

You and Your Survivors – Contact List

Pension Offices

Canadian Forces Pension Office

DCFPS
National Defence Headquarters
Ottawa ON K1A 0K2
Pension cheques, source deductions, mailing addresses, bank accounts, death notices,
etc...
Toll free: 1-800-267-0350
Ottawa region: 613-952-9933

Other questions about release and pension:
Toll free: 1-800-267-0325
Ottawa region: 613-996-7980
Fax: 613-996-9984
1-866-719-4043 (toll-free - Canada and US)
1-800-7719-4043 (toll-free - **outside** Canada and US)
Email: pensioninquiries@forces.gc.ca
www.admfincs.forces.gc.ca/index-eng.asp

Judges Act Pension Office

Office of the Commissioner for Federal Judicial Affairs (OCFJA)
99 Metcalfe St, 8th Floor
Ottawa ON K1A 1E3
Toll free: 1-877-583-4266
Ottawa region: 613-995-5140
www.fja.gc.ca

Public Service Pension Office

Superannuation Directorate
Public Works and Government Services Canada
P.O. Box 5010
Shediac NB E4P 9B4
Toll free in or outside of Canada: 1-800-561-7930 (English), 1-800-561-7935 (French).
If this number is not available call collect: 1-506-533-5800.
Fax: 506-533-5989
TDD: 506-533-5900
www.pensionetavantages-pensionandbenefits.gc.ca/

Royal Canadian Mounted Police Pension

RCMP Benefits Administration Centre
C/O Morneau Sobeco
1060 University Street, 9th Floor
Montreal QC H3B 4V3
Toll free within Canada: 1-800-661-7595 (call collect from outside of Canada)
www.pbs-sra.ca

Public Pensions

Canada Pension Plan (CPP), Old Age Security (OAS) and Guaranteed Income Supplement (GIS) Monthly Allowance

Human Resources Development Canada - Income Security Programs, consult the Government of Canada pages of your telephone directory.

Toll free: 1-800-277-9914 (English), 1-800-277-9915 (French)

TDD: 1-800-255-4796

Email: isp-psr.mail-poste@hrdc-drhc.gc.ca

<http://www1.servicecanada.gc.ca/en/isp/cpp/cpptoc.shtml>

Quebec Pension Plan (OPP)

Régie des rentes du Québec

Case postale 5200

Québec QC G1K 7S9

Québec region: 1-418-643-5185

Montréal region: 1-514-873-2433

Other areas: 1-800-463-5185

TDD: 1-800-603-3540

http://www.rrq.gouv.qc.ca/en/programmes/regime_rentes/

Insurance

Public Service Health Care Plan (PSHCP)

Enrolment matters

Queries regarding enrolment, coverage, and deductions must be directed to the insured respective pension office.

PS Pensioners: Toll free 1-800-561-7930 (English); 1-800-561-7935 (French)

CF Pensioners: Toll free 1-800-267-0350 or 613-952-9933 (in Ottawa)

RCMP Pensioners: Toll free 1-800-661-7595

Judge Pensioners: Toll free 1-877-583-4266 or 613-995-5140 (in Ottawa)

www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/hcp-rss-eng.asp

Claim matters

For PS, CF, RCMP, and Judge pensioners, claims must be directed to Sun Life.

Sun Life of Canada Health Claims Office

P.O. Box 9601 CSC-T

Ottawa ON K1G 6A1

Toll free 1-888-757-7427 (North America and overseas)

Ottawa region 613-247-5100

Email: Can_OttawaService@Sunlife.com

PSHCP appeal process

Send the full details to:
Federal PSHCP Administration Authority office
P.O. Box 1328, Station B,
Ottawa ON K1P 5R4
Fax: 1-613-565-2780

Out of Province or out of Country Claims for PSHCP

World Access Canada Inc.
PSHCP, P.O. Box 880,
Waterloo ON N2J 4C3

For assistance for emergency health care outside your province of residence or out of country, call toll free 1-800-667-2883. If the toll free number is not available, call collect at 1-519-742-1342.

Fax: 519-742-2581

Email: Can_OttawaService@Sunlife.com

Pensioners' Dental Services Plan (PDSP)**Plan details**

For more information on Pensioners' Dental Services Plan (PDSP), please call toll free 1-866-551-8189 or 613-560-7703 (Ottawa Region).

Claim matters

Sun Life Assurance Company of Canada
P.O. Box 9805 CSC-T
Ottawa, ON K1G 6M6
Toll free 1-888-757-7427 or 613-247-5100 (Ottawa Region)
http://www.tbs-sct.gc.ca/hr-rh/bp-rasp/index_e.asp

PDSP appeal process

If you are not satisfied with the Administrator's decisions on a claim or eligibility, write to:

The Pensioners' Dental Services Plan
C/O Treasury Board of Canada Secretariat
Human Resources Branch
300 Laurier Avenue west, 5th Floor
Ottawa, ON K1A 0R5

Programs for Survivors of Public Service Pensioners

Before Supplementary Death Benefits were introduced in 1954, there were other life insurance plans available for permanent employees of the Government of Canada. These include the following:

Civil Service Mutual Benefit Society (CSMBS)

For death claims:

Sun Life Insurance Company

1155 Metcalfe Street

Montreal, QC H3B 2V9

Toll free: 1-800-361-2128 (English) or 1-800-363-0636 (French)

Civil Service Insurance (CSI)

Human Resources Development Canada

P.O. Box 12000

Bathurst, NB E2A 4T7

Toll free: 1-800-958-7833

Programs for Survivors of CF Pensioners

[Service Income Security Insurance Plan \(SISIP\)](#)

Director SISIP

National Defence Headquarters

Ottawa, ON K1A 0K2

Tel: 613-233-2177

<http://www.sisip.com>

Toll free: 1-800-267-6681

To find your local SISIP office, [click here](#).

Assistance Funds

Canadian Forces Personnel Assistance Fund & Army Benevolent Fund

234 Laurier Avenue West

Ottawa, ON K1P 6K6

Toll free: 1-888-753-9828, Ottawa region: 613-760-3447, Fax: 613-233-5907

Email: cfpaf@cfpsa.com

http://www.sisip.ca/en/Cfpaf_e/index.asp

Memorial Societies of Canada

The Memorial Societies compare costs of funerals, cremation, burial, and related matters. They also negotiate agreements with one selected Funeral Home Service agency in each area of coverage to provide a full range of funeral services at much more economical costs than an individual could negotiate.

To locate the local Memorial Society in your area, consult your telephone directory or the list posted on their Web site: www.memorialsocietybc.org/c/links.html

Royal Canadian Naval Benevolent Fund

P.O. Box 505

Station B

Ottawa, ON K1P 5P6

Tel.: 1-888-557-8777, Ottawa region: 613-996-5087, Fax: 613-236-8830

Email: info@rcnbf.ca

www.rcnbf.ca

Royal Canadian Air Force Benevolent Fund

This fund is operated by the Royal Canadian Legion - see address below.

Royal Canadian Legion

86 Aird Place,

Kanata, ON K2L 0A1

Tel.: (613) 591-3335, Fax: (613) 591-9335

(Consult your telephone directory for local Legion branch telephone number)

Email: info@legion.ca

www.legion.ca

Veterans' Affairs Canada

P.O. Box 7700

Charlottetown, PE C1A 8M9

Toll free: 1-866-522-2122 (English) or 1-866-522-2022 (French)

E-mail: information@vac-acc.gc.ca

www.vac-acc.gc.ca

Foreign Countries Operations Unit

Toll free: 1-888-996-2242 (Canada and USA) or 613-996-2242 (other countries)

Birth, Marriage, and Death Certificates Sources

British Columbia

Division of Vital Statistics Agency
P.O. Box 9657, Station: Prov. Govt
Victoria, BC V8W 9P3
Tel: 250-952-2681; Toll free: 1-888-876-1633, Fax: 250-952-2527
<http://www.vs.gov.bc.ca/contact/index.html>

Alberta

Alberta Registries, Vital Statistics
Service Alberta
P.O. Box 2023
Edmonton AB T5J 4W7
Tel: 780-427-7013, Fax: 780-422-9117
www.governmentsservices.gov.ab.ca/vs/

Saskatchewan

Vital Statistics, Department of Health
1942 Hamilton Street
Regina SK S4P 3V7
Tel: 306-787-3092; Fax: 306-787-2288
www.health.gov.sk.ca/ps_vital_statistics.html

Manitoba

Vital Statistics Agency
254 Portage Avenue
Winnipeg MB R3C 0B6
Tel: 204-945-3701; toll free: 1-800-282-8069, ext.3701 (within MB only)
Fax: 204-948-3128
E-mail: vitalstats@gov.mb.ca
www.gov.mb.ca

Ontario

Vital Statistics
P.O. Box 4600
189 Red River Road
Thunder Bay ON P7B 6L8
Tel: 1-800-461-2156 or local at: 416-325-8305, Fax: 807-343-7459

Quebec

Direction de l'état civil
2535, boulevard Laurier
Québec QC G1V 5C5

Tel.: 418-643-3900, Fax: 418-646-3255

Montreal Office
2050, rue De Bleury
Montreal QC H3A 2J5

Tel.: 514-864-3900, Fax: 514-864-4563

Elsewhere in QC: toll free: 1-800-567-3900

www.etatcivil.gouv.qc.ca

New Brunswick

Service New Brunswick
Vital Statistics

P.O. Box 1998

Fredericton NB E3B 5G4

Tel.: 506-453-2385, Fax: 506-444-4139, toll free 1-888-762-8600

www.snb.ca

Nova Scotia

Vital Statistics

P.O. Box 157

Halifax NS B3J 2M9

Tel.: 902-424-4381 or within NS, call toll free: 1-877-848-2578

Fax: 902-424-0678

E-mail: vstat@gov.ns.ca

www.gov.ns.ca/snsmr/vstat/

Prince Edward Island

Vital Statistics Division

Department of Health

35 Douses Road

P.O. Box 3000

Monteague PEI C0A 1R0

Tel.: 902- 839-0880, toll free: 1-877-320-1253

Fax: 902-838-0883

www.gov.pe.ca/vitalstatistics/

Newfoundland & Labrador

Vital Statistics Division

Dept. of Government Services & Lands

P.O. Box 8700

5 Mews Place

St. John's NL A1B 4J6

Tel.: 709-729-3308, Fax: 709-729-0946

E-mail: vstats@gov.nl.ca

www.gs.gov.nl.ca/gs/vs/

Yukon

Vital Statistics
Box 2703
Whitehouse YK Y1A 2C6
Tel.: 867-667-5207, Fax: 867-393-6486
Email: vital.statistics@gov.yk.ca
www.hss.gov.yk.ca/programs/vitalstats/

North West Territories

Vital Statistics
107 MacKenzie Rd, Room 205
Bag 9, Inuvik NT X0E 0T0
Tel: 867-777-7422 or toll free: 1-800-661-0830, Fax: 867-777-3197
E-mail: has@gov.nt.ca
www.hlthss.gov.nt.ca/english/services/vital_statistics/

Nunavut

Vital Statistics
P.O. Bag 3, Health & Social Services
Rankin Inlet NU X0C 0G0
Tel: 867-645-5002 or toll free: 1-800-661-0833, Fax: 867-645-2997
www.gov.nu.ca/english/forms/

Last Post Fund Offices

The Last Post Fund is a non-profit corporation that provides a dignified funeral and burial to eligible war veterans. It is dedicated to ensure, in so far as possible, that no war veterans, military disability pensioners or civilians who meet war time service eligibility criteria are denied a dignified funeral and burial for lack of sufficient funds. Eligibility is based on an assessment of financial resources at the time of death of the deceased.

Last Post Fund National Office

505 René Lévesque Blvd W, Suite 401
Montréal QC H2Z 1Y7
Tel.: 514-866-2727, Toll free: 1-800-465-7113, Fax: 514-866-2147
Email: ipfnoqc@lastpostfund.ca
www.lastpostfund.ca

To find your local Last Post Fund Office, [click here](#).