

# Current Alternative Service during Service Canada office closures

as of March 27, 2020

(Information provided by: Strategic Services Branch, Ontario Region, Service Canada)

Service Canada continues to support clients through an alternate service delivery platform that is receiving requests online at the following [e-services](#) link.

A Service Canada Employee will call-back within 48 hours and guide clients through the online channel, and depending on their individual circumstances, an appointment at one of our Service Canada Centre locations may be scheduled.

We encourage all clients who plan on applying for the CERB on April 6, 2020, and require a Social Insurance Number, to complete the paper application which is available on-line (below).

Online References:

- Social Insurance Overview link  
[www.canada.ca/en/employment-social-development/services/sin/apply.htm](http://www.canada.ca/en/employment-social-development/services/sin/apply.htm)
- Social Insurance Paper Application link  
<https://catalogue.servicecanada.gc.ca/apps/EForms/pdf/en/NAS-2120.pdf>