Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 3, 2025 10:31:02 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Fri, 25 Apr 2025 18:20:49
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Inquiry Regarding ARC Procedure Following eTA Refusal - REP-B-2025-0017 - Due 23-Apr-25
Importance: Normal
Sensitivity: None

Good day,
[redacted] **Immigration Representatives Mailbox.**
Please note that this mailbox is intended for general guidance and does not provide responses to case-specific inquiries but have provided the following information as guidance. If you have case specific questions about a file, you are encouraged to submit the IRCC Web form.
Please see our response to your question.
***
We have reviewed your questions and we are pleased to provide the following details regarding Authorization to Return to Canada (ARC) applications for eTA eligible clients.

1. 1. **What is the correct procedure for requesting an ARC following an eTA refusal?**
    - * Should the client submit a new ARC request separately, or will IRCC provide specific instructions after an eTA refusal?
    - * Is there a particular form or online portal designated for ARC submissions in such cases?

Th[redacted] IRCC publi[redacted] instructions [redacted] to [redacted] for [redacted] that [redacted] an [redacted] lt the IRCC website for more information, especially how to apply.
If the client needs an eTA to travel to Canada, they will need to apply online for an eTA. Once IRCC confirms that the client is eligible for an eTA, IRCC will contact the client and will ask to a submit the required document(s) for the ARC application. There is no form or online portal designated for ARC submissions. When we contact the client, we will provide a letter with step by step instructions on how to upload and submit the required document(s).

2. 2. **Where should the ARC application be submitted?**
    - * Should it be sent to a specific visa office, or does it depend on the client's country of residence?

Clients, **other than eTA eligible clients**, can submit their ARC application at the same time as they apply for a temporary or permanent residence. They can apply online or mail their application to the nearest visa application centre. If we determine that they are eligible for temporary or permanent residence, we will then process their ARC application. Please consult the IRCC website for more information.
If the client needs an eTA to travel to Canada, they will need to apply online for an eTA. Once IRCC confirms that the client is eligible for an eTA, IRCC will contact the client and will ask to a submit the required document(s) for the ARC application.

3. 3. **What is the current estimated processing time for an ARC application?**
    - * Understanding the processing time would help manage expectations and plan accordingly.

On December 1, 2023, IRCC implemented service standards for ARC applications and provisions for a Subordinate Remission Policy for ARC applications (Appendix F).

The service standards establish that IRCC must issue an Acknowledgment of Processing Letter within 30 calendar days following an ARC file creation in the Global Case Management System (GCMS).

Given the complexity of ARC applications, we are unable to provide specific processing times. Each ARC application is assessed on its own merit and in conjunction with the temporary/permanent residence application. Various factors, such as the client's immigration history and the reasons for the applicant's request to return to Canada, are considered.

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We trust that the information provided is satisfactory. Should you require any further assistance or have additional inquiries, please do not hesitate to contact us.

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[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 5, 2025 10:21 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: Inquiry Regarding ARC Procedure Following eTA Refusal

> **CAUTION:** This email originated from outside the Government of Canada. Do not click on links or open attachments unless you recognize the sender and know the content is safe.
> **ATTENTION:** Ce courriel provient de l'extérieur du gouvernement du Canada. Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes sauf si vous reconnaissez l'expéditeur et sachez que le contenu est sûr.

[redacted]

I am writing to seek clarification on the correct procedure for applying for an Authorization to Return to Canada (ARC) on behalf of any client who applied for an Electronic Travel Authorization (eTA) but received a refusal due to past immigration issues.

Background

If a client previously traveled to Canada but was issued a Deportation Order in 2015, for example, and due to a refusal for a claim of asylum. They complied with the removal order and have since been residing in the UK and became a citizen there.

Upon submitting an eTA application, they received a refusal citing their past removal as a reason. The decision did not provide clear instructions on how to proceed with an ARC application in this situation. Therefore, I would like to request guidance on the following:

Questions Regarding the ARC Process

1. 1. **What is the correct procedure for requesting an ARC following an eTA refusal?**
    - * Should the client submit a new ARC request separately, or will IRCC provide specific instructions after an eTA refusal?
    - * Is there a particular form or online portal designated for ARC submissions in such cases?
2. 2. **Where should the ARC application be submitted?**
    - * Should it be sent to a specific visa office, or does it depend on the client's country of residence?
3. 3. **What is the current estimated processing time for an ARC application?**
    - * Understanding the processing time would help manage expectations and plan accordingly.

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Additional Information

If there are any specific documents or forms that should be included when submitting an ARC application after an eTA refusal, please advise so we can ensure the request is complete and meets IRCC requirements.

I appreciate your time and guidance on this matter. Please let me know if further details are required to assist in providing accurate information.

[redacted]

Sincerely,

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