

IM 1 – Procedures for Establishing Name Records in CIC Systems

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1. Overview:

1.1. Use of this manual/chapter:

This manual/chapter is intended for use by all employees of Citizenship and Immigration Canada (CIC) who are responsible for providing citizenship and immigration related service to clients.

1.2. Legislative authorities:

Line of Business	Section of Act or Regulations
Collection of personal information that relates to CIC activities, and is intended to be used for an administrative purpose directly regarding the individual to whom it relates.	Sections 4 and 5 of the <i>Privacy Act</i>
Any application submitted under the <i>Citizenship Act</i>	Paragraph 27(a) and Section 28 of the <i>Citizenship Act</i> Section 28 of the <i>Citizenship Regulations</i>
Any application submitted under the <i>Immigration and Refugee Protection Regulations</i>	Section 10 of the IRPR
Production of documents	Section 13 of the IRPR

1.3. Departmental policy:

The procedures are in line with the Naming Policy for Client Identification Purposes, which is commonly known as the Naming Policy.

1.4. Objective of manual/chapter:

The procedures in this chapter provide guidance regarding the establishment of name records in CIC systems for all CIC lines of business (citizenship, permanent resident, temporary resident and refugees). In line with the Naming Policy these procedures emphasize the significance of using the most reliable documentary evidence available pertaining to the name of an individual, rather than using a name at the request of the client.

Where possible, the procedures follow the International Civil Aviation Organization (ICAO) guidelines contained in ICAO Doc 9303 on Machine Readable Travel Documents (MRTD) at the following site: www.icao.int. The ICAO MRTD program is responsible for establishing standards, specifications and best practices in all MRTD-related areas in order to increase national and international security and promote facilitation benefits.

1.5. Functional guidance:

If you encounter a situation that is outside of these procedures contact CIC. Also include a suggested course of action, based on your knowledge of local naming customs.

1.6. Definitions:

	Term	Definition
1	CAIPS	Computer-Aided Immigration Processing System
2	Establishing a Name Record	The act of recording the name associated with a client
3	FOSS	Field Operations Support System

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4	GCMS	Global Case Management System
5	ICAO	International Civil Aviation Organization
6	IRPA	Immigration and Refugee Protection Act
7	IRPR	Immigration and Refugee Protection Regulations
8	Local naming custom(s)	The naming practices of the region or country where a passport was issued.
9	MRC	Machine Readable Chip embedded in a travel document
10	MRZ	Machine Readable Zone of a travel document
11	Name	Consists of the series of letters in Roman alphabet by which a client is identified. A name usually consists of two parts: primary and secondary identifiers.
12	OMC	Operational Management and Coordination
13	Primary Document (sometimes called a “breeder” or “foundation” document)	An official document that shows evidence of an identity and from which other documents are derived. It can be said to show a person’s official name at time of issuance
14	Primary Identifier	The family name(s) is/are normally considered the primary identifier(s)
15	Secondary Identifier	All remaining components of a name, normally the given name(s), is/are considered the secondary identifier(s)
16	Supporting Document	A document that is issued based on a primary document. It may show a person’s use of a name, which could be different from the name shown on the primary document
17	System(s) of Record	General term to refer to CIC systems of record, such as GCMS and FOSS
18	Transliteration	To change the spelling of names or letters from one alphabet into corresponding words or letters in the Roman alphabet ¹
19	VIZ	Visual Inspection Zone(s) of a travel document

2. Documents used to establish a name:

2.1. Order of priority:

The list below shows the overall order/hierarchy of primary documents for establishing names for all CIC lines of business (citizenship proofs, grants, permanent residence, temporary residence, etc.).

- Birth certificate issued by a Canadian province or territory
- Adoption order²
- Foreign passport
- Foreign travel document
- Immigration document issued by CIC
- Referral document from international body
- Identity document issued by a foreign authority outside of Canada
- Foreign birth certificate
- Statutory declaration as per IRPR 178
- Legal change of name document issued by a Canadian province or territory

¹ Transliteration is to change or transcribe the spelling of words or letters from one alphabet into corresponding words or letters in another alphabet; however, for CIC purposes, transliterations must be transcribed to the Roman alphabet.

² Applies only to Citizenship grants for adopted persons (section 5.1 of the *Citizenship Act*).

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Please see Appendix A for a quick reference chart that indicates the order of priority of identity documents to be used for establishing and recording client names by line of business.

The sections below provide further details regarding the use of identity documents for this purpose.

2.2. Documents for establishing a name record for applicants for temporary residence or permanent residence:

2.2.1 Passports and other travel documents:

a) The vast majority of CIC applicants applying for temporary residence or permanent residence will have a passport in their possession. As an official document that shows the identity and nationality of a person for the purpose of facilitating international travel, the foreign passport is the primary document that shall be used to establish a name record for CIC purposes. Please see section 3, How to use the Machine-Readable Zone (MRZ), the Machine Readable Chip (MRC), and the Visual Inspection Zone (VIZ) of a passport or travel document to determine the name that will be recorded in CIC systems of record, and section 4, Accuracy, for procedures on how to establish a name using a passport.

b) In cases where an individual does not possess a passport, but has another travel document, the name recorded on that travel document will be used to establish the name for CIC purposes.

NOTE: Some passports or travel documents will contain an official amendment in the 'Observations' section of the travel document (for example, a married name). In such cases, the amendment should be relied upon to establish the name and the name in the Machine Readable Zone (MRZ) of the passport must be recorded as the former name or AKA (alias) in CIC's system of record. For information on the MRZ, refer to section 3, How to use the Machine Readable Zone (MRZ), the Machine Readable Chip (MRC), and the Visual Inspection Zone (VIZ) of a passport or travel document to determine the name that will be recorded in CIC systems of record.

2.2.2 Names associated with biometrics:

The name(s) included on the primary document will be the name(s) associated with the biometrics, unless there is evidence of identity fraud linked to that name. In such a case, if a previous name exists for this individual, that name will take precedence and will continue to be used as the primary identifier in CIC's system of record and on CIC issued documents. The name that is linked to fraud will be entered as an AKA or alias in CIC's system of record.

2.3. Documents for establishing a name record for refugees and refugee claimants:

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2.3.1 Passport or other travel document issued by country of nationality:

If the applicant holds a passport or travel document issued by their country of nationality, please refer to the procedures above in 2.2.1, Passports and other travel documents.

2.3.2 If no passport or travel document issued by country of nationality:

In line with section 50 of the IRPR, if the applicant does not hold a passport or travel document issued by their country of nationality or if the applicant is stateless, the following documents may be accepted for the purpose of establishing the name record in CIC's system of record:

- a) an identity or travel document that was issued by a country to non-national residents, refugees or stateless persons who are unable to obtain a passport or other travel document from their country of citizenship or nationality, or who have no country of citizenship or nationality;
- b) a travel document that was issued by the International Committee of the Red Cross in Geneva, Switzerland, to enable and facilitate emigration;
- c) a passport or travel document that was issued by the Palestinian Authority;

If the applicant does not possess any of the above-mentioned documents, please refer to section 2.3.3, Identity documents and statutory declarations for guidance on determining the name that will be entered into CIC's system of record.

2.3.3 Identity documents and statutory declarations:

a) Refugee selection overseas:

Subject to 2.3.1 and 2.3.2, the name will be recorded as written on the referral document from a recognized international referral body or a group that has signed an agreement with a CIC minister.

b) Refugee protection in Canada:

Protected Persons who are applying for permanent residence and do not possess one of the documents listed in section 50 of the IRPR, or sections 2.3.1, 2.3.2, or 2.3.3 (a) are required to produce one of the following documents, as laid out in section 178 of the IRPR, which will be used to establish the name record:

- i) any identity document issued outside Canada before the person's entry into Canada; or
- ii) if there is reasonable and objectively verifiable explanation related to circumstances in the applicant's country of nationality or former habitual residence for the applicant's inability to obtain any identity documents, a statutory declaration³ made by the applicant attesting to their identity accompanied by:
 - a statutory declaration attesting to the applicant's identity made by a person who knows the applicant, a family member of the applicant, or the applicant's father, mother, brother, sister, grandfather or grandmother prior to the applicant's entry into Canada, or
 - the statutory declaration attesting to the applicant's identity made by of an official of an organization representing nationals of the applicant's

³ A statutory declaration must be witnessed by a Commissioner of Oaths

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country of nationality or former habitual residence attesting to the applicant's identity.

Such alternative documentation shall be accepted if:

- i) in the case of an identity document, the identity document
 - is genuine⁴;
 - identifies the applicant; and
 - constitutes credible evidence of the applicant's identity.
- ii) in the case of a statutory declaration, the declaration
 - is consistent with any information previously provided by the applicant to CIC or the Immigration and Refugee Board, and
 - constitutes credible evidence of the applicant's identity.

2.4. Documents to establish name records for individuals receiving assistance under the Refugee Assistance Program (RAP):

2.4.1 Persons who arrive in Canada as government assisted refugees

The name established during the permanent resident process and recorded as the primary name in CIC's system of record will be the name associated with the RAP record.

2.4.2 Children born to RAP recipients after arrival in Canada:

If a child is born in Canada to an individual receiving assistance under the RAP program during the period of assistance, the child's name will be added to the record and the birth certificate issued by a Canadian province or territory will be used to establish the primary name for the child.

2.5. Documents to establish name records for grants of citizenship (persons who are permanent residents):

Immigration Record of Landing, COPR or Permanent Resident Card:

For persons applying for an adult grant of citizenship under subsection 5(1) (adult), paragraph 5(2) (minor) or Section 11 (resumption) of the *Citizenship Act* and who are permanent residents, the name that was established during the immigration stream (on the Record of Landing, COPR or Permanent Resident Card), will be the name used for the citizenship record, unless the applicant has obtained a legal change of name in a Canadian province or territory and provides supporting documentation, issued by a Canadian province or territory, in the new name; or they have had an approved change of name in accordance with the procedures described in Section 6, Requests for a change of Name.

2.6. Documents to establish name records for grants of citizenship (persons who are not permanent residents):

2.6.1 Birth certificate issued by a Canadian province or territory:

In exceptional cases, an applicant born in Canada, who is not currently a permanent resident or Canadian citizen⁵, may request a discretionary grant of Canadian citizenship

⁴ For information on assessing documents, refer to http://cicintranet.ci.gc.ca/Manuals/immigration/op/op16/op1613_e.asp#13

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under subsection 5(4) of the *Citizenship Act* to alleviate special and unusual hardship or to reward services of an exceptional value to Canada. If they have not previously held a Certificate of Canadian citizenship, the primary document for establishing the name in CIC's system of record is a birth certificate issued by a Canadian province or territory. If the applicant requests a name other than the one on the birth certificate, for example, if the applicant holds a foreign passport that displays a name other than the one on the birth certificate, and requests that the name in the passport be indicated on the citizenship certificate, they must provide a document linking the name on the birth certificate to the name on the foreign passport.

2.6.2 Previous citizenship certificate:

If a former Canadian, who once held a Certificate of Canadian Citizenship, is no longer a Canadian citizen and is not a permanent resident, and has applied to resume Canadian citizenship with a request for a discretionary grant under subsection 5(4) of the *Citizenship Act* to alleviate special and unusual hardship or to reward services of an exceptional value to Canada, the name will be recorded as it was on the applicant's previous citizenship certificate. If the applicant requests a name other than the one that was on the previous certificate, for example, if the applicant holds a foreign passport that displays a different name and requests that the name in the passport be indicated on the citizenship certificate, they must provide a document linking the name on the previous certificate to the name on the foreign passport.

2.6.3 Foreign passports or other travel documents:

- a) For persons applying for a grant of citizenship under subsection 5(4) (discretionary grant) of the *Citizenship Act* who were not born in Canada and are not permanent residents, the primary document used to establish the name on the citizenship record is the foreign passport;
- b) In cases where an individual does not possess a passport, but has another travel document, the name recorded on that travel document will be used to establish the name on the citizenship record.

NOTE: Some passports or travel documents will contain an official amendment in the 'Observations' section of the travel document (for example, a married name). In such cases, the amendment should be relied upon to establish the name and the name in the Machine Readable Zone (MRZ) of the passport must be recorded as the former name or AKA (alias) in CIC's system of record. For more information on the MRZ, please refer to section 3, How to use the Machine Readable Zone (MRZ), the Machine Readable Chip (MRC), and the Visual Inspection Zone (VIZ) of a passport or travel document to determine the name that will be recorded in CIC systems of record

2.7. Documents to establish name records for grants of citizenship (adopted persons):

2.7.1 Adoption orders:

For persons applying for a grant of citizenship under section 5.1 of the *Citizenship Act* (for an adopted person), the primary document used to establish the name in the citizenship record is the adoption order.

⁵ For example, a person who formally renounced Canadian citizenship; or a person described in subsection 3(2) of the *Citizenship Act*.

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2.7.2 Instances where the adoptive parents do not know the name of the child at the time the application is submitted to CIC:

For overseas adoptions, there may be instances where the adoptive parents will not know the name of the child at the time Part 1 of the application is submitted to CIC. In these cases, the name record will be created in GCMS with the parents' family name as the primary identifier and the word 'baby' as the secondary identifier (given name).

Once the child's name is known, the temporary name indicated in GCMS, e.g. 'baby Smith' will be changed to 'entered in error', and the primary name will be recorded in accordance with 2.7.1 above.

2.8. Documents to establish name records for applicants for a Certificate of Canadian Citizenship (proof of citizenship):

2.8.1 First-time proof application:

Applicants seeking proof of citizenship for the first time may have been born outside of Canada to a Canadian parent, or inside Canada. The document used to establish the name record differs as indicated:

a) Born outside Canada to a Canadian parent:

- i) For persons born outside of Canada to a Canadian parent, the primary document used to establish the name record is the applicant's foreign birth certificate.
- ii) If the applicant is unable to provide a foreign birth certificate, the name indicated on their passport or travel document will be used to establish the name record.
- iii) In rare instances when an applicant is unable to provide a foreign birth certificate, passport or other travel document, another authoritative national or federal document issued by the country of residence may be used to establish the name record.

b) Born in Canada:

For persons born in Canada, the primary document used to establish the name record is a birth certificate issued by a Canadian province or territory.

2.8.2 Replacement certificates (also known as replacement proofs):

The name on the replacement certificate will be the same as indicated on the applicant's previous Certificate of Canadian citizenship, unless the applicant requests a change of name and meets the requirements set out in Section 6, Requests for a change of name.

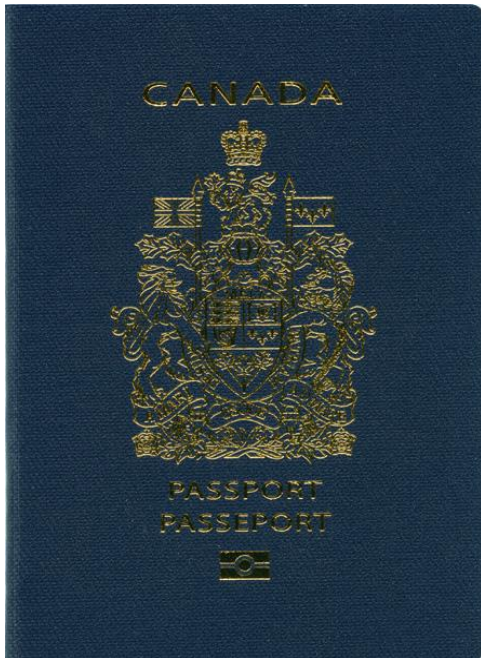
2.9. Managing existing client names:

Should a client have an existing record in a CIC system of record under a different name or name spelling, the name or name spelling used on the primary document submitted with the most recent application for CIC service may take precedence over the other, previously-submitted names, subject to the procedures outlined in Section 6, Requests for a change of name.

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3.2. Machine Readable Chips (MRCs):

A MRC is an electronic feature that enhances a document's security features. When a passport contains a MRC, there will be a small image of a camera displayed on its cover, as indicated in the example below:



3.3. Discrepancies between the MRZ, the MRC and the VIZ:

3.3.1 Discrepancies with regard to the order of names:

If the MRZ, MRC and VIZ provide similar precisions but are inconsistent in the order of the names, the MRZ will be relied upon to determine the order of the name in CIC's system of record and on CIC issued documents issued by CIC. The name(s) with the different order will be recorded as an AKA (alias) or other name in CIC's system of record.

e.g. VIZ: Mopungamboyo
MRZ: Mopumga<<Mboyo

The primary name shall be recorded in CIC's system of record with Mopumga as the family name and Mboyo as the given name.

Mopungamboyo shall be recored as an AKA (alias) or other name.

e.g. VIZ: Ramsay, Robert Martin Sebastian
MRZ: Ramsay<<Martin<Robert<Sebastian

The primary name shall be recorded in CIC's system of record with Ramsay as the family name(s)] and Martin Robert Sebastian as the given name(s).

Ramsay, Robert Martin Sebastian shall be recorded in CIC's system of record as an AKA (alias) or other name.

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In the example above, Normann is the family name (surname), which is the primary identifier that will be recorded as the family name in CIC's system of record. Kari is the given name, which is the secondary identifier that will be recorded as the given name.

4.1.2 Single names:

Where it is determined that the individual's name cannot be divided into two parts, the name (either the family name or given name), as it appears on the document used to establish it, will be defined as the primary identifier and will be recorded in the family name field in CIC's system of record.

For example, if a client's travel document displays the name George in the given name field and the family name field is blank, George becomes the primary identifier and will be recorded in the family name field. The given name field will be left blank in CIC's system of record.

This is consistent with ICAO guidelines and will facilitate future name searches.

4.1.3 Multiple (compound) given or family names:

Multiple component names should be recorded into the appropriate given name and/or family name fields. They should not be arbitrarily broken down into various names and inserted into distinct fields of systems of record, such as the AKA (alias) or other name fields. If it is unclear how the client's name is broken into the primary and secondary identifiers, reviewing the document's Machine Readable Zone (MRZ) will indicate how the issuing authority has established the name. Exceptions to this rule are outlined in Section 5, Exceptional Situations, and future exceptions will be explained in Operational Bulletins.

4.2. Other considerations in establishing a name:

4.2.1 Transliteration:

A travel document's issuing state is responsible for the transliteration of identifiers on that document into the Roman alphabet. The spelling on the document in the Roman alphabet is used to establish the name record in CIC's system of record, and will be printed on immigration and citizenship documents. This includes cases for which no transliteration standards exist within a State.

If a document used to identify a name contains a name or part of a name in a foreign alphabet, the MRZ or the MRC, if present, will take precedence over the VIZ to determine the name and its spelling. For example:

- The VIZ of a Swedish passport could present the name as "Pöllä" while the MRZ or MRC would render the name as "POELLAE" and the name on the application form could be spelled "POLLA." In such a case, the spelling of the MRZ or MRC is to take precedence over any other spelling.

4.3. Non-transliterated names or portions of names:

In cases where the acceptable document contains both a name transliterated into the Roman alphabet and a name in the original language, the transliterated name, i.e., the one in Roman alphabet, will be the name used for official purposes. This also applies to cases where the name in Roman alphabet is not as complete as the name in the original language.

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The names found in the original language should never be recorded as part of the primary name or printed on citizenship and immigration documents. Where possible, these names will be recorded as an “AKA” (alias) or “other name” in CIC’s system of record, for verification purposes. ICAO transliteration guidelines, which may be found in Appendix 9 of ICAO Document 9303 at www.icao.int, should be used as reference tool.

Any request for a variation in transliteration will be treated as a request for a change of name and the procedures outlined in Section 6, Requests for a Change of Name must be followed, even if the spelling requested is noted in the file.

4.2.3 Patronymics and matronymics:

a) What is a patronymic or matronymic?

A patronymic is a name acquired from one’s father’s, grandfather’s or earlier male ancestor’s first name. A component of a name based on the name of one’s mother or a female ancestor is a matronymic. Each is a means of conveying lineage and provides invaluable information about a person.

Various ways exist to indicate patronymics and matronymics. The following is a Russian example:

A patronymic derived from the father’s personal name would apply equally to children of both genders, but with different endings:

For a man, it will usually end *-OVICH* (‘son of’), *-EVICH*, or *-YEVICH*
e.g. *Ivan*’s son will have the patronymic *Ivanovich*.

For a woman, it will be *-OVNA* (‘daughter of’), *-EVNA*, or *-YEVN*
e.g. *Ivan*’s daughter will have the patronymic *Ivanovna*.

As such, a Russian man whose father’s given name is *Ivan* may be *Mikhail Ivanovich KARLOV* (given name + patronymic + family name).

A Russian woman whose father’s given name is *Ivan* may be *Anastassia Ivanovna KARLOVA* (given name + patronymic + family name).

b) Precedence of MRZ in cases where patronymics and matronymics are used:

Patronymics and matronymics will be identified as part of the name as per the travel document’s MRZ or MRC, if available. For instance, if a patronymic is found in the family name portion of the MRZ and MRC, it should be recorded in the family name field in CIC’s system of record, unless it falls within one of the exceptions identified in Section 5, Exceptional Situations or an Operational Bulletin.

c) When no MRZ or MRC available in cases where patronymics and matronymics are used:

If no MRZ or MRC is present, patronymics and matronymics will be identified as part of the name only if they are found in Roman alphabet on the document used to identify the name.

Patronymics and matronymics shall not be identified in the primary name if they do not appear on the primary document used to identify the name. They must, however, be recorded as an AKA (alias) or other name in CIC’s system of record.

4.2.4 Titles, prefixes, degrees, decorations:

Titles, prefixes, suffixes, professional and academic qualifications, decorations, honours, awards, and hereditary status should not be identified as part of the name, unless they

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are included in a document's MRZ, which means that the issuing state considers it to be an integral part of the name. Should a client wish to have such a title added to his or her name once in Canada, he or she should do so in accordance with the procedures outlined in Section 6.3.2, Client request for change of name for reasons other than clerical/administrative error.

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by an official English or French translation. The documents must be certified by an authorized person (application kits provide a list of authorized persons) and then the certified copies must be translated by a translator from an independent qualified translation service. The client will cover all costs related to the translation of documents.

Translations prepared by unauthorized persons familiar with the language of origin, including relatives, friends, acquaintances or other volunteer agencies, are NOT acceptable.

5. Exceptional Situations:

5.1. When a spousal relationship is indicated:

For file creation within Canada, in cases where the issuing state has included “épouse de”, “epse” or “ep.” (“spouse of”) or “wife of” (or “husband of”) in the MRZ of a document, officers will omit this as part of the primary name. The other name will be recorded as name type AKA (alias) or other name in CIC’s system of record.

For example, if the client’s passport indicates Nour EP. Paul Sajan in the family name field, and Ibrahim Samad in the given name field, the family name will be recorded as NOUR and the given name will be recorded as Ibrahim Samad. The version of the name that includes the spouse’s name will be recorded as name type AKA (alias) or other in CIC’s system of record.

5.2. When a filial relationship is indicated:

In cases where the issuing state has included “son of” or “daughter of” or “bin” or “bint” and the father’s name in the MRZ of a document, officers will omit this as part of the primary name in CIC’s system of record, and it will not be printed on CIC issued documents. However, the names that include “son of” or “daughter of” will be recorded as name type “son/daughter of”, and names that include “bin” or “bint” will be recorded as name type AKA (alias) or other in CIC’s system of record.

5.3. Passports and travel documents with non ICAO compliant MRZs where the order of names does not match the order of names on other documents issued by the same government:

In rare instances, such as with passports and travel documents issued by the government of Eritrea, the VIZ displays multiple names in one name field [they do not contain separate fields for the family name(s) and given name(s)]. However, the applicant may hold other government issued documents that clearly show which of the names is the family name; yet the MRZ does not display the same family name in the MRZ. Rather, the MRZ displays the first name that appears in the one name field of the VIZ as the family name.

For example, the name field of the VIZ indicates the name as Marie Elizabeth Smith, and the MRZ displays the name as: ERIMarie<<Elizabeth<Smith. Marie is listed in the portion of the MRZ where the family name is to be displayed. Elizabeth and Smith are shown as the given name(s). However, the applicant provides other government issued documents that show Smith as the family name and Marie and Elizabeth as given names.

In a situation such as this one, knowledge of local naming customs should be taken into consideration, and if there would be no impediment to the person’s travel to Canada, the primary name recorded for CIC purposes and that will appear on CIC issued documents will show the family name as the family name indicated on government issued documents, other than a passport or travel document which clearly does not indicate the family name in the family name portion of the MRZ. In such a case, the name in the MRZ, will be entered into CIC’s system of

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Record as an AKA (alias) or other name type, with the family name indicated as it is in the MRZ and the remaining name(s) as the given name(s).

6. Requests for change of name:

6.1. General:

The officer processing the request may only change a client's name based on documentary evidence, as outlined below. Additional documents may be requested to support the evidence presented.

A new client record should not be created in the system of record; however, a new name record under the existing client record must be created and marked as the primary name. Do not delete the previous name record. It must be recorded as the former name, AKA (alias) or other name in CIC's system of record.

6.2. Supporting documents for requests for change of name:

Supporting documents are issued based on a primary document that is normally issued by the provincial or territorial body responsible for vital statistics, or by CIC. A supporting document may show a person's use of a name, which is not always the same as the name shown on the primary document. Therefore, supporting documents alone shall not be used as evidence of a change of name.

See Appendix B, List of Supporting Documents issued by Provinces and Territories of Canada.

6.3. Types of name changes:

There are two types of name changes:

- a) Corrections to clerical/administrative errors; and
- b) Client-requested name change for reasons other than clerical/administrative error.

6.3.1 Change of name due to clerical/administrative Error:

- a) If a CIC officer discovers a clerical/administrative error made by CIC, they may make a change to match the name printed on the primary document without a request from the client. In the event that the error is detected after document issuance, the client's record will be amended indicating the correct spelling that will be printed on the replacement document. A note will be recorded in CIC's system of record and the client will be notified of the action, in line with the *Privacy Act*. The correct name will be recorded as the primary name and the erroneous name will be marked as entered in error, in CIC's system of record.
- b) If a client submits an *official request to Amend Immigration Record of Landing (IMM 1000) or Confirmation of Permanent Residence (IMM 5292 or IMM 5688)*, and it is determined that CIC made a clerical/administrative error, the name record will be amended indicating the correct spelling that will be printed on the replacement document. A note will be recorded in CIC's system of record. The

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correct name will be recorded as the primary name and the erroneous name will be marked as entered in error, in CIC's system of record.

6.3.2 Client request for change of name for reasons other than clerical/administrative error:

CIC relies on a legal or administrative decision made by the appropriate provincial and territorial authority as evidence of a change of name. Therefore, the following documents issued by a Canadian province or territory will be accepted for a change of name on a client's permanent resident card, temporary resident document (visitor's permit, work permit, or study permit) or Certificate of Canadian citizenship:

- a) legal change of name document;
- b) birth certificate, if amended;
- c) court order specifying name change;
- d) adoption order;
- e) marriage certificate, in accordance with Canadian provincial/territorial legislation⁷;
- f) divorce decree⁸;
- g) registration or declaration of union issued by civil authorities; and/or
- h) revocation of declaration or annulment of union issued by civil authorities.

Additional supporting documentation may, on occasion, be required in addition to the above. Historical records, such as an immigration record of landing, IMM 1000 or Confirmation of Permanent Residence document will not be amended unless a clerical or administrative error was made by CIC. In such instances, please follow the instructions in Section 6.3.1, Change of Name due to Clerical/Administrative Error.

6.4. Canadians residing in Canada who marry outside of Canada:

Canadian citizens residing in Canada may travel outside of the country to marry. In some instances, a married person may wish to use the family name of their spouse, and therefore, may apply for a new document from CIC reflecting their married name.

In these instances, CIC will rely on a document that links the previous name to the new name, such as a foreign marriage certificate (with official translation) or a legal change of name document issued by a province or territory of Canada, **and** an identification document or card issued by a province or territory of Canada that displays the new name, such as:

- a) a driver's license;
- b) a health card;
- c) an age of majority card;
- d) a senior citizen's identification card; or
a social service card

⁷ Some provinces/territories permit individuals to change their family name upon marriage, without applying for and receiving a legal change of name. Please refer to the appropriate provincial/territorial law for guidance.

⁸ In the case of divorced persons, some provinces/territories require individuals to apply for and receive approval to return to the surname they had prior to the marriage. Please refer to the appropriate provincial/territorial law for guidance.

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6.5. Application for a change of name without Canadian documentation:

CIC will not recognize changes of name by permanent residents or foreign nationals that occur abroad, unless the client's foreign passport or other national authoritative documentation is amended to reflect that name. The document used as evidence of a change of name (the linking document) will be copied or scanned and kept in the client's file, to create an audit trail.

6.6. Recording of information regarding change of name request in CIC systems:

6.6.1 General:

In all cases, a note must be recorded to the client's name record in CIC's system of record, and the client must be notified of the decision to amend, grant, or deny the change.

6.6.2 If request for change of name is approved:

If a change of name is approved, the new name as indicated on the legal change of name document will be recorded as the primary name in CIC's system of record and will be the name that appears on any new document(s) issued by CIC. Once a new name is recorded as the primary name, ensure that the previous primary name is indicated as the former name in GCMS.

6.6.3 If request for change of name is denied:

If a change of name request is denied, the name requested by the applicant must be recorded as name type "AKA" (alias) or "other" in GCMS.

6.7. Considerations when recording the name in CIC's system of record:

6.7.1 Character limitations and truncation in systems of record:

a) GCMS:

When a client's name is recorded in GCMS, there are 100 characters each for the family name and given name. Therefore, the client's full name, as it appears on the documentation used to identify the name, will be recorded in GCMS, in the exact order found on the document.

b) Other systems of record (for example, FOSS)

In some systems of record, character limitations do not always allow for full names to be recorded. In cases where a single primary and/or secondary identifier exceeds the character limitation for the family name field, characters shall be entered until the character limit is reached, in the exact order they are found on the document.

In all cases, any names omitted due to space constraints will be recorded as an AKA (alias) or other name and an explanation note must be inserted into the client's file.

6.7.3 Promoting names from FOSS to GCMS:

When promoting a client from FOSS to GCMS, ensure that the client's name is correct and that the name that appears in GCMS is accurate and not truncated. If there are any errors, please correct them immediately. The name that appears in GCMS should be the same as the one on the primary document. Please refer to section 2, Documents to establish a name to determine the correct name.

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6.7.4 Capital versus lower case letters:

All names will be recorded as shown on primary documents and to the extent possible (due to systems of record) lower and upper case letters will mirror the way the names are recorded on those documents. If this is not possible, a note must be entered into CIC's system of record to reflect the change and the reason for which the name was not recorded as it appeared on the primary document.

e.g. Andrew MacDonald, not Andrew Macdonald

7. Other notes:

7.1. Duplicate records:

There are some situations (such as administrative error) where multiple records are associated with one client. All records associated with the same client must be merged or householded (GCMS). Requests for this action are to be sent to the Query Response Centre (QRC) within CIC National Headquarters, or as per internal procedures. Offices **must not** create the new application or promote a client from FOSS (where duplicate IDs exist) into GCMS until the multiple records have been merged by QRC.

With the merging or householding of multiple records, any name spelling variations should be recorded as AKAs (aliases) or other names. The following information should be indicated in CIC's system of record:

- i) The reason for the multiple records; and
- ii) The information that leads to the merging or householding.

ABOVE ALL, NO NAME SHOULD BE PURGED FROM CIC'S SYSTEM OF RECORD

7.2. Two clients associated to the same UCI:

In the rare instance that two clients with the same names and dates of birth are inadvertently recorded under the same UCI; and it is clear from other information recorded in CIC's system of record (for example, passport information, marital status, previous entries to Canada, or other information) that the information of two different people are contained in the same record, please refer to the matter to QRC and indicate in the subject line "unmerge" to have the record reviewed and any necessary modifications (including the creation of separate records) made.

Appendix A

Order of Priority for Identity Documents to Record CIC Client Names

Business Line/ Application Document	Temporary Resident (VR, WP, SP, TRP)	Permanent Residence Application (including first time PR Card)	Permanent Resident Card Renewal	Refugee Claimant/Protected Person	Citizenship grant applicant – adult [5(1) of the CA] or minor [5(2)(a) of the CA]	Citizenship Discretionary Grant [5(4) of the CA]	Citizenship Grant for Stateless Person [5(5) of the CA]	Citizenship Grant for Adopted Person [5.1 of the CA]	Resumption of Citizenship [11(1) of the CA]	Proof of Citizenship Applicant (Born outside Canada)	Proof of Citizenship Applicant (Born in Canada)
Birth certificate issued by Canadian province or territory						1			1		1a
Adoption order								1			
Foreign passport	1	1	1	1		3	1	2b	2	1	
Travel document	2	2	2	2		4	2		3	2	
Immigration document issued by CIC					1	2					
Referral document from international body ^c				3							
Identity document issued outside Canada	3	3		4						3	
Foreign birth certificate						5	3	2b		4	
Statutory declaration as per IRPR 178		4		5							
Legal change of name document issued in Canada			3		2			3	4		2

a: Not applicable to a person born to a foreign diplomat posted to Canada at the time of the applicant's birth

b: If an adoption order is not available, the birth certificate and the passport may be used to create a name record, providing the documents were issued after the adoption took place.

c: Must be a recognized international body/organization that has signed an agreement with a CIC Minister (see s. 50(2) and s.170 of the *Immigration and Refugee Protection Regulations*).

Appendix B

Part 1:

Types of supporting documents issued by provinces and territories of Canada⁹:

- a driver's license
 - an age of majority card
 - a health card
 - a senior citizen's identification card
 - an enumeration record
 - a social service card
 - a vehicle ownership or registration
-

⁹ There may be other types of supporting documents issued by Canadian provinces and territories that are not listed here. If you require additional information regarding documents issued by Canadian jurisdictions, please refer to the appropriate provincial or territorial government web site.