



Consent to Communicate Information to an Authorized Person Instruction Sheet

Why do I need to complete this form?

Personal information about you and the financial benefits paid to you is confidential. We need your signed consent if you want Service Canada to communicate with another person (such as your spouse, partner or accountant) for CPP/OAS program benefit matters. You can give this consent by completing and signing Section 1 of the attached form. The person you would like us to communicate with must complete and sign Section 2.

Your signed consent allows Service Canada to communicate confidential CPP/OAS program benefit information to this person and allows him or her to communicate with us on your behalf. This consent will stay in effect until a written cancellation request is received from you or in the event of your death.

Note: Third Parties are not currently authorized to use the CPP/OAS On-line Services.

Does my spouse, common-law partner, or other family member need my consent?

Yes, Service Canada cannot communicate your personal benefit information with your spouse, common-law partner, son or daughter without your signed consent.

What will this person be allowed to do on my behalf?

When you give signed consent to Service Canada to communicate with this person, you are letting that person provide and receive your personal program benefit information such as benefit rates, changes to your address excluding payment address (the address where your cheque is mailed or the bank account where the payment is deposited), OAS income, Canadian residence information and CPP contributions.

What is this person not allowed to do on my behalf?

This consent form **does not provide authority** to the person to apply for benefits, withdraw or cancel benefits, change your payment address (the address where your cheque is mailed or the bank account where the payment is deposited), request or change voluntary tax withhold.

Who can change my payment address including direct deposit information?

Generally, only you can ask us to change your payment address (the address where your cheque is mailed or the bank account where the payment is deposited). However, a legal representative, someone with a power of attorney granted from you, or a trustee, can ask us to change this information. That person does not need to complete this form, but he or she has to provide a certified copy of the legal document that names him or her as acting in that capacity.



Service Canada Offices Canada Pension Plan

Mail your forms to:

The nearest Service Canada office listed below.

From outside of Canada: The Service Canada office in the **province where you last resided**.

Need help completing the forms?

Canada or the United States: **1-800-277-9914**

All other countries: **613-957-1954** (we accept collect calls)

TTY: **1-800-255-4786**

Important: Please have your social insurance number ready when you call.

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ONTARIO

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