



October 25, 2022

UCI: 1106805310

Application: V333654373



Please quote these reference numbers when referring to this application.

Status: Pending – Client action required
Passport number: G36763494

Javier Cervera

18 C. 18
Merida,
Mexico
applications@joinsherpa.com

Dear Javier Cervera:

This refers to your application for an Electronic Travel Authorization (eTA) received at our office on 10/24/2022.

In accordance with Section 11(1.01) of the *Immigration and Refugee Protection Act (IRPA)*, an electronic Travel Authorization may be issued to a foreign national if he or she is not inadmissible to Canada and meets the requirements of the Act.

Subsection 16(1) of the Immigration and Refugee Protection Act states that a person who makes an application must answer truthfully all questions put to them for the purpose of the examination and must produce all relevant evidence and documents that the officer reasonably requires.

You have indicated on your application that you have never been refused a visa, denied entry, or ordered to leave Canada or any other country

There is information on file that indicates that you have not answered this question truthfully, namely, in your application S303262600 of 2019/06/12 and the application V329962973 of 2022/04/25, you were denied a visa.

As a result, I have concerns that you do not meet the requirements of the Act, namely, to answer truthfully all questions.

Before I make a final decision, you are provided with an opportunity to submit the requested information above as well as any additional information relating to these concerns. You have ten (10) days from the date of this letter to send your submission to our office. Please ensure that you quote the file number indicated at the top of this letter on any information you submit.

Do not submit your documents by email. You will need to submit these documents electronically through your MyCIC account within **10 days**.

If your documents are not received within **10 days**, a decision concerning your application will



be made based upon the information already submitted with this application, which may result in the refusal of your eTA application.

During the review of your file, you are not considered to hold a valid eTA. As such, you should not plan or undertake any travel to Canada until you are advised otherwise.

Please Note:

All documents must be in either English or French. Any documents not in English or French must be accompanied by a certified translation.

To provide the requested document(s) from the Application Details page in your MyCIC account, click the "View submitted application" button at the bottom of the page and follow the instructions provided on the Documents Submitted page.

Should you be unable to provide the information and/or other documents requested you must advise us in writing detailing the reasons why you cannot provide the document/information requested. You must upload this written explanation electronically through the MyCIC portal in lieu of the document requested.

For additional information, consult the IRCC Web site at www.cic.gc.ca.

Attention: The unique client identification (UCI) number in the upper left corner of this letter is your personal identification number. For your own protection, do not allow any person, other than an authorized representative, to use this number as it provides access to personal information on your file.

Immigration, Refugees and Citizenship Canada

.....

This message has been submitted to your MyCIC account.

By submitting your application electronically, you have agreed to receive correspondence electronically.