

New Service Standard for SIN Online

I hope this email finds you well. The purpose of this email is to let you know that Service Canada has changed the service standard for SIN online transactions from **20 business days to 10 business days**. Clients applying through the SIN online portal can now expect to receive the letter containing their SIN in the mail within 15 days.

How to apply for a SIN

1) SIN Online Portal

Applying [online](#) is easy. Submit a SIN application online within a secure and protected environment using [SIN online](#) and upload digital copies of your documents.

Please consult the [What do you need before you apply](#) page to ensure you have all the required documents ready before you apply.

2) By mail

You can also apply for your SIN [by mail](#). If you choose this option, you must provide a completed [SIN application form](#) in addition to your original documents.

Your original documents will be sent back once your application is processed.

3) Visit us by appointment

If you require service in-person, please make a request for an appointment by filling out the [service request form](#). A Service Canada officer will call you back within 2 business days. If your request cannot be completed by phone, you will be offered an appointment for service at a Service Canada Centre. Please note that we are not accepting requests for same day bookings.

If you require an appointment and do not have access to the internet or face other barriers, the **Service Canada Outreach Support Centre** will ensure you get access to the services and benefits you need. Call our toll-free number **1-877-631-2657 (TTY: 1-833-719-2657)** from 8:30am to 4:00pm Monday to Friday.

Please share this information within your network.

Thank you for your support.