



# WARNING

**DND 9036-E - Veteran's Service Card (VSC) Application** is categorized as either **"CAN PROTECTED A"** or **"CAN PROTECTED B"** (when Social Insurance Number included) information once completed.

**For internal DND use only:** Completed **"Protected B"** forms **MUST NOT BE SAVED UNENCRYPTED** on any DND network and workstation drive or storage media. **"Protected B"** forms, when completed, **MUST BE ENCRYPTED USING THE DND ISSUED PKI SMARTCARD**. Failure to respect this requirement will result in a breach of security and administrative measures shall be applied in accordance with the policy.

## Veteran's Service Card (VSC) Application

### Veteran's Service Card (VSC)

The new Veteran's Service Card helps you stay connected to military and veteran support programs during your transition from military to civilian life. This card also recognizes your service as a Canadian Armed Forces (CAF) member. It is important to note that the VSC is not recognized as an official ID card, pursuant to Treasury Board Secretariat and other guidelines on identification cards. While date of birth will not appear on the VSC, this information is required for verification purposes only.

**Note:** This card is not issued by Veterans Affairs Canada (VAC) and is not the equivalent of a VAC healthcare card. If you qualify for the Treatment Benefits Program, you will receive a VAC healthcare card from Medavie Blue Cross. For any questions please contact Medavie Blue Cross at [medaviebc.ca](http://medaviebc.ca) or 1-888-261-4033.

### Eligibility

You are eligible to apply for a VSC if you:

- Have successfully completed basic training; and
- Have an honourable release from the CAF.

1. What is your preferred language?:      English      French	
2. Reason for contacting us:      Initial VSC request      Card replacement	
3. Rank on release	4. Surname
5. Given name(s)	6. DOB (yyyy-mm-dd)
7. Surname at time of release (if different from number 4)	
8. Given name(s) at time of release (if different from number 5)	
9. If your current name differs from your name while serving, which name do you want to appear on your card?:	
Current name	Name while serving      Not applicable
10. Service Number, Regimental Number, or Social Insurance Number (Under the Treasury Board Directive on Social Insurance Number, DND/CAF is only authorised to collect your Social Insurance Number in order to retrieve your personnel file if you were not assigned a Service Number or Regimental Number. If you were assigned a Service Number or Regimental Number, do not provide your Social Insurance Number). Your Social Insurance Number will not appear on your Veteran's Service Card.	
Service Number: _____ or Regimental Number: _____ or Social Insurance Number: _____	
<b>The period of service recognized on the VSC will include all time served with the Regular Force, Primary Reserve, Cadet Organizations Administration and Training Service (COATS), and Canadian Rangers.</b>	
11. Year first enrolled	12. Year last released
13. Which component were you serving in at your last release?	
Regular Force      Reserve Force	
14. Email address	
15. Contact phone number	
16. Mailing address (street number, unit number, street name, city, province, postal code, and country - your card will be sent to the provided address)	
17. Which National Defence card did you last hold? (select <u>one</u> of the following)	
NDI 10 Temporary ID card	NDI 20 Canadian Forces Permanent ID card
NDI 21 Civilian ID card	I have not been issued any of these cards      I do not know
18. <b>Verification of Service:</b> Applicants must provide copies of documents showing proof of their former service such as:	
a) Certificate of Service;	
b) Military Personnel Record Resume;	
c) Verification of Former Service;	
d) Any document which shows your rank on release, release date, and release item.	
<b>Note: If you do not have the required documentation follow these steps:</b>	
• Proof of service can be obtained through an Access to Information and Privacy (ATIP) request to Library and Archives Canada. The website for these requests is: <a href="https://library-archives.canada.ca/eng/services/public/access-information-privacy/pages/make-atip-request.aspx">https://library-archives.canada.ca/eng/services/public/access-information-privacy/pages/make-atip-request.aspx</a>	
• Request a "Proof of Service" package and indicate that it is for the purpose of obtaining a Veterans Service Card. There is no fee for this service, and the response time is approximately 30 days.	
<b>Any application which arrives without supporting documentation will be placed on hold until the required information is provided.</b>	

Formulaire disponible en français - DND 9036-F

## Eligibility (cont'd)

19. You must also include **a)** a quality photo with this application form, and **b)** proof of identity in the form of a photocopy of a valid government-issued photo identification.

a) A printed photo from a mobile device is acceptable provided it meets the following photo requirements:

- Photo taken against a plain white or light-coloured background;
- Applicant shows a neutral facial expression, looking straight into the camera;
- Photo must show a full front view of the face and top of the shoulders; head must not tilt to the side;
- Photo must be clear, sharp and in focus;
- Photo must represent natural skin tones (*without make-up which significantly alters facial features*);
- Eyes must be open and clearly visible with no red-eye;
- Prescription eyeglasses may be worn as long as the eyes are clearly visible;
- No sunglasses (*irrespective of prescription*);
- Glare and shadows are unacceptable;
- Lighting must be uniform;
- Colour photos only; and
- Any head covering must not cast shadows on the face (*no ball caps or toques*). Head coverings worn for religious or spiritual reasons are permitted.

19. b) Proof of identity in the form of a copy of a valid government-issued photo identification must be submitted.

Please submit the photo and signature side(s) of one of the following:

- Provincial driver's license;
- Provincial health card;
- Aboriginal status card;
- Passport;
- NDI-21 (*DND civilian card*); or
- Photo ID from other government department issued by a federal, provincial / territorial government authority (*or local equivalent abroad*).

20. **Please mail your completed application form, along with a current photo, proof of identity and proof of service to the following address:**

Canadian Armed Forces Transition Group Headquarters  
60 Moodie Drive  
Ottawa ON, K1A 0K2  
Attention: Veteran's Service Cards (VSC)

**In order to meet Government of Canada privacy and security considerations, we are not able to receive Veteran's Service Card applications by e-mail or by email attachment.**

For further information about the VSC, you may send your enquiry to: [VSCQuestions.EnquetesCSAC@forces.gc.ca](mailto:VSCQuestions.EnquetesCSAC@forces.gc.ca).

All veterans are encouraged to register for a MyVAC account, which will allow them to learn about the full range of VAC benefits and services and connect directly with VAC staff.

## Privacy Notice

The purpose of the new Veteran's Service Card (VSC) is to help individuals stay connected to military and veteran support programs during their transition from military to civilian life. This card also recognizes previous service as a Canadian Armed Forces (CAF) member.

**Privacy:** The Department of National Defence (DND) is committed to protecting the privacy rights of individuals and safeguarding the personal information under its control.

**Personal Information:** The definition of personal information is defined in section 3 of the [Privacy Act](#).

**Who we can share your information with:** The specific and limited personal information requested is required to apply for the Veteran's Service Card (VSC). The personal information will be used to determine eligibility and to provide the card. When required for service verification purposes, the information will be shared with Library and Archives Canada.

**How we protect your Privacy:** Personal information is being collected under the authority of the *National Defence Act* and protected from disclosure to unauthorized persons and /or agencies pursuant to the provisions of the *Privacy Act*.

Additional information about this program can be found in the Personal Information Bank that explains government holdings [DND PPU 896](#) relating to Identification and Access Control Cards.

Individuals have the right to the protection of and access to their personal information and to request corrections where the individual believes there is an error or omission. Individuals may exercise their rights by contacting the department's Access to Information and Privacy Protection Division.

Individuals have the right to file a complaint with the Privacy Commissioner of Canada regarding the department's handling of their personal information.

**What happens if you do not provide your information?** This information is provided on a voluntary basis and without it DND will not be able to determine eligibility for the VSC.

By submitting this application you consent to the terms of the privacy notice statement.

## Certification

I acknowledge that any false or misleading statement with respect to this application and any supporting document, including the concealment of any material fact, may result in the refusal to issue a Veteran's Service Card and may amount to an offence under section 367 of the Criminal Code, and could lead to prosecution.

Applicant's signature

Date (yyyy-mm-dd)