
COVID-19: Service Canada Centres

You do not need to go to a Service Canada Centre for service.

Complete a [service request form](#) online. A Service Canada officer will call you back within **2 business days**. If your request cannot be completed over the phone, you will be offered an appointment to visit a Service Canada Centre.

Vulnerable Line: 1-877-355-2657

Outreach workers are available to assist from 8:30am to 4:00pm
Monday to Friday.

Canada Pension Plan

Click: <https://www.canada.ca/en/services/benefits/publicpensions.html>

Call: 1-800-277-9914

TTY: 1-800-255-4786

Other CPP benefits:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-benefit/other-benefits.html>

Public pensions – COVID-19:

<https://www.canada.ca/en/services/benefits/publicpensions/notice-covid-19.html>

CPP Quarterly Report: <https://www.canada.ca/en/employment-social-development/programs/pensions/pension/statistics/2021-quarterly-april-june.html>

CPP Disability Toolkit: <https://www.canada.ca/en/employment-social-development/programs/pension-plan-disability-benefits/reports/toolkit.html>

Canadian Retirement Income Calculator:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/retirement-income-calculator.html>

Lived or living outside Canada - Pensions and benefits

International Agreements:

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-international.html>

Tools

Disability benefits: <https://www.canada.ca/en/services/benefits/disability.html>

Programs and services for seniors: <https://www.canada.ca/en/employment-social-development/campaigns/seniors.html>

My Service Canada Account: <https://www.canada.ca/en/employment-social-development/services/my-account.html>

Benefit Finder: <https://www.canada.ca/en/services/benefits.html>

Call: 1-800-622-6232

TTY: 1-800-926-9105

Retirement planning: <https://www.canada.ca/en/financial-consumer-agency/services/retirement-planning>

Benefits payment dates:

<https://www.canada.ca/en/services/benefits/calendar.html>

Canada's COVID-19 Economic Response Plan

Click: <https://www.canada.ca/en/department-finance/economic-response-plan.html>

Frequently asked questions

- **What is the CPP?**

A monthly, taxable benefit that replaces part of your income when you retire. If you qualify, you'll receive the CPP retirement pension for the rest of your life.

- **How much is CPP at 60?**

At age 60, your CPP amount depends on your contributions and your average annual earnings.

- **How much do you get from CPP?**

Your CPP amount depends on the age you started your pension, your contributions and your average annual earnings.

- **What is the maximum CPP for 2020?**

For 2020, the maximum monthly amount is \$1,154.58. The average monthly amount is \$679.16.

For 2021, the maximum monthly amount you could receive as a new recipient starting the pension at age 65 is \$1,203.75. The average monthly amount in January 2021 is \$ 619.75. Your situation will determine how much you'll receive up to the maximum.

- **How many years do you need to work to get CPP?**

Everyone is entitled to CPP regardless of how many years you have worked. How much you receive depends on your earnings as well as your contributions.

- **Who is eligible for the Canada Pension Plan?**

To qualify for the CPP, you must be at least 60 years old and have made valid contributions.

- **How do I apply for my Canada Pension?**

If you qualify for CPP, you can apply online. You can also mail or drop-off a completed form to a Service Canada office.

[Canada.ca](https://www.canada.ca) - The official website of the Government of Canada

- **Should I take my Canada pension at 60 or 65?**

Deciding when to start collecting CPP should be based on your finances, health, life expectancy and taxes. The main reason to delay CPP is that you will receive a larger benefit.

- **When should I apply for CPP benefits?**

The standard age to start CPP is 65. You can start receiving as early as age 60 or as late as age 70. You should apply in advance of when you want your pension to start.

- **How long does it take to receive CPP after applying?**

It takes approximately 7 to 14 days for online applications, 120 days for applications delivered by mail or in-person to a Service Canada Centre.

<https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>