1-800-461-2156
Fax: 1-807-343-7459

Quebec

Direction de l'état civil (Québec office)
2535, boulevard Laurier
Québec, QC G1V 5C5
Tel.: 418-643-3900
Fax: 418-646-3255

Direction de l'état civil (Montréal Office)
2050, rue De Bleury
Montréal, QC H3A 2J5
Tel.: 514-864-3900,
Fax: 514-864-4563

Elsewhere in QC, toll free: 1-800-567-3900
E-mail: etacivil@dec.gouv.qc.ca
www.etacivil.gouv.qc.ca

New Brunswick

Service New Brunswick
Vital Statistics
P.O. Box 1998
Fredericton, NB E3B 5G4
Tel.: 506-453-2385; toll free: 1-888-762-8600
Fax: 506-453-3245
E-mail: vitalstatistics@snb.ca
www.snb.ca

Nova Scotia

Vital Statistics
P.O. Box 157
Halifax, NS B3J 2M9
Tel.: 902-424-4381 or within NS; toll free: 1-877-848-2578
Fax: 902-424-0678
E-mail: vstat@gov.ns.ca
www.gov.ns.ca/snsmr/vstat/

Prince Edward Island

Vital Statistics Division
Department of Health
35 Douses Road
P.O. Box 3000
Monteague, PE C0A 1R0
Tel.: 902- 838-0880; toll free: 1-877-320-1253
Fax: 902-838-0883
www.gov.pe.ca/vitalstatistics/

Newfoundland & Labrador

Vital Statistics Division
Dept. of Government Services
P.O. Box 8700
5 Mews Place
St. John's, NL A1B 4J6
Tel.: 709-729-3308
Fax: 709-729-0946
E-mail: vstats@gov.nl.ca
www.gs.gov.nl.ca/birth/

Yukon

Vital Statistics
Box 2703
Whitehouse, YK Y1A 2C6
Tel.: 867-667-5207; toll Free in Yukon only: 1-800-661-0408 ext. 5207
Fax: 867-393-6486
E-mail: vital.statistics@gov.yk.ca
www.hss.gov.yk.ca/programs/vitalstats/

Northwest Territories

Vital Statistics
Department of Health and Social Services
107 MacKenzie Rd, Room 205
Bag 9, Inuvik, NT X0E 0T0
Tel: 867-777-7400; toll free: 1-800-661-0830
Fax: 867-777-3197
E-mail: hsa@gov.nt.ca
www.hlthss.gov.nt.ca/english/services/vital_statistics/

Nunavut

Vital Statistics
Health & Social Services
P.O. Bag 3, Rankin Inlet, NU X0C 0G0
Tel: 867-645-2171; toll free: 1-800-661-0833
Fax: 867-645-8092
www.gov.nu.ca/english