

## Are you posted? Do you know who/where to go for relocation assistance?

**BGRS** is your first point of contact.

BGRS agents are available Monday to Friday 0800-2000hrs EST.

You can reach them by email, phone or CHAT. You may also book an **Individual Planning Session** via the MSW planning session calendar.

- 1) [info@bgrs.ca](mailto:info@bgrs.ca)
- 2) (844) 447-5520
  - a) If there is a high call volume, you will be prompted to leave a call back number without losing your position in the queue
- 3) Live Chat through [bgrsguide.bgrs.ca](https://bgrsguide.bgrs.ca)



The Knowledge Centre on the Member Secure Website, which is accessible 24/7, has lots of great information and advice to assist throughout your relocation.

## Canada.ca/military-relocation website

Download the Relocation Assistance Document (RAD) and use the checklist to ensure you are not forgetting an important step

Your **CAF points of contact** are: in order

- *CAF RP Coordinator* – reach out to your coordinator if you require assistance with registration, policy clarification, adjudication etc.
- *Base/Wing Admin O*
- *DRBM* - All comments regarding service delivery should be directed to DRBM via our positional mailbox for review and action if required
  - Internal: ++DRBM CAFRP - DGAR PRFAC@CMP DGCB@Ottawa-Hull
  - External: DRBMCAFRP-DGARPRFAC@forces.gc.ca

More information: [CANADA.CA/MILITARY-RELOCATION](https://canada.ca/military-relocation)