Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Archived: June 3, 2025 9:38:23 AM
From: [redacted] Representatives / Représentants [redacted]
Sent: Fri, 11 Apr 2025 19:20:14
To:
Cc: [redacted]
Subject: FW: PRs landed outside of Canada - REP-B-2025-0360 - Due 13-May-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.
***
For Immigration, Refugees and Citizenship Canada (IRCC) to confirm a client's PR status (virtually land) through the PR Portal, the client must be in [redacted] whose PR status was confirmed while they were outside of Canada became PRs in error, as these clients were not in Canada at the time that their PR status was confirmed online.
As there is no provision in the IRPA or the IRPR authorizing IRCC to revert PR status that was granted through the error of IRCC, these applicants should retain their PR status.
A person whose PR status was confirmed while outside Canada should apply for a permanent resident travel document (PRTD) to travel to Canada.

- * If a client submits an application for a PRTD, the processing office can process the PRTD application. Once the client returns to Canada, a PR card will be issued as long as an address in Canada and an acceptable photo have been provided.

We hope this information is helpful.

***

[redacted]

The Immigration Representatives Mailbox

From: [redacted]
Sent: [redacted] 2, 2025 9:31 AM
Subject: FW: PRs landed outside of Canada

> **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 hope your week is going well. I have previously raised this issue with IRCC, but we as representatives are increasingly being contacted by clients who are understandably concerned about what they should do.

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Because virtual landings are taking up to 4 months, many people end up having to travel during that time. This often results in PRs who were "landed" virtually when they were outside of Canada (the COPR was signed when they are outside of Canada).

Often these people contacted IRCC by email/webform prior to their travel to specifically ask not to be landed while outside of Canada, but the requests were ignored.

Outside of advising IRCC by webform and/or by email. What can they do if they were landed when they were outside of [redacted] Canada [redacted] for their status [redacted] and [redacted] IRCC [redacted] an issue when they apply for their PR card renewals and citizenship and their travel history shows they were outside of Canada at the time they were landed.

I believe that there were notes from CBA/IRCC meeting early in the pandemic (maybe 2020 or 2021) where IRCC said that it wouldn't be an issue if people were accidentally landed outside of Canada because it was an IRCC mistake.

However, in 2021, I got an ImmRep that said it was an issue and that people landed outside of Canada would have to be "unlanded/re-landed." However, the 1 client where I tried to contact IRCC about them being landed when they were outside of Canada, IRCC never responded.

There has never really been any official IRCC messaging that I know of about whether people are supposed to stay in Canada after submitting info in the landing portal and what they should do if the paper is signed when they are outside of Canada.