

Authentication and Service of Documents Section (JLAC)
Foreign Affairs and International Trade Canada

125 Sussex Drive, Ottawa, Ontario, Canada
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Telephone: 1-800-267-8376 (Toll Free in Canada)
613-944-4000 (in the National Capital Region and outside Canada)
613-944-9136 (TTY for the deaf)

When submitting your documents in person, appointments are not necessary. Simply report to the Reception Desk at the address shown above between 10:30 a.m. and 12:00 p.m. or between 3:00 and 4:00 p.m., Monday to Friday. **The office is closed on statutory holidays.**

General Information and Fees

- **WE AUTHENTICATE ONLY CANADIAN DOCUMENTS.** We only authenticate signatures on documents - we do not review or approve the content of documents.
- You **must include a covering letter** indicating your mailing address and outlining your specific requirements.
- **Processing time** is normally 10 working days **from the date we receive your documents.** The processing time will be longer if we have questions and/or require clarification from you about your request.
- **Translations of documents** (regardless of the language) can only be authenticated if they are certified, signed and sealed by a Canadian lawyer, solicitor, notary or commissioner of oaths. If the documents you send are not properly certified, signed and sealed, they will be returned to you without being authenticated.
- **Photocopies of original documents** can be authenticated. However, they must be certified true copies, signed and sealed by a Canadian lawyer, solicitor, notary or commissioner of oaths. If the photocopies you send are not properly certified, signed and sealed, they will be returned to you without being authenticated.
- You can **submit your documents in person.** If you have 10 documents or less, we can process them while you wait. If you have more than 10 documents, they must be left in our office for authentication and it will take 10 working days to process them.
- We will **return your documents** by regular mail which can take up to 5 working days. If you want your documents to be returned by courier, you must provide us with a prepaid envelope from the courier of your choice.
- We will provide you with the **status of your request** only if the normal processing times of 20 working days for documents shipped by mail or 15 working days for documents shipped by private courier have been exceeded.
- If you requested that we forward your documents to a **foreign embassy, high commission or consulate** after authentication, please contact them to determine if they have your documents **prior** to contacting us.
- There are **no fees** for our services.