



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada



# Our Service Commitment

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(BSF5124-2014-E)

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Catalogue No. PS38-57/2014E-PDF  
ISBN 978-0-660-02134-8

This document is available on the Canada Border Services Agency website at [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)

This document is available in alternative formats upon request.

Aussi offert en français sous le titre : Notre engagement de service

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The Canada Border Services Agency (CBSA) is committed to providing the best possible service to all of our clients including Canadian citizens, permanent residents, new immigrants, visitors to Canada and the trade community, while protecting the safety and security of Canada.

Our commitment to you is to provide quality service that is fair, accurate, accessible, efficient and timely.

## **Mandate**

The Agency is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of legitimate persons and goods, including animals and plants that meet all requirements under the program legislation.

## **Our mission**

The Canada Border Services Agency works to ensure Canada's security and prosperity by managing the access of people and goods to and from Canada.

## **Our commitment**

We aim to provide a continuous high standard of service to you. Our service is based on:

### **Respect and courtesy**

We will act with integrity and treat you in a respectful, professional and considerate manner and be sensitive and responsive to cultural differences.

### **Fair application of the law**

We will administer applicable laws in an objective and non-discriminatory manner.

### **Privacy and confidentiality**

We will be discreet and tactful in our interactions with you, and we will respect your right to privacy and confidentiality.

### **Bilingual service**

We will respect your right to communicate and receive service from the CBSA in the official language of your choice.

### **Accurate information**

We will respond to your request in an accurate, efficient and timely manner.

## Review of our actions and decisions

If you believe that you have not received full entitlements under the law or that the law has not been applied fairly, we will review our actions and decisions with impartiality and ensure that corrective measures are put in place where appropriate.

## How you can help us assist you

As a citizen, resident, new immigrant, visitor to Canada or member of the trade community, we ask that you:

- treat our employees in a fair, courteous and respectful manner;
- present yourself to a CBSA officer, respond truthfully to all questions and accurately report your goods;
- recognize that all passengers, baggage (including electronics), mail and cargo are subject to review and examination; and
- be aware of and comply with the legislation, regulations and policies that are administered by the CBSA.

## Client Service Improvement

Your feedback is important to us. It has a direct influence on the development and review of CBSA policies and programs. We welcome your comments about any of our programs or the service you received. We encourage you to provide feedback by speaking with a manager or superintendent where you received the service, or in writing by using our online feedback form, which can be found on the [Compliments, Comments and Complaints](#) page of our Web site.

We are continuously improving our service standards. Please visit the [service standards](#) page for additional information as well as performance results on the service standards.

## For more information

Visit us at [www.cbsa.gc.ca](http://www.cbsa.gc.ca).

Within Canada call the 24-hour computerized Border Information Service (BIS) at 1-800-461-9999 for general border services information.

From outside Canada call 204-983-3500 or 506-636-5064. Long distance charges will apply. Agents are available Monday to Friday (08:00 - 16:00 local time / except holidays). TTY is available within Canada: 1-866-335-3237.

E-mail us at [CBSA-ASFC@canada.gc.ca](mailto:CBSA-ASFC@canada.gc.ca) for general questions about our services and programs.

Write to us at:  
Canada Border Services Agency  
Ottawa ON K1A 0L8  
Canada