

The Honourable Marco Mendicino, P.C., M.P.
Minister of Immigration, Refugees and Citizenship
House of Commons
Ottawa, Ontario
K1A 0A6
Minister@cic.gc.ca

April 30, 2021

Re: Delay Intake for New PR Pathways Until May 20, 2021

Dear Minister,

I am writing to you today regarding pressing issues with representative access to the online portal. This issue is especially acute given the upcoming intake for the new PR pathways for essential workers and recent international graduates open on May 6, 2021.

We are concerned that the best interest of applicants will not be served by opening the intake process on May 6, 2021. Many applicants are essential workers who are working long, stressful hours during the pandemic and often lack the internet literacy necessary to successfully navigate online applications alone. Some are working in remote locations with limited access to computers and high-speed internet. Many of these applicants wish to hire immigration consultants to assist with this process but without greater access to online portals, the assistance authorized representatives can offer is very limited.

CAPIC understands that applicant accounts will eventually be linked to the authorized representative's portal, but that is currently not the case. CAPIC recommends delaying the intake process until technical issues with the authorized representative's portal are resolved and clear directives allowing its use for these specific pathways are announced. Authorized representatives, such as immigration and citizenship consultants, are accountable professionals who strictly maintain the confidentiality of all client information and share all updates and information with clients in accordance with professional standards and obligations.

As the intake process for the new PR pathways are on a "first come, first served" basis, opening the application process without resolving outstanding issues regarding representative access limits the opportunities for many of the candidates these pathways were created to help. As the process currently stands, it denies many applicants full access to the experience and knowledge of their authorized



representatives, who are proficient in navigating online portals and well versed in offering assistance throughout the entire immigration process.

It is CAPIC's position that facilitating authorized representation earlier in the process, through the authorized representative's portal, will lead to a fairer intake process for all applicants and more successful outcomes for immigrants and newcomers.

Given the seriousness of this issue and the pressing deadline, I am available to meet with you at any time to discuss this matter.

Sincerely,

Dery Jade, C. Dir.
Chief Executive Officer
CAPIC-ACCPI