

# SERVICE CANADA AT A GLANCE

## Service Canada's Mission

Service Canada provides a **single point of access** to a wide range of services, benefits and information. It **connects Canadians to Government of Canada programs and services** led by Employment and Social Development Canada (ESDC), and in partnership with other departments.




### Social Insurance Number (SIN) Program

There were **2.9 million** SIN transactions in fiscal year (FY) 2023-24.<sup>1</sup>




### Passport Services

Service Canada received **5.0 million** passport applications in FY 2023-24.<sup>2</sup>




### Employment Insurance (EI)

**2.0 million** new EI claims were established in FY 2023-24.<sup>3</sup>



### Canada Pension Plan (CPP)

There were **6.6 million** average monthly recipients in FY 2023-24.<sup>4</sup>



### Canada Pension Plan Disability (CPP-D)

CPP-D and post retirement disability benefits were provided to **396,000** beneficiaries in FY 2023-24.<sup>2</sup>



### Old Age Security (OAS)

There were **7.3 million** average monthly beneficiaries in FY 2023-24.<sup>4</sup>


NEW



### Canadian Dental Care Plan

Service Canada has approved over **3.3 million** applications, and care has been provided to more than **1.5 million** people.<sup>5</sup>

COMING SOON



### Canada Disability Benefit

Will support some persons with disabilities with up to **\$200** per month.

## Reaching Canadians Across the Network

Through efforts across the four regions, the **Service Delivery Network** serves clients via several channels: online, over the phone, in-person and through mail.


Online

- My Service Canada Account
- Passport Renewals<sup>7</sup>
- SIN Application
- EI Application
- Canadian Dental Care Plan Application

More than

5.6 million

Canadians have a My Service Canada Account as of September 2024.<sup>1</sup>




By Phone

- 1 800 O-Canada
- Phone Services for CPP/OAS, SIN Program, Passports, EI, Record of Employment and Employers Hiring Foreign Workers

In FY 2023-24, Specialized Call Centre agents answered over

10 million

calls.<sup>8</sup>



In-Person

598

points of service across the country


- 316 Service Canada Centres
- 249 Scheduled Outreach Sites
- 18 Passport Service Sites
- 15 Service Delivery Partner Sites

In-person sites offer CPP, OAS, EI, SIN, passport services, general information, and more.

In FY 2023-24, the in-person service network handled

10.7 million

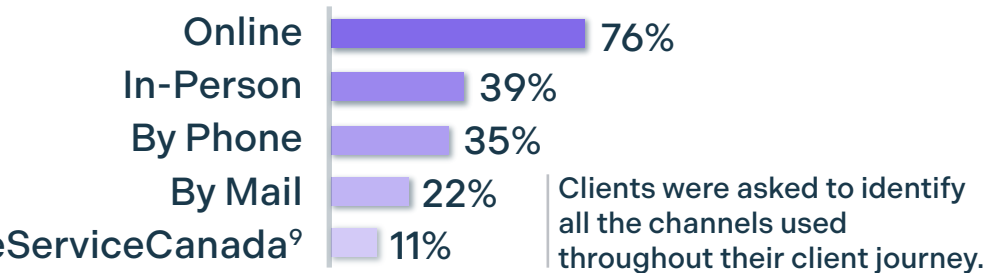
service requests<sup>2</sup>



In FY 2023-24, 97%

of Canadians had access to services within 50km of their home.<sup>2</sup>

Percentage of clients who used each channel, FY 2023-24<sup>6</sup>




Canada.ca

Service Canada manages Canada.ca, the digital presence of the Government of Canada, which received over 1.3 billion visits in FY 2023-24.



## Enabling Digital Transformation

Service Canada is adopting a **digitally enabled approach** by launching initiatives to enhance online services and automate service delivery.




### Online Applications

for a seamless digital experience

Online passport renewals have been gradually rolled out since late 2024 and will be available to all eligible Canadians in 2025.

SIN@Entry will be an integrated and automated bundle of immigration and SIN services, expected to reduce wait times in many Service Canada offices by 50% or more.

Integrity Services



Integrity Services ensures service continuity through disruptions and prevents, detects, and manages errors, abuse, and fraud.

New Modern Tools

to help Canadians understand their benefits and track service status

The **Passport Application Status Checker** received over 6.8 million visits between April 1, 2024 and January 26, 2025.

The **EI Benefits Estimator** processes around 4,500 transactions per day.

**Life Event Hubs** on Canada.ca provide easy access to key government information and services for major life events (Retirement Hub, What to Do When Someone Dies Hub and Welcoming a Child Hub).

Automation and AI

for efficiency and a better service experience

Nearly **100 artificial intelligence (AI) or intelligent automation initiatives** are in various stages of progress.

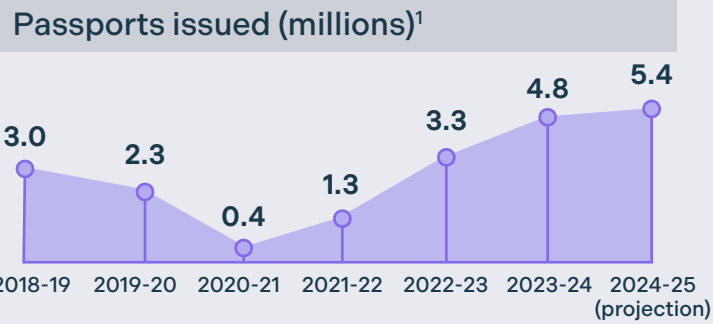
**Automated passport processing** now handles around 75% of all renewal applications.

**EI claims were triaged using machine learning**, with 40,000 claims triaged in FY 2023-24 resulting in approximately \$2.6 million in savings.

**Automatic processing for online SIN applications** will be rolled out in fall 2025, reducing wait times from 5 days to 5 minutes.

### The Impact on Passport Services

Several of the improvements to the Passport Program were introduced to manage increased demand following the pandemic.



**92%** of passport applications were issued within service standards despite record volume in FY 2023-24.<sup>1</sup>

## Modernizing Service Delivery

Service Canada is moving to a fully integrated omnichannel model as part of the **Benefit Delivery Modernization (BDM)** programme. Throughout this transition, the **Service Delivery Network** is committed to delivering a seamless client experience across all service channels.

OAS on BDM launched in March/April 2025.

Over 7 million

OAS clients


and

Over 6,600

Service Canada employees are using the new platform.

Canadian Digital Service

The Canadian Digital Service was incorporated into Service Canada to advance user-centred digital solutions, such as single sign-on and digital credentials, which will enable users to quickly and securely access services online.



### Sources

- The State of Service Report 2025
- ESDC Departmental Results Report 2023-2024
- EI Monitoring and Assessment Report 2023-2024
- CPP and OAS Annual Statistical Tables - Number of Benefits
- Canadian Dental Care Plan Statistics (as of February 7, 2025)
- Service Canada Client Experience Survey 2023-2024

### Notes

- Online passport renewal applications are being gradually rolled out since late 2024.
- Includes call centres for EI, Pensions, the Employer Contact Centre, SIN, and Registration and Authentication.
- Clients use eServiceCanada to request assistance online, and an agent will call them to provide support.