

Veteran's Service Card (VSC) Application

Veteran's Service Card (VSC)

The new Veteran's Service Card helps you stay connected to military and veteran support programs during your transition from military to civilian life. This card also recognizes your service as a Canadian Armed Forces (CAF) member. It is important to note that the VSC is not recognized as an official ID card, pursuant to Treasury Board Secretariat and other guidelines on identification cards. While date of birth will not appear on the VSC, this information is required for verification purposes only.

Eligibility

You are eligible to apply for a VSC if you:

- Have successfully completed basic training; and
- Have an honourable release from the CAF.

CAF members and veterans released between **February 2016** and **September 2018**, can apply for their VSC starting **December 3, 2018**.

1. Service number	2. Rank on release	3. Surname	4. Given name(s)
5. Surname at time of release <i>(if different from no. 3)</i>		6. Given name(s) at time of release <i>(if different from no. 4)</i>	7. Date of birth <i>(yyyy-mm-dd)</i>

The period of service recognized on the VSC will include all time served with the Regular Force, Primary Reserve, Cadet Organizations Administration and Training Service (COATS), and Canadian Rangers.

8. Year first enrolled	9. Year last released	10. Email address <i>(optional)</i>
11. Contact phone number		12. Mailing address <i>(street no., unit no., street name, city, province, postal code, and country - your card will be sent to the provided address)</i>

13. Which National Defence card did you last hold? *(select **one** of the following)*

NDI 10 Temporary ID card
 NDI 20 Canadian Forces Permanent ID card
 NDI 21 Civilian ID card
 I have not been issued any of these cards
 I do not know

14. If at **number 13**, you indicated you held the **NDI 20** or **NDI 21**, you do not need to include a current photo or proof of identity with this application form, and you may proceed directly to **number 16**. Please sign and date the bottom of this application form, and mail it to the address indicated at **number 16**.

15. You must also include a passport-like quality photo with this application form, and proof of identity in the form of a photocopy of a valid Government issued photo identification.

A printed photo from a mobile device is acceptable provided it meets the following photo requirements:

- Photo taken against a plain white or light-coloured background;
- Applicant shows a neutral facial expression, looking straight into the camera;
- Photo must show a full front view of the face and top of the shoulders; head must not tilt to the side;
- Photo must be clear, sharp and in focus;
- Photo must represent natural skin tones *(without make-up which significantly alters facial features)*;
- Eyes must be open and clearly visible with no red-eye;
- Prescription eyeglasses may be worn as long as the eyes are clearly visible;
- No sunglasses *(irrespective of prescription)*;
- Glare and shadows are unacceptable;
- Lighting must be uniform;
- Colour photos only; and
- Any head covering must not cast shadows on the face *(no ball caps or toques)*. Head coverings worn for religious or spiritual reasons are permitted.

Formulaire disponible en français - DND 9036-F

Eligibility (cont'd)

16. Please mail your completed application form, along with a current photo (if applicable) and proof of identity (if applicable) to the following address:

Director General Defence Security
 National Defence Identification Service
 Veteran's Service Card
 National Defence Headquarters
 MGen George R. Pearkes Building
 101 Colonel By Drive
 Ottawa ON K1A 0K2

For further information about the VSC, you may send your enquiry to: VSCQuestions.EnquetesCSAC@forces.gc.ca.

All veterans are encouraged to register for a MyVAC account, which will allow them to learn about the full range of VAC benefits and services and connect directly with VAC staff.

Privacy notice statement

The personal information you are providing in this application for the Veteran's Service Card (VSC) is collected and administered in accordance with the *Privacy Act*.

The Department of National Defence (DND) is collecting your personal information which includes name, service number, date of birth, rank upon release, release category, component, enrolment and release dates under the authority of *National Defence Act* and Queen's Regulations and Orders for the Canadian Forces in order to verify completion of basic training, confirmation of honourable release and to produce the VSC. A current mailing address is required so that the VSC may be mailed to you once it is produced.

Veterans who served for a short period in the Reserve Force may have been issued a locally produced temporary military identification card and not a permanent NDI-20, National Defence Identification Services (NDIS) may not have your digital photo in their database. In these cases, a passport-like quality photo is required by NDIS to produce the VSC. Additionally, a photocopy of official government photo identification will be required to accompany the photo as proof of identity.

Any personal information you provide is voluntary. The consequences of refusing to accept these terms and withholding the required personal information will unfortunately result in your request not being processed, as DND will not be able to verify your eligibility nor produce the card.

The *Privacy Act* states that you have the right to the protection of, access to, and correction of your personal information. Details can be found in the following Personal Information Bank (PIB) DND PPU 896 related to Identification and Access Control Cards. To access your personal information or notify us about incorrect information, contact Director Access to Information and Privacy (DAIP).

Formal requests for personal information that are made under the *Privacy Act* and must:

1. Be made in writing and signed;
2. Identify the PIB number or provide sufficient information on the location of the personal information to render it reasonably retrievable; and
3. Be submitted in person, by mail or facsimile at 613-995-5777 to the DAIP:

Director Access to Information and Privacy
 National Defence Headquarters
 MGen George R. Pearkes Building
 101 Colonel By Drive
 Ottawa, Ontario
 K1A 0K2

Formal requests may not be sent by email.

Please be advised that you have the right to file a complaint with the Privacy Commissioner of Canada regarding the institution's handling of your personal information.

Certification

Applicant's signature	Date (yyyy-mm-dd)
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