

How to call IRCC when you do not receive your PRC on time

IRCC Call Centre Services (PRC-New)

1. Dial 1888-242-2100
2. Stay online and listen to the greeting
3. Choose option 2 to get PRC
4. Choose option 3 for PRC
5. Choose option 2 for new PRC *(the new PRC should be received within 39 days after submitting the new address)*
6. Press 0 to speak to an agent
7. The wait time may be from 10 to 20 minutes, or you will be disconnected if the call volume is high.

Note: *These options may not be the same as you call, so pay attention to the option you need.*

For full detail, visit IRCC Call Centre Services online [here](#)

Last update: March 21, 2016