

In 2017 we made changes,  
both big and small, to move

# #OnwardAndUpward

with client service

## SIX million eTAs issued!

- 90% get approved
- 80% are processed within 2 minutes!

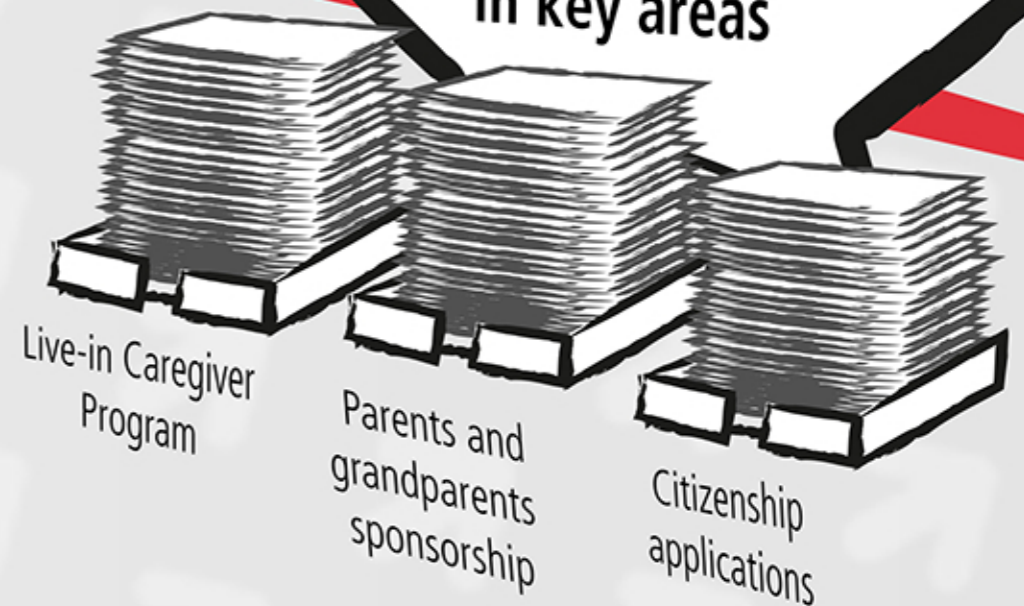


## Multi-year immigration levels plan

will create the space needed to reduce backlogs and processing times



Reduced application backlogs in key areas



## Changes to the Citizenship Act

will help permanent residents achieve citizenship faster

## Plain language editing

the language on over 500 of our most visited web pages is now easier to understand



## Additional Express Entry points for

- strong French language skills
  - candidates with siblings in Canada
- EE applicants processed within six months



## New Global Skills Strategy

- quick and flexible options for recruiting talented international employees
- more than 2000 applications to date.

## Improving online experience



easy-to-use refund tool



now accepting pre-paid credit cards & adding UnionPay (in 2018)

## New PR card online application

applicants will be able to upload professional digital photographs



## New Travel Journal

helps newcomers track travel outside Canada

