



## **Guide for Completing an Application for Canadian Old Age, Retirement and Survivors Benefits under the Agreement between Canada and Japan on Social Security**

If you:

- reside in Japan; and
- wish to apply for a Canadian Old Age Security pension or a Canada Pension Plan Retirement, Survivor's, Surviving Child's or Death benefit,

you must complete an "Application for Canadian Old Age, Retirement and Survivors Benefits under the Agreement between Canada and Japan on Social Security"\*.

This guide has been prepared to help you fill out the application form. Please read the guide carefully and follow the instructions which are given. In order to act on your application as quickly as possible, Human Resources Development Canada *must* have all the information which is requested in the application form. The more accurately the form is completed, the better we can serve you.

- \* If you wish to apply for a Canada Pension Plan Disability pension or Disabled Contributor's Child's benefit, you will have to complete a different form entitled "Application for Canada Pension Plan Disability Benefits under the Agreement between Canada and Japan on Social Security". This form is available on this website and from your nearest social security office.

この記入要領には日本語版もあります  
(『社会保障に関する日本国とカナダとの間の協定に基づく  
カナダ老齢、退職及び遺族年金申請書の記入要領』)。

Ce guide est également offert en français sous le titre  
*Guide pour remplir une demande de prestations canadiennes de  
vieillesse, de retraite et de survivants en vertu de l'Accord de  
sécurité sociale entre le Canada et le Japon*

## **Step One: Identifying the benefits for which you will apply**

The first step is to identify the benefits for which you might be eligible. To help you do this, we have listed below some of the essential conditions for entitlement to each benefit.

It is very important to note that entitlement to one of these benefits – the Old Age Security pension – is based only on your age and your residence in Canada. For entitlement to any of the benefits under the Canada Pension Plan, however, contributions to the Plan, based on earnings from employment or self-employment since the start of the Plan in January 1966, are required.

**If you think you meet the conditions shown below for any benefit, you should apply for that benefit.** You can use the application form to apply for more than one benefit.

For some benefits and in certain circumstances there may be additional conditions for entitlement which are not given below. Once your application has been received, Human Resources Development Canada will determine as quickly as possible whether you meet the conditions, and we will advise you directly of our findings.

### *The Old Age Security pension*

You may qualify for an Old Age Security pension if you:

- have reached age 65; and
- have resided in Canada for at least one year since reaching age 18 and from 1 January 1952; and
- were a Canadian citizen or legal resident of Canada at the time of your departure; and
- have resided in Canada since reaching age 18 and from 1 January 1952 or have periods of insurance to the National Pension System and/or the Japanese pension systems for employees since reaching age 18 and from 1 January 1952 for a total of at least 20 years.

If you are age 64 and meet the last three conditions listed above, you should submit an application for an Old Age Security pension without delay to ensure that your pension will start to be paid when you reach age 65.

You are not required to have worked in Canada to be eligible for this pension, nor must you cease employment before you can start to receive a pension.

**To apply for an Old Age Security pension, please complete sections 1, 2, 3 and 7 of the application form.**

If, in addition to residing in Canada, you have worked in Canada at any time since January 1966 and have contributed to the Canada Pension Plan, you should *also* apply for a Canada Pension Plan Retirement pension. Please read the following section for more information about this benefit.

### *Canada Pension Plan Retirement pension*

You may qualify for a Canada Pension Plan Retirement pension if you:

- have contributed to the Canada Pension Plan anytime since the start of the Plan in 1966; and
- have reached age 60 but have not yet reached age 65; and
  - are no longer contributing to the Canada or Quebec Pension Plan (even if you are still working in Japan); or
  - are still contributing to the Canada Pension Plan but have nonetheless substantially ceased working (the term “substantially ceased working” is defined below); or
- have reached age 65 (regardless of whether you are still working).

If you are still contributing to the Canada Pension Plan, it is important to note that, in order to receive a Retirement pension before age 65, you *must* have ceased working wholly or substantially. You are considered to have “substantially ceased working” if, when your pension begins, the annual rate of your earnings from employment or self-employment does not exceed the annual amount of the maximum Retirement pension payable to a person whose pension begins at age 65.

If you start to receive your Retirement pension before age 65, it will be reduced by 0.5 percent for each month between the month your pension begins and the month of your 65th birthday. This reduction is permanent.

If you have reached age 60 and are no longer contributing to the Canada or Quebec Pension Plan (even if you are still working in Japan), or if you have reached age 65, you may receive a Canada Pension Plan Retirement pension even if you are still engaged in paid employment or self-employment.

**To apply for a Canada Pension Plan Retirement pension, please complete sections 1, 2, 4 and 7 of the application form.**

## *Canada Pension Plan Survivor's pension*

You may qualify for a Canada Pension Plan Survivor's pension if *your spouse or common-law partner*:

- is deceased; and
- had contributed to the Canada Pension Plan anytime since the start of the Plan in 1966; and
- had contributed to the Canada Pension Plan or had periods of insurance to the National Pension System and/or the Japanese pension systems for employees (from the start of the Canada Pension Plan in 1966) for a minimum period (which can vary between three and ten years, depending on your spouse's or common-law partner's age at the time of death); and

if you:

- had reached age 35 at the time of your spouse's or common-law partner's death; or
- had not yet reached age 35 at the time of your spouse's or common-law partner's death; but
  - are disabled (see page 6 of this guide – “Canada Pension Plan Disability pension” – for a definition of the term “disabled”); or
  - were caring for a dependent child at the time of your spouse's or common-law partner's death.

Survivor's pensions are payable under the same conditions to widows and widowers. Pensions are payable even if you remarry.

For Canada Pension Plan purposes, a spouse of a contributor is the person of the opposite sex with whom the contributor is legally married. A common-law partner of a contributor is the person, of the same or opposite sex, with whom the contributor is living in a conjugal relationship. Common-law partners must have lived together for at least one year.

The surviving spouse or common-law partner for Canada Pension Plan purposes is the person with whom the contributor was living in a conjugal relationship at the time of death (whether or not they were married). Where there is no such person, the legal spouse (even if that legal spouse was not living with the contributor at the time of death), may be eligible to the Survivor's pension.

A “dependent child” means a child of the contributor (including an adopted child) who is:

- under age 18; or
- between the ages of 18 and 25 and in full-time attendance at school or university; or

- age 18 or older and disabled, having been disabled without interruption since reaching age 18 or since the contributor's death.

**To apply for a Survivor's pension, please complete sections 1, 2, 5 and 7 of the application form.**

### *Canada Pension Plan Surviving Child's benefit*

A dependent child (including an adopted child) of a deceased person may qualify for a Surviving Child's benefit if he or she is:

- under age 18; or
- between the ages of 18 and 25 and in full-time attendance at school or university; and

if the deceased parent:

- had contributed to the Canada Pension Plan anytime since the start of the Plan in 1966; and
- had contributed to the Canada Pension Plan or had periods of insurance to the National Pension System and/or the Japanese pension systems for employees (from the start of the Canada Pension Plan in 1966) for a minimum period (which can vary between three and ten years, depending on the contributor's age at the time of death).

**To apply for this benefit for a child under age 18 who is in your care, please complete section 6 of the application form in addition to sections 1, 2, 5 and 7.**

**If the child is age 18 or older, he or she should submit a *separate* application for this benefit. The child will have to complete a form entitled "Application for Canada Pension Plan Child's Benefits under the Agreement between Canada and Japan on Social Security".**

This form is available from the same office from which you obtained this guide. This form is available on this website and from your nearest social security office.

### *Canada Pension Plan Death benefit*

A single-payment Death benefit may be paid to the estate of a deceased person, or, in the absence of an estate, to the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin, if the deceased person:

- had contributed to the Canada Pension Plan anytime since the start of the Plan in 1966; and

- had contributed to the Canada Pension Plan or had periods of insurance to the National Pension System and/or the Japanese pension systems for employees (from the start of the Canada Pension Plan in 1966) for a minimum period (which can vary between three and ten years, depending on the contributor's age at the time of death).

If there is an executor, administrator or other legal representative of the estate of the deceased contributor (other than the surviving spouse or common-law partner), that person should submit a *separate* application for the Death benefit. If there is no such person, or if that person is the surviving spouse or common-law partner, the surviving spouse or common-law partner may apply for the Death benefit at the same time as applying for a Survivor's pension.

**Sections 1, 2, 5 and 7 of the application form should be completed by the person applying for the Death benefit.**

### *Canada Pension Plan Disability pension*

You may qualify for a Canada Pension Plan Disability pension if you:

- have become disabled; and
- have not yet reached age 65; and
- have contributed to the Canada Pension Plan anytime since the start of the Plan in 1966; and
- have contributed to the Canada Pension Plan or have periods of insurance to the National Pension System and/or the Japanese pension systems for employees during four of the six years immediately prior to your disablement, or three of the six years immediately prior to your disablement provided you have at least 25 years of coverage.

In order to be considered disabled under the Canada Pension Plan, you must have a physical or mental disability which is severe and prolonged. "Severe" means that you cannot regularly pursue any substantially gainful occupation. "Prolonged" means that your disability is likely to be long continued and of indefinite duration, or is likely to result in death.

**To apply for a Canada Pension Plan Disability pension, you will have to complete a form entitled "Application for Canada Pension Plan Disability Benefits under the Agreement between Canada and Japan on Social Security".** This form is available from the same office from which you obtained this guide. This form is available on this website and from your nearest social security office.

## *Canada Pension Plan Disabled Contributor's Child's benefit*

If you qualify for a disability pension and if you have in your care a dependent child (including an adopted child), your child may qualify for a Disabled Contributor's Child's benefit if he or she is:

- under age 18; or
- between the ages of 18 and 25 and in full-time attendance at school or university.

**You can apply for this benefit for a child who is under age 18 who is in your care using the same form on which you apply for your own Disability pension.**

**If your child is age 18 or older, he or she should submit a *separate* application for this benefit. The child will have to complete a form entitled “Application for Canada Pension Plan Child's benefits under the Agreement between Canada and Japan on Social Security”.** This form is available from the same office from which you obtained this guide. This form is available on this website and from your nearest social security office.

## *Division of Canada Pension Plan pension credits*

If a marriage ends in divorce or annulment on or after 1 January 1987, the Canada Pension Plan pension credits earned by both spouses during their life together are divided equally between them.

This division is mandatory as soon as the Minister of Human Resources Development receives the information necessary to take this action. If the divorce or annulment took place before 1 January 1987, different conditions apply and the division of pension credits is not mandatory. As well, if a legal marriage ends in separation after 1 January 1987 and if the separation has lasted one year, either spouse may apply for a division of pension credits. There is no time limit for making application for a division of pension credits following separation, except in the event of the death of one of the separated spouses. Further, former partners in a common-law relationship may apply for a division of pension credits within four years after they have separated, if they have been living apart for one year.

**If you think that you are eligible for a division of Canada Pension Plan pension credits and if you wish to apply, please attach a brief written statement to this effect to your application form.** Human Resources Development Canada will subsequently send you a special form to obtain the additional information needed to determine whether a division of pension credits is possible.

## **Step Two: Completing the application form**

All applicants must complete sections 1, 2 and 7 of the application form. Depending on the benefit(s) for which you are applying, you should also complete an additional section or sections:

- Section 3 – Old Age Security pension;
- Section 4 – Canada Pension Plan Retirement pension;
- Section 5 – Canada Pension Plan Survivor’s pension or Death benefit;
- Section 6 – Canada Pension Plan Surviving Child’s benefit.

Please answer all the questions in the applicable sections completely. Except for the signature required in block 33, print or type your answer if possible.

Please complete all name and address fields for yourself, and the deceased contributor if you are applying for Survivors Benefits, in both Roman letters and in Kanji (if you are Japanese).

Correspondence from Human Resources Development Canada concerning your application will be written in either English or French, whichever you prefer. Please indicate the language in which you wish to receive such correspondence.

### **Section 1 – To be completed by all applicants**

#### *Question 1*

If you are applying for an Old Age Security pension or a Canada Pension Plan Retirement pension, please provide your Japanese Basic Pension Number or Number on Pension Handbook and your Canadian Social Insurance Number. If you are applying for a Survivor’s pension, a Surviving Child’s benefit or a Death benefit, please provide the Japanese Basic Pension Number or Number on Pension Handbook and the Canadian Social Insurance Number of the deceased person who has made contributions to the Canada Pension Plan.

If you do not have a Canadian Social Insurance Number, or if you do not know the number, the information you will give in Section 2 of the application form may be sufficient to identify you (or the deceased person who has made contributions to the Canada Pension Plan).

#### *Question 2*

Be sure to check all the benefits for which you are applying and to submit the necessary documents which are indicated for each benefit.



## Section 2 – General information about the contributor or applicant

- If you are applying on your own behalf for an Old Age Security pension or a Canada Pension Plan Retirement pension, the information to be provided in questions 3 to 11 refers to *you*.
- If you are applying on your own behalf for a Survivor’s pension, a Surviving Child’s benefit or a Death benefit, the information to be provided in questions 3 to 11 refers to the *deceased person* who has made contributions to the Canada Pension Plan.
- If you are making an application on behalf of someone who is incapable of applying for a benefit for him or herself, you should provide information concerning the person on whose behalf you are applying or concerning that person’s deceased spouse or common-law partner. Please attach a statement briefly explaining the reason for which the applicant is incapable of applying for him or herself.

### *Question 4*

Give the name in full (given name and family name) as well as the family name at birth (if it is different). The family name at birth is required for correct identification if the name has been changed through marriage or for some other reason.

### *Questions 5 and 6*

If you are applying for an Old Age Security pension or a Canada Pension Plan Retirement pension, your current home address is required in answer to question 5. If you wish to receive correspondence concerning your application as well as benefit payments at a different address, please give this address in answer to question 6; otherwise, check the box marked “same as in question 5”. If you are applying for a Survivor’s pension, a Surviving Child’s benefit or a Death benefit, please give the last address of the deceased contributor in answer to question 5 and leave question 6 blank.

### *Question 7*

Please give the place of birth in full, including city, town or village; province, state or territory; and the country.

### *Question 8*

If the name on the Canadian social insurance card is different from the name given in answer to question 4, please indicate, in response to question 8, the full name *exactly* as it appears on the

card. This will assist Human Resources Development Canada to verify contributions to the Canada Pension Plan and to establish entitlement to Canada Pension Plan benefits.

### *Question 9*

If you have resided in a country other than Canada and Japan or made social security contributions in another country, you may be eligible for benefits under that country's social security system. A complete answer to question 9 is important to ensure that you receive all the benefits to which you are entitled. Please remember that if you are applying for a Survivor's pension, a Surviving Child's benefit or a Death benefit, the information you provide should relate to the deceased contributor.

### *Question 10*

Under the Canada Pension Plan, periods of nil or low earnings spent caring for young children may be disregarded in calculating a benefit; this will often increase the amount of the benefit. To take advantage of this provision, eligibility to Canadian Family Allowances or to the Child Tax Benefit must have existed after 1 January 1966 for children under age 7. If you are applying for a Retirement pension and you or your spouse or common-law partner were eligible for Canadian Family Allowances or the Child Tax Benefit for such a child after 1 January 1966 (or if you are applying for a Survivor's pension or Death benefit and if the deceased contributor was eligible for Canadian Family Allowances or the Child Tax Benefit for such a child after that date), please indicate this fact in response to question 10. If your answer is "Yes", we will send you a separate form on which you can provide all the specific information required to obtain this advantage.

### *Question 11*

Please indicate marital status and, if applicable, the full name and date of birth of the spouse or common-law partner.

## **Section 3 – To be completed when applying for an Old Age Security pension**

Information about your residence in Canada is required to enable Human Resources Development Canada to establish your entitlement to an Old Age Security pension as well as to determine the amount of pension you should receive. It is essential that the dates of your entry(ies) to Canada and departure(s) from Canada be accurate and supported by documents (passports, visas, ship or airline tickets, etc.).

### *Question 12*

If you were born outside Canada, please give the date and place of your *first* entry into Canada. If you were born in Canada, leave this question blank.

### *Question 13*

Information about your legal residence status in Canada at the time of your departure is required to determine whether you qualify for the Old Age Security pension. You should indicate your most recent status in Canada and attach any document which supports your statement (Canadian citizenship card or certificate, immigration identification card, immigration visa, etc.).

### *Question 14*

Please indicate all the places where you have resided, whether in Canada or elsewhere, from birth to the present. This information is essential to substantiate your claim to an Old Age Security pension. You should list the name of the city, town or village; the province, state or territory; and the country. Do not, however, include changes of address within the same city, town or village. If the space provided in question 14 is not sufficient, please give the information on a separate sheet of paper which you should attach to the application form.

### *Question 15*

Please give the name, address and telephone number of two persons who know you and could verify information concerning your residence in Canada. These persons may reside either in Canada or abroad, but they cannot be related to you by blood or marriage. They should have known you for as much of your life as possible.

### *Question 16*

Please check the appropriate box to indicate if you are considered a resident of Canada for tax purposes. If you answered no, it means that you are a non-resident of Canada for income tax purposes. In this case, we may deduct a Non-Resident Tax from your monthly Old Age Security (OAS) pension. The rate is 25% of your monthly OAS pension unless the country you live in has a tax treaty with Canada that reduces the rate or exempts you from paying the tax.

In addition, if you answered no, please indicate if your net world income is less than the amount indicated. This question is required since the amount of Old Age Security (OAS) pension paid may be reduced through a provision of Canada's *Income Tax Act*. For non-residents of Canada it is

called the OAS Recovery Tax. The OAS Recovery Tax may not apply if the country you live in has a tax treaty with Canada that exempts you from paying the tax.

The Recovery Tax is deducted from your monthly OAS pension. As a non-resident of Canada, the amount of the deduction is calculated by the Canada Revenue Agency based on your previous year's net world income. The Canada Revenue Agency will send you an Old Age Security Return of Income (OASRI) form in February each year if you live in a country where the OAS Recovery Tax applies. Regardless of your income, you must file this return by April 30<sup>th</sup> every year. If you do not, your Old Age Security pension will be stopped in July.

## **Section 4 – To be completed when applying for a Canada Pension Plan Retirement pension**

### *Question 17A*

You have several options regarding the starting date of your Canada Pension Plan Retirement pension, depending on your age.

If you have reached age 60 but have not yet reached age 65, *your pension may begin the latest of:*

- the month following your 60th birthday;
- the month following the month in which you cease contributing to the Canada Pension Plan, or, if you are still contributing to the Canada Pension Plan, the month following the month in which you cease to be wholly or substantially engaged in paid employment or self-employment (this is discussed in detail in question 17B);
- the month you indicate in answer to question 17A;
- the month following the month in which you apply for the pension.

If you start to receive your pension before age 65, it will be reduced by 0.5 percent for each month between the month your pension begins and the month of your 65th birthday. This reduction is permanent.

If you have reached age 65, *your pension may begin the latest of:*

- the month following your 65th birthday;
- the month you indicate in answer to question 17A;
- the eleventh month preceding the month in which you apply for the pension, but not earlier than the month following your 65th birthday.

If you are age 65 or older, you may continue working and still receive a Retirement pension. If you delay the start of your pension beyond the month in which you reach age 65, the pension will be increased by 0.5 percent for each month between the month after your 65th birthday and the month your pension begins. No adjustment, however, is made for any month after the month of your 70th birthday.

If you have reached age 60 and are no longer contributing to the Canada or Quebec Pension Plan, it may be to your advantage to begin receiving your Retirement pension at the earliest date possible. If this is your wish, you should mark the box “earliest month eligible”; otherwise, you should indicate a date in the boxes provided.

### *Question 17B*

If you have reached age 60 but have not yet reached age 65, you must either have ceased contributing to the Canada and Quebec Pension Plans or, if you are still contributing to one of these Plans, you must have ceased working either wholly or substantially before you may receive a Canada Pension Plan Retirement pension. (See page 3 of this guide – “Canada Pension Plan Retirement Pension” – for a definition of “substantially ceased working”.) Earnings which are not subject to Canada or Quebec Pension Plan contributions (for example, except in unusual circumstances, earnings from work in Japan) are not taken into account.

If you wish to begin to receive a Retirement pension before reaching age 65 and if you are still contributing to the Canada Pension Plan, please indicate in question 17B whether you have or will have ceased contributing to the Canada Pension Plan or ceased working (wholly or substantially) prior to the date indicated in question 17A for start of payment of the pension. Also indicate the month and year in which you ceased or will cease working. If you are no longer contributing to the Canada Pension Plan, you should indicate the date of your last contribution.

## **Section 5 – To be completed when applying for a Survivor’s pension or Death benefit**

### *Questions 18 to 20*

The information required in questions 18 to 20 refers to the person making application for a Survivor’s pension or a Death benefit. You should complete these questions using your own name and address, whether you are the surviving spouse or common-law partner or (in the case of an application for a Death benefit) a person acting on behalf of the estate of the deceased.

Your current home address is required in answer to question 19. If you wish to receive correspondence concerning your application as well as benefit payments at a different address, please give this address in answer to question 20; otherwise, check the box marked “same as in question 19”.

### *Question 21*

Please indicate your relationship to the deceased contributor (e.g. wife, husband, common-law partner, mother, father, son, daughter, brother, sister, executor of the estate of the deceased, etc.).

### *Question 22*

Please indicate if there is an executor, administrator or legal representative of the estate of the deceased contributor. If that person is not the surviving spouse or common-law partner, he or she should make a *separate* application for the Death benefit. If there is no such person, or if that person is the surviving spouse or common-law partner, the surviving spouse or common-law partner should apply for the Death benefit by checking the box marked “Death benefit” on page 1 of the application form.

### *Question 23*

If you are applying for a Survivor’s pension on your own behalf, please give your Canadian Social Insurance Number (if you have one). If you are making application on behalf of the surviving spouse or common-law partner, please give his or her Canadian Social Insurance Number.

### *Question 24*

Your family name at birth is required to identify you correctly if you have changed your name through marriage or for other reasons.

### *Question 25*

Please indicate whether you believe you are disabled. (See page 6 of this guide – “Canada Pension Plan Disability pension” – for a definition of the term “disabled”.) If you were under age 35 at the time of the contributor’s death and you are disabled as defined under the Canada Pension Plan, you may qualify for a Survivor’s pension even if you do not have a dependent child in your care. If you were over age 35 but under age 45 at the time of the contributor’s death and you are disabled as defined under the Canada Pension Plan, the amount of your Survivor’s pension will be greater than if you were not disabled.

### *Questions 26 and 27*

The information requested in these questions is required to enable Human Resources Development Canada to establish whether you are the person who meets the definition of surviving spouse or common-law partner set out in the legislation governing the Canada Pension Plan. (See page 4 of this guide for a definition of the term “surviving spouse or common-law partner” under the Plan.)

### *Questions 28 and 29*

If you were under age 45 at the time of the contributor’s death, the information requested in these questions is required to enable Human Resources Development Canada to determine your entitlement to a Survivor’s pension.

## **Section 6 – To be completed when applying for a Surviving Child’s benefit**

A benefit on behalf of a child under age 18 is usually paid to the person who is caring for the child.

Surviving Child’s benefits are paid directly to children between the ages of 18 and 25 who are in full-time attendance at school or university. Each such older child should submit a separate application on his or her own behalf. (See page 5 of this guide – “Canada Pension Plan Surviving Child’s benefit” – for further details.)

### *Question 30*

Please list all the surviving children of the contributor on whose behalf you are applying for benefits, indicate the date of birth and submit a birth certificate or extract copy of Family Register for each child.

If you are a child between the ages of 18 and 25, give your own name at birth and birth date, and submit your birth certificate or extract copy of Family Register.

### *Questions 31 and 32*

Please complete these questions only if you are age 18 or older and applying for a Surviving Child’s benefit on your own behalf, or if you are applying for this benefit on behalf of a dependent child but are not also applying for a Survivor’s pension. If you are applying both for a Surviving Child’s benefit for a child under age 18 who is in your care and for a Survivor’s pension, please leave questions 31 and 32 blank.

## **Section 7 – Signature of applicant**

In signing, you attest to the truth of the information given in the application. You also authorize the Japanese competent institution to provide to Human Resources Development Canada information which may affect your entitlement to the Canadian benefits for which you are applying.

The declaration of a witness is required *only* when the applicant signs by a mark.

### *Protection of personal information*

The information requested on the application form will be used to determine your entitlement to a benefit under the *Old Age Security Act* or the *Canada Pension Plan*. Under these laws, information about you may be provided only to the agencies specifically entitled to receive it. In addition, the *Privacy Act* (Canada) prohibits the disclosure of your records without your consent except in specified circumstances (such as to comply with a warrant or subpoena or to enforce a law).

The information about you relating to your application for Old Age Security or Canada Pension Plan benefits will be retained in Personal Information Bank HRSDC PPU 175. You have a right to request access to any information about you which is in federal government files. To help you obtain this information, the government has published an Index of Personal Information. The index and information request forms may be obtained from Canadian embassies, high commissions and consulates.