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Archived: June 2, 2025 2:54:41 PM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Thu, 27 Mar 2025 16:46:15
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: TR: Clarification Request: Submission Requirements for Start-up Visa Program Applications - REP-2025-0308 - Due 27-Feb-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:

Response

As of April 30, 2024, the commitment certificates (CC) and letters of support (LOS) can no longer be updated once at least one SUV PR application from a business group has been submitted.

When an SUV PR application is submitted, the commitment certificate becomes locked, meaning no further changes to it can be made. All business members linked to the CC must submit their applications before the CC expires to avoid the group being considered incomplete and rejected.

To answer your questions:

Simultaneous Submission:
No, applications do not need to be submitted at the exact same time. However, all applications associated with a single business group or commitment certificate must be received by IRCC before any application can proceed for processing. This means all team members' applications should be submitted before the CC expires to avoid rejection due to an incomplete group submission. Coordination among team members is essential to ensure timely and complete submission of applications.

- * An important reminder: the CC is valid for 6 months from the date of the CommCert.

Unforeseen Delays:
If there are possible delays, the recommended approach is for all applicants to gather the required documents before submitting their PR applications. If the CC expires before any PR application has been submitted, the designated entity (DE) can issue a new CC and LOS using the same CC number (commitment certificate identifier).

However, if some business members have submitted their applications while others have not, and the CC subsequently expires, a new CC/LOS cannot be issued for the group. In such cases, if changes to the CC/LOS are necessary after submissions have already been made, all applicants must withdraw their applications and re-submit them with a new CC/LOS issued under a new CC number.

Submission Process:

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All applicants must submit their application individually through the IRCC online portal. However, it is recommended that team members communicate and coordinate their submission timelines closely to ensure all applications are received within a short period of each other.

Please be advised that the assessment of an application is based on a case-by-case basis, considering the particular circumstances in conjunction with the supporting documentation available to the officer. The onus is always on the applicant to provide sufficient documentation to satisfy an officer that they meet the requirements.

Resources (application checklist)

Document Checklist: Start up Business Class (IMM 5760) - Canada.ca

We trust that this information will assist you.

Sincerely,

The Immigration Representatives Mailbox

If you were unable to find the information on IRCC's **website**, and as we are unable to respond to case-specific enquiries, please contact our **Client Support Centre** by:

- * IRCC Web form
- * Telephone at **1-888-242-2100** (Monday to Friday from 8 a.m. to 4 p.m. local time)

For general information regarding a personal immigration file, please consult the links below:

- * Find answers to common questions in the Help Centre
- * Check your application status
- * Find application forms and guides

De :
Envoyé : 29 janvier 2025 16:45
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]
Objet : Clarification Request: Submission Requirements for Start-up Visa Program Applications

Dear Sir/Madam,

I am writing to seek clarification regarding the submission requirements for the Start-up Visa Program, specifically the following note:

> Note: Starting April 30, 2024 in order for any application associated with a commitment certificate to be processed, all applications associated with that commitment certificate must have been received when submitting your application otherwise the group will be considered incomplete and rejected.
>
> If you do not meet **all** of the criteria described above, **do not** submit an application under the Start-up Business Class, as your application will be refused. Check the **other classes** to see if you satisfy their eligibility criteria.

https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5759-application-permanent-residence-business-immigration-program-start-business-class.html

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"**Note: Starting April 30, 2024, in order for any application associated with a commitment certificate to be processed, all applications associated with that commitment certificate must have been received when submitting your application; otherwise, the group will be considered incomplete and rejected.**"

I have several questions concerning this requirement:

1. 1. **Simultaneous Submission**: Does this imply that all team members' applications must be submitted at the exact same time? Given that each applicant has a separate profile, how should this be coordinated?
2. 2. **Individual Circumstances**: If a team member encounters unforeseen delays and cannot submit their application simultaneously, but still within the validity period of the commitment certificate and letter of support, will the entire group's applications be rejected? Is there any flexibility in such situations?
3. 3. **Submission Process**: Is there a specific procedure or platform recommended by IRCC to facilitate the simultaneous submission of applications from multiple team members?

Understanding these details is crucial for us to ensure compliance with IRCC's requirements and to avoid any inadvertent errors that could lead to the rejection of our applications.

[redacted]

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Kind Regards,