



### **Important Information**

**You have 30 days from the date of this letter to present yourself at a biometric collection service point to give your biometrics:**

You must visit a biometric collection service point to have your fingerprints scanned and photograph taken **on or before** February 12, 2025 . If you do not comply, your application may be refused. If your application is refused, you will have to submit a new application and pay the applicable fees.

If you cannot provide your biometric information (photograph and/or fingerprints) or if you need more than the 30 days, please complete a webform at <https://www.cic.gc.ca/english/contacts/web-form.asp> and provide a detailed explanation.

#### **If you have injuries or medical conditions:**

Some injuries and medical conditions may affect your ability to provide your ten (10) fingerprints or photograph. If you have a temporary injury or condition on your face and/or hands, you should wait until the injury heals or condition improves before you give your biometrics. If you have a permanent injury or medical condition on your face or hands, your photograph will still be taken and you will be asked to provide as many fingerprints as possible.

#### **If you hold multiple citizenships:**

You must use the same travel document throughout the application process, including when you go to a biometric collection service point to give your biometrics. You must also use the same travel document upon arrival in Canada.