Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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**Archived:** June 2, 2025 12:37:56 PM
**From:** Immigration Representatives / Représentants immigration (IRCC)
**Sent:** Fri, 21 Mar 2025 17:37:57
**To:**
**Cc:** Immigration Representatives / Représentants immigration (IRCC)
**Subject:** TR: Request for Guidance on replacement of Confirmation of Permanent Residence Document - REP-A-2025-0784 - Due 11-Apr-25
**Importance:** Normal
**Sensitivity:** None

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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.

If a Confirmation of Permanent Residence (CoPR) document has been misplaced/lost, it is the clients' responsibility to replace it with a new document called a Verification of Status (VOS). This document will include the same information as the CoPR.

The client can follow the instructions on our website for how to make an application for a VOS document.
Application Form and Document Checklist: Verification of Status or Replacement of an Immigration Document Application Form and Document Checklist (IMM 5009) - Canada.ca

Thank you,

**The Immigration Representatives Mailbox**

**From:**
**Sent:** [redacted] 28, 2025 10:45 PM
**To:** Immigration Representatives [redacted] Représentants immigration (IRCC) [redacted]
**Subject:** Request for Guidance on replacement of Confirmation of Permanent Residence Document

> **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.

Dear Sir/Madam:

I hope this email finds you well.

I am writing on behalf of my client, who is seeking to apply for a replacement of her Confirmation of Permanent Residence (COPR) document, if possible. She misplaced her COPR document during her travel to Canada, and is now residing inside Canada.

My client landed in Canada in October 2024 as a permanent resident for the first time. Unfortunately, she lost her COPR

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document during her travels. Furthermore, upon her arrival at the Port of Entry (POE) - Toronto Pearson Airport, her passport was also seized because she didn't have the COPR document at that time. However, she was allowed entry to Canada based on the fact that her husband, principal applicant for the Permanent Residence application under the Provincial Nominee Class, had received his confirmation of Permanent Residence inside Canada.

My client has contacted Immigration, Refugees and Citizenship Canada (IRCC) helpline many times and has not been able to get clear information on the process for obtainng a replacement of COPR. I understand that IRCC may not issue replacements for COPR documents. If that is the case, I would appreciate your guidance on the available alternatives my client may pursue.

Your help and assistance in this regard is highly appreciated.

[redacted] and consideration.

Regards,