Lost or stolen documents: action list

What to do, and which official page to use, if your passport, permit, SIN details, licence or cards are lost or stolen. Facts and links only; each office's own page is the authority.

NAME _____ DATE _____

TODAY

- [ ] ☐ Report a theft to local police and write down the report number: [number]
- [ ] ☐ Call my bank and card issuers to cancel cards: [numbers called]
- [ ] ☐ Change passwords for accounts on a lost phone or laptop

PASSPORT (FROM MY HOME COUNTRY)

- [ ] ☐ Contact my country's embassy, high commission or consulate in Canada; Global Affairs Canada lists them (see Sources): [office and phone]

STUDY OR WORK PERMIT

- [ ] ☐ For a valid permit that was lost, stolen or destroyed: IRCC's IMM 5545 application for a replacement copy, with the police report number (see Sources)

SIN

- [ ] ☐ If I think someone is using my SIN: police report, Canadian Anti-Fraud Centre, TransUnion and Equifax, my bank (Service Canada's steps in Sources)

PROVINCIAL LICENCE OR ID

- [ ] Ontario: replace a driver's licence in person at ServiceOntario
- [ ] Alberta: replace a driver's licence at a registry agent
- [ ] British Columbia: phone ICBC driver licensing to report a photo BC Services Card or combined card, then replace it
- [ ] Other provinces: your province's licensing office page

Replace every [bracket] with your own words.

SOURCES (CHECKED 2026-11-26)

Check current details on the official page. https://www.international.gc.ca/protocol-protocole/reps.aspx?lang=eng (checked 2026-11-26)
Check current details on the official page. https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5545-application-verification-status-vos-replacement-immi (checked 2026-11-26)
Check current details on the official page. https://www.canada.ca/en/employment-social-development/services/sin/fraud-data-breaches.html (checked 2026-11-26)
Check current details on the official page. https://www.ontario.ca/page/replace-drivers-licence (checked 2026-11-26)
Check current details on the official page. https://www.alberta.ca/renew-replace-drivers-licence (checked 2026-11-26)
Check current details on the official page. https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/your-card/replace-renew-card (checked 2026-11-26)
Check current details on the official page. https://www.canada.ca/en/financial-consumer-agency/services/resolving-unauthorized-transaction.html (checked 2026-11-26)