



# National Nursing Assessment Service (NNAS)

## //// Applicant Handbook ////



### NNAS Application Information

NNAS Website: <http://www.nnas.ca/>

NNAS Customer Care: +1-855-977-1898

(If toll free is not available): +1-215-349-9370

Mailing Address: P. O. Box 8658, Philadelphia, PA 19101- 8658, USA

[NNAS.ca/ContactUs](http://NNAS.ca/ContactUs)

### Internationally Educated Nurses (IENs)

Phone Toll Free: (855) 977-1898

(If toll free is not available): +1-215-349-9370

Email: [support@nnas.ca](mailto:support@nnas.ca)

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# 1. National Nursing Assessment Service (NNAS)

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## Introduction

All nurses who were educated outside of Canada and are seeking initial registration/licensure to practise in a Canadian province (with the exception of Quebec and the Territories) as a registered nurse (RN), licensed practical nurse (LPN) or a registered psychiatric nurse (RPN) must first complete an application to the National Nursing Assessment Service (NNAS).

NNAS is a partnership of Canadian nursing regulatory bodies. Its role is to streamline the application process for internationally educated nurses (IENs) who want to work in Canada. NNAS offers an easy, direct and secure way to review, verify and store documents that are required by nursing regulatory bodies to support a nurse's application for registration.

### **NNAS has three roles:**

- ◇ To verify credentials for internationally educated nurses;
- ◇ To compare these credentials to Canadian standards;
- ◇ To provide a secure, centralized electronic repository for the nurse's education and registration credentials.

### **NNAS has a legal contract with CGFNS International, Inc. (Commission on Graduates of Foreign Nursing Schools) in Pennsylvania; U.S.A. who will:**

- ◇ review and store all documents required in a secure database
- ◇ ensure the documents are authentic;
- ◇ ensure that each nurse's file contains all the documents that the regulatory body requires
- ◇ evaluate the documents against Canadian standards;
- ◇ send the completed file to the regulatory body or bodies, for further action and decision on eligibility for Canadian nursing registration.

This Handbook describes the steps in completing the NNAS application. A detailed description of each step will help you understand the NNAS application process requirements.

***Please read all instructions in this handbook carefully before submitting your NNAS application, and before sending any documents or forms to NNAS.***

NNAS was created by the Canadian nursing regulatory bodies and the federal and provincial governments. NNAS received start-up funding from the Government of Canada's Foreign Credential Recognition Program.

# NNAS Applications

The first step toward registration and licensure as a nurse in Canada is to complete a **NNAS application**.

**You must set up an online account with NNAS and complete the application before your application will be considered by any Canadian nursing regulatory body. You are eligible to apply for a NNAS application if you:**

- ◇ received your post-secondary nursing education outside of Canada;
- ◇ have never been registered to practise as a nurse in Canada
- ◇ want to work as a Registered Nurse (RN), Licensed Practical Nurse (LPN), or Registered Psychiatric Nurse (RPN) in Canada

By creating an NNAS account at <http://www.nnas.ca>, you can print required forms, check the status of your application, view email correspondence and language test results, as applicable, and update your contact information.

## Member Regulatory Bodies (RBs) in Canada

Registered Nurse RBs	Practical Nurse RBs	Registered Psychiatric Nurse RBs
College and Association of Registered Nurses of Alberta	College of Licensed Practical Nurses of Alberta	College of Registered Psychiatric Nurses of Alberta
College of Registered Nurses of British Columbia	College of Licensed Practical Nurses of British Columbia	College of Registered Psychiatric Nurses of British Columbia
College of Registered Nurses of Manitoba	College of Licensed Practical Nurses of Manitoba	College of Registered Psychiatric Nurses of Manitoba
Nurses Association of New Brunswick	Association of New Brunswick Licensed Practical Nurses	
Association of Registered Nurses of Newfoundland and Labrador	College of Licensed Practical Nurses of Newfoundland and Labrador	
College of Registered Nurses of Nova Scotia	College of Licensed Practical Nurses of Nova Scotia	
College of Nurses of Ontario	College of Nurses of Ontario	
Association of Registered Nurses of Prince Edward Island	Licensed Practical Nurses Association of Prince Edward Island	
Saskatchewan Registered Nurses' Association	Saskatchewan Association of Licensed Practical Nurses	Registered Psychiatric Nurses Association of Saskatchewan

**Note:** *If you were previously registered as a nurse in Canada, or successfully completed your nursing education at a Canadian institution, you do not have to set up an account with NNAS. You can apply directly to the nursing regulatory body of your choice unless you are applying for a different nursing group (RN, PN, RPN).*

## 2. NNAS Advisory Report

The NNAS application process is intended to produce an Advisory Report that contains an evaluation of your education according to approved Canadian standards and compares your education to current Canadian nursing requirements for entry into practise. The report also contains detailed information about your registration/licensing, nursing practise, employment and results of any required language testing.

**Table 1: Overview of Steps to a NNAS Advisory Report**

Your Role	Actions NNAS Takes
<p>Go to <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> and select the Apply/Login link to create your online NNAS Applicant User Account</p>	<p>Your NNAS <b>Application number</b> will be given to you when you open your application in your online account.</p>
<p>Complete all application fields and provide credit card information to confirm your account. (Fee schedule on page 13) Only Visa and MasterCard accepted. NNAS does not accept debit cards</p> <p>This account will help keep you informed about the status of your NNAS application.</p> <p><b>Note: Your NNAS ID number will be your permanent NNAS ID number. You can use it to keep track of your application status or if you require additional NNAS services in the future.</b></p>	<p>After you submit your application with payment and it is confirmed as received, you will receive your <b>NNAS ID number</b> in a welcome email.</p> <p>NNAS will inform you about information and documents you must send for evaluation, or to complete your NNAS Advisory Report.</p>
<p><b>Submit these proof of identity documents directly to NNAS:</b></p> <ul style="list-style-type: none"> <li>◇ notarized, certified true copies of two forms of identification (ID) which contain your signature</li> <li>◇ at least one of these must contain a photo</li> <li>◇ all photo ID documents must be current (non-expired)</li> </ul> <p><b>Examples of acceptable photo I.D. are:</b></p> <ul style="list-style-type: none"> <li>◇ passport</li> <li>◇ driver's license</li> <li>◇ other forms of government-issued ID</li> </ul> <p><b>Other accepted ID include:</b></p> <ul style="list-style-type: none"> <li>◇ birth certificate,</li> <li>◇ legal name change affidavit</li> <li>◇ marriage certificate or divorce decree</li> </ul> <p>(Continued on next page)</p>	<p>NNAS will confirm that names match on all identity documents.</p> <p><b>Note: If your names are not the same on all the documents you submit to NNAS, you will be required to send additional documents to explain the discrepancy.</b></p>

<p>If these original documents are written in languages other than English or French, a certified translation into English or French (where applicable) must be done.</p> <p><b>Notarized copies of the identification documents must be sent directly from the translator to NNAS.</b></p> <p>The NNAS applicant is responsible for paying the cost of the translations.</p>	
<p><b>Nursing Education Form</b></p> <p>Print, sign, date and send this form to each nursing or nursing-related post-secondary school you have attended outside of Canada.</p> <p><b>Ask each school official to complete the Nursing Education Form, and send it directly to NNAS by mail or courier, with all of your academic records/transcripts, and nursing program curriculum/course descriptions and/or course syllabi.</b></p>	<p>NNAS will review all academic records/transcript documents from your schools. These documents will be compared with information in the NNAS global database to verify the school and the documents.</p> <p><b>Important:</b> <i>The quality and level of detail provided in the documents your school sends to NNAS in response to the Nursing Education Form, will affect the assessment of how comparable your credentials are to Canadian nursing education. When you send the Nursing Education Form to your school, we suggest that you strongly encourage your school to provide as detailed a syllabus as possible so that NNAS Evaluators have full evidence of your education. Once the evaluation of your credentials is complete and your advisory report is issued, NNAS is not able to consider any additional documents from your school for that assessment. ** If your school provides additional curriculum-related materials on your behalf after the report is issued and you would like your education to be re-assessed using this material, a new application must be created and purchased.</i></p>
<p><b>Nursing Registration Form</b></p> <p>Print, sign, date and send this form to all nursing licensing authorities outside of Canada where you are or were ever licensed or registered.</p> <p><b>Ask each authority to complete the Nursing Registration Form and send it directly to NNAS by mail or courier.</b></p>	<p>All nursing license/registration documents received from the licensing authorities will be reviewed by NNAS and compared with information in the NNAS global database to confirm the specific authority, and verify the documents.</p>
<p><b>Nursing Practise/Employment Form</b></p> <p>Print, sign, date and send this form to all employers you have worked for in the past 5 years.</p> <p><b>Ask each employer to complete the Nursing Practise/Employment Form and send it directly to NNAS by mail or courier.</b></p>	<p>NNAS will review all nursing practise/employment forms received from employers. This information will be forwarded to the regulatory body in the Canadian province where you intend to work, once your NNAS Advisory Report is completed.</p>



## Language Testing Results

If applicable, ask an **approved language testing agency** to send your language test results directly to NNAS. See pages 11 and 12 for the list of approved testing agencies and the minimum scores required.

NNAS requires that language test results be sent directly from the testing agency to NNAS. Minimum language test scores are required. Testing must be current, with successful results that are no older than 6 months at the time you apply to NNAS.

**Important:** *All information requested on NNAS forms is required and must be provided from an approved source agency (for example educational institution, licensing authority and employer) for review and to complete a NNAS Advisory Report.*

## Falsified Or Altered Documents

If NNAS discovers that your documents have been altered in any way, or that information in your application is falsified, it will send the Advisory Report to the regulatory body you have designated and will notify them of the falsification. This includes all documents and application documents submitted by you or on your behalf by another person.

Therefore, before you send anything to NNAS, ensure that none of the documents and forms have been falsified or altered in any way.

## Registering with NNAS

**Note:** *Only nurses who have received their nursing education from a post-secondary institution outside of Canada are eligible to apply to NNAS. Other training or education, including nursing courses at a secondary or high school level, is not eligible.*

- a) Go to <http://www.nnas.ca/> and select the Apply/Login link
- b) Read Terms and Conditions of the National Nursing Assessment Service (NNAS)
- c) Create an online account

- ◇ Provide your email address and answer 3 security questions
- ◇ Agree to the online consent request
- ◇ Enter security code sent to your email address
- ◇ Create a new Password

- d) Complete the NNAS Application

Once you start to enter information for a new application, you can stop and logout of your account at any time. Your information will be saved, and you can return later to continue.

- ◇ Enter information in all the screens
- ◇ Add your credit card payment information to complete the online application process (only Visa and MasterCard accepted. NNAS does not accept debit cards).
- ◇ After 24-48 hours, you will receive your new NNAS ID number in a welcome email. This will allow you to print all the forms required for your NNAS application.

You can cancel your NNAS application or additional service orders in your online account at any time, as long as it is incomplete and without payment. See the “Cancel Order” link next to any incomplete order shown in your applicant account Dashboard screen.

### 3. Required Forms and Documents

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#### a) Nursing Education Form

- ◇ Download and print the **Nursing Education Form**, including Part B: “Nursing Education Information” and Part C: “Identification of Official” from your online account.
- ◇ Send a Nursing Education Form to each post-secondary school outside Canada where you completed post-secondary courses related to your nursing education. Ask the school official who is authorized to provide the transcripts to complete the form and send them directly to NNAS by mail or courier, along with copies of your academic records/transcripts, nursing program curriculum/course descriptions, and/or course syllabi. When you send your nursing education form to your school, it is suggested that you encourage your school to provide as detailed a syllabus as possible.
- ◇ If the official providing the educational instruction information is not the school official, the name and signature of this official must be provided as well.
- ◇ **Note: You are responsible for paying any fee the school requests (including translation costs) to complete this form, prepare your documents, and send them to NNAS.**
- ◇ If NNAS receives documents that are written in languages other than English or French, without an English or French (where applicable) translation attached, they can be translated by NNAS for a fee, at your request.

**Important:** NNAS must receive your completed Nursing Education Form and all of your nursing-related academic records/transcripts, and any other nursing program documents directly from school officials. NNAS will not accept a Nursing Education Form or any nursing education documents supplied by you or anyone else. The documents must be sent in an envelope with the organizations name, return address and seal/stamp. After NNAS receives and evaluates your Nursing Education Form and academic record/transcript documents, you may be notified that further information is required.

#### b) Nursing Registration Form

- ◇ Download and print the **Nursing Registration Form**, including Part B: “Nursing Examination and Registration Information” and Part C: “Identification of Official” from your online account.
- ◇ Send a Nursing Registration Form to each nursing authority outside of Canada where you obtained a license/registration (whether it is active or inactive). Ask them to complete the form, and send it by mail or courier directly to NNAS.
- ◇ The **Nursing Registration Form** must be completed by the official authorized to provide registration/licensing information. If you have a diploma that authorized you to work as a nurse



in your country, ask the institution that issued the diploma (for example, your school or the Ministry of Health) to send an official copy of your diploma in the original language to NNAS.

- ◇ **Note:** You are responsible for any fee that the registration/licensing authority requests to complete this form, including translation costs.
- ◇ If NNAS receives documents that are in languages other than English or French, without an English or French (where applicable) translation attached, they can be translated by NNAS for fee, at your request.

**Important:** NNAS must receive your completed Nursing Registration Form and all registration/licensing related information and documents directly from the registration/licensing authority. NNAS will not accept a Nursing Registration Form or any nursing registration/licensing or diploma documents supplied by you or anyone else. After NNAS receives and evaluates your Nursing Registration Form or diploma documents, you may be notified that further information is required.

### c) Nursing Practice/Employment Form

- ◇ Download and print the **Nursing Practice/Employment Form**, including Part B: “Employer Information” and Part C: “Identification of Employer Supervisor” from your online account.
- ◇ Send a **Nursing Practice/Employment Form** to each nursing employer you worked for in each of the last 5 calendar years starting with YEAR 1 as the current year. The forms must be completed by the official authorized to provide your nursing employment information. Ask them to complete the forms and send them directly to NNAS by mail or courier.
- ◇ **Note:** You are responsible for any fee that your employer(s) requests (including translation costs) for completing this form.
- ◇ If NNAS receives forms that are written in languages other than English or French, without an English or French (where applicable) translation attached, they can be translated by NNAS for fee, at your request.

**Important:** NNAS must receive your completed nursing practise employment forms directly from your current and past employer(s). NNAS will not accept nursing employment forms supplied by you or anyone else. After NNAS receives and reviews your Nursing Practice/Employment Form, you may be notified that further information is required.

### d) Proof of Identity documents

- ◇ As part of your application process, you must submit documents to confirm your identity. (See Proof of Identity Documents on page 5)
- ◇ NNAS does not accept original identity documents. All identity documents must be notarized copies of original documents.(signed, date and stamp required on all copies)
- ◇ You must be with the notary when your original documents are copied and notarized as certified true copies.

- ◇ You are responsible for any fee that is requested for preparing the notarized documents.
- ◇ **Note: Certified copies of expired identity documents will not be accepted.**
- ◇ You can send the notarized copies of your proof of identity documents to NNAS by mail.

A Notary Public can prepare notarized copies of your documents. He or she is authorized by the government to certify that copied documents are true copies of the original. They apply their official signature and seal to each document they review, and declare in a written statement that they are not in any way related to the applicant.

- 1) In Canada, notarized copies must be prepared by a notary public or a lawyer.
- 2) Outside of Canada notarized copies must be prepared by an official in that jurisdiction who has the legal authority granted by the government to certify true copies of identity documents.

***A notarized copy must include the following:***

- ◇ the signature and seal of the notary public, along with their address and phone number, in case NNAS has to contact them and must be dated.
- ◇ a written statement that the notary has seen the originals, made the copies, and is certifying that they are true copies of original documents.

Please ensure that your legal name on your passport, government issued identification, driver's license and\marriage certificate, education, employment, and other legal documents is exactly the same as on your NNAS application. If not, you must include additional documents to explain the discrepancy, such as a marriage certificate or divorce decree.

**e) Document Translations**

- ◇ All documents for your NNAS application must be written or translated into English or French (where applicable).
- ◇ Copies of your original identity documents must be notarized as certified true copies before the translations are done.
- ◇ You are responsible for all translation costs.

***Translations can be done in 3 ways:***

- ◇ By an approved source agency (for example an educational institution or licensing authority)
- ◇ By a certified translator
- ◇ By NNAS. You can contact NNAS by mail or email via Contact Us, and request a translation. This is done by a translation service used by CGFNS International, Inc., at the cost of \$85.00 per page. You must specify the documents you want to be translated, the

language of the documents and the number of pages. With this information, NNAS will notify you of the total cost and any further actions necessary to complete the translation service.

**All translated documents must include:**

- ◇ The translator's official stamp and/or identification number, address and telephone number, along with the date of the translation
- ◇ A statement by the translator that it is an accurate and authentic/true representation of original document(s)
- ◇ Printed name and original signature of translator

**Note:** NNAS will not accept documents translated by the applicant or anyone related to the applicant. The certified translations, along with the notarized true copies of the original documents, must be mailed directly from the translator to NNAS.

**f) Proof of Language Proficiency documents**

- ◇ For your NNAS application, you must prove that you can listen, speak, read and write in English or French (depending on the province where you intend to register)
  - o If your first language is English or French, you will be considered for a language exemption if you meet other criteria, such as:
    - i. If the primary language where you live and work is English or French (where applicable) AND if your nursing education program language of instruction, for both theory and clinical was in English or French (where applicable). On-line or distance education programs are not accepted as evidence of fluency
    - ii. If you can show evidence of safe practice within the last two years of working as a nurse, where services were provided in English or French (where applicable) and where the primary language of the practice setting and clients was English or French
  - o If your first language is not French or English, you will be required to take a language proficiency test (as applicable).
    - i. **IELTS** - International English Language Testing System
      - ◇ [www.ielts.org](http://www.ielts.org)
      - ◇ Only the Academic format is accepted.
    - ii. **CELBAN** - Canadian English Language Benchmark Assessment for Nurses
      - ◇ <http://www.celbancentre.ca>
    - iii. **TEF** - Test d'Évaluation de Français
      - ◇ <http://www.francais.cci-paris-idf.fr/>

- ◇ **The minimum (lowest acceptable) scores for the language tests are:**
  - o **IELTS<sup>1</sup>:** Academic format - speaking 7, listening 7.5, reading 6.5, writing 7, overall 7
  - o **CELBAN:** speaking 8, listening 10, reading 8, writing 7
  - o **TEF:** speaking 5, listening 5, reading 4, writing 4, vocabulary 4

<sup>1</sup>IELTS describes this test as “IELTS Academic” and reference it as a “format” not a “version”

Combined scores from different tests are not acceptable. Scores must be obtained from a test taken at the same sitting.

**Note:** *Testing must be current, with successful results that are no older than 6 months at the time you apply to NNAS.*

### **g) Third Party Authorization to Release Information**

- ◇ NNAS protects your privacy, and will only discuss your application with you. If you choose to let NNAS disclose your file information or provide file status information to another person, you must submit a Third Party Authorization form to designate that person. (See form on page 17.)
- ◇ The completed Third Party Authorization form can be sent to NNAS by mail or courier.
- ◇ NNAS only keeps one mailing address per applicant. Therefore, NNAS will send any mailed correspondence to that address.
- ◇ **Note:** *You can cancel your Third Party Authorization at any time. Send a letter to NNAS by mail or courier.*

## 4. Fee Schedule - All fees are in U. S. Dollars (USD) plus applicable taxes

<b>Main Application Order</b>	<b>\$650</b>
<p>For a new NNAS application for any one provincial regulatory body.</p> <p>The Main Application order is the first NNAS application type you will purchase. One nursing group and one province can be selected for an Advisory Report.</p> <p>Your Main Application will be active for up to 12 months from the date the paid application is submitted. If all the documents required for an Advisory Report have not been received by NNAS within 12 months of submission, it will expire.</p> <p>If the Main Application order expires, all additional service orders will also expire at the same time, regardless of when they were submitted.</p> <p>An expired application can be reactivated by purchasing a Reactivation Order on the website within 12 months after it expires.</p> <p>If you do not reactivate an expired application within 12 months of expiration, you must purchase a new Main Application order at the full regular fee, along with any other Service Orders, as needed.</p> <p>An Advisory Report can be re-issued to the same regulatory body for up to 2 years after it is issued, if the original report is no longer available. There will be a service fee.</p> <p>After an Advisory Report is issued, you must purchase another Main Application order to complete an Advisory Report for another provincial regulatory body or another nursing group, at the full regular price</p>	
<b>Advisory report for another province</b>	<b>\$55</b>
<p>You can request (purchase) an Advisory Report for another province.</p> <p>An additional province report can be purchased at a discount if it is ordered before the Main Application order closes. This is referred to as an “incremental order.”</p> <p>The Main Application order closes when:</p> <ul style="list-style-type: none"><li>(a) the Advisory Report is issued</li><li>(b) the order *expires. The order expires at 12 months old if the file has not become ready for review (all required documents received and acceptable).</li></ul> <p>Once your main order closes you can purchase an Advisory Report for another province at the full regular fee. You may select an additional province while your main order is open by clicking on the “Add Province” link in your applicant account Dashboard screen. The fee will be charged for each additional province you select. See the fee schedule on the website for pricing.</p> <p><b>IMPORTANT:</b></p> <p>*If the Main Application order expires, all additional service orders will expire at the same time, regardless of when they were purchased.</p>	

<b>Evaluation for a different nursing group (RN, PN, RPN)</b>	<b>\$220</b>
<p>You can request (purchase) an additional evaluation for a different nursing group.</p> <p>An additional evaluation for a different nursing group can be purchased at a discount if it is ordered before the Main Application closes. This is referred to as an “incremental order.”</p> <p>The Main Application order closes when:</p> <ul style="list-style-type: none"> <li>(a) the Advisory Report is issued</li> <li>(b) the order *expires. The order expires at 12 months old if the file has not become ready for review (all required documents received and acceptable).</li> </ul> <p>Once your main order closes you can purchase an Advisory Report for another province at the full regular fee. You can purchase an additional nursing group evaluation by clicking on the “Add Nursing Group” link in your applicant account Dashboard screen. See the fee schedule on the website for pricing.</p> <p><b>IMPORTANT</b> *If the Main Application order expires, all additional service orders will expire at the same time, regardless of when they were purchased.</p>	
<b>Reactivation for an expired Main Application</b>	<b>\$180</b>
<p>The Main Application and any additional service orders expire after 12 months from the date the Main Application was purchased, if all documents required for the Advisory Report are not received and acceptable by NNAS.</p> <p>An expired Main Application can be reactivated (for a fee) within 12 months after it expires, but can only be re-activated once. After that, you must purchase another Main Application order and any additional Service Orders to complete the Advisory Report. See the fee schedule on the website for pricing.</p>	
<b>Document Translations (by NNAS)</b>	<b>\$85 per page</b>
<p>You may purchase translation services from NNAS to translate. See the fee schedule on the website for pricing.</p>	
<b>Appeals to NNAS, (refundable if appeal is successful)</b>	<b>\$500</b>
<p>You can submit a written request to NNAS for an appeal to reconsider elements of your evaluation that you believe were misrepresented or under-evaluated. NNAS will review your case and send you a written response. See the fee schedule on the website for pricing.</p>	

***NNAS has a no refund policy***

There are no refunds after an order has been submitted and payment has been made.



## 5. Contact NNAS

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### 1. ONLINE

Apply for all NNAS services online at <http://www.nnas.ca/>. With your online account, you can check the status of your application, verify that your documents and language test scores have been received by NNAS, make changes to your contact information, and access additional services.

**DO NOT** give your Password to other people.

If you have questions about your application or required documents, NNAS recommends that you first check the status of your online account. You may also contact NNAS by letter, phone or through the Contact Us form at <http://www.nnas.ca/>

*See Table 2 on page 16 for more communication guidelines.*

### 2. MAIL:

NNAS recommends that you send all correspondence by air mail and that you consider using an express courier if time is limited.

All required forms and documents sent directly from issuing authorities, should be mailed to NNAS. Third Party Authorization Forms, identity documents and any written correspondence from you can also be mailed to this address:

NNAS  
P. O. Box 8658  
Philadelphia, PA 19101-8658  
USA

### 3. BY COURIER:

NNAS  
3600 Market Street, Suite 400  
Philadelphia, PA 19104-2651  
USA

### 4. BY EMAIL

Your email to NNAS must be sent from the applicant's email address, for confidentiality purposes. Contact NNAS Customer Care through Contact Us at <http://www.nnas.ca/>. Always include your NNAS ID number, application number and full name in all correspondence.

### 5. BY PHONE:

Call NNAS Customer Care Toll Free number at 1-855-977-1898

To save time, have your NNAS ID number ready. NNAS Customer Care provides applicant status information

by phone to applicants only. If they are unable to verify your identity, information will not be released by phone. NNAS will not release information to anyone other than the applicant unless they have received a Third Party Authorization form which was signed by the applicant.

Customer Care is not available on weekends or U.S. holidays.

*Please review these communication guidelines when communicating with NNAS.*

**Table 2: Communication Guidelines**

<b>Reason For Communication</b>	<b>Who Can Initiate Request?</b>	<b>Communications Channel</b>	<b>You Need</b>
Questions about whether NNAS received your documents	Only you or your authorized third party	Email through NNAS Contact Us form at <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write us, call us at 1-855-977-1898, or log into your NNAS applicant account.	Include your full name, NNAS ID number and application number
Questions about correspondence from NNAS	Only you or your authorized third party	Email through NNAS Contact Us form at <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write us, or call us at 1-855-977-1898	Include your full name, NNAS ID number and application number
Address change	Only you or your authorized third party	Email through NNAS Contact Us form at <a href="http://www.nnas.ca/">http://www.nnas.ca/</a> write us, or make changes via your online applicant account	Include your full name, NNAS ID number and application number
Legal name change	Only you	Write to NNAS and include legal documentation of name change	Include your full name, NNAS ID number and application number



## NNAS Third Party Authorization

**NOTICE:** By signing below you (1) allow NNAS Inc. and their service providers to disclose confidential, personal, private information about you and your file at NNAS to the person designated below; (2) release and indemnify NNAS, its members, service providers, trustees, officers and employees from any liability for losses, damages or claims of any type arising out of actions taken by NNAS in reliance upon this Third Party Authorization to release information, hereafter known as "Authorization".

**This Authorization will remain valid from the date the Authorization is received by NNAS until such time as your file is transferred to the provincial regulatory body of application.**

**REVOCAION:** This Authorization can be revoked by submitting a new Third Party Authorization dated and signed after the initial authorization. In addition, you may revoke this Authorization in writing at any time, which will be effective on or after the 30th day after NNAS receives it, by regular mail or courier mail, at NNAS offices.

**AUTHORIZATION:** I authorize NNAS to release to the authorized third party indicated by me below, any information about me and my NNAS application or services, including the status of my NNAS application or service, and any other information relating to my file at NNAS. I understand that all postal mail and email will be sent to the authorized third party's mailing address and email address as indicated below. This authorization revokes any previous authorization submitted by me.

1. Your NNAS ID number: \_\_\_\_\_ 2. Your NNAS Application number: \_\_\_\_\_

3. Your birth date (dd/mm/yy format): \_\_\_\_\_

### 4. Your name, signature, and date

Print your name: \_\_\_\_\_

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Do not print) (dd/mm/yy format)

### 5. Your authorized third party's information (Please print)

Third party's contact name: \_\_\_\_\_  
First/Given Middle Last/Family name

Third party's organization name (if applicable): \_\_\_\_\_

Mailing address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province/State: \_\_\_\_\_

Postal Code/Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

E-mail: \_\_\_\_\_