Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 2:51:50 PM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Wed, 26 Mar 2025 18:14:57
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Email correspondece going to the wrong address - REP-B-2025-0143 - Due 24-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.
***
You email address has been updated.

***

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: Email correspondece going to the wrong address

> **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.

Good day,

I am writing with respect to the email communication setup for the cases under my representation. Currently, these cases are automatically associated with an email address from , which differs from the address linked to my personal portal account (

This discrepancy affects Access to Information and Privacy (ATIP) communications and impacts clients I represent independently of

Despite my submission of a Representative form with the correct address and email (that is outside of , my representative information associated with these cases continues to be listed under being it the email address or other contact info of the Representative.

I respectfully request that my **default representative information** be updated to the details provided **below**. Please advise if additional information is required to facilitate this change.

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