



## GENERAL INSTRUCTIONS

### Is this form for you?

Use this form if you are a Non-Resident Representative (NRR), living in the United States (U.S.), and require access to the Represent a Client (RAC) online service.

Do not use this form if you have previously obtained or are eligible to obtain a social insurance number (SIN), a temporary taxation number (TTN) or an individual tax number (ITN).

For more information about obtaining a:

- **SIN** – call Service Canada at **1-800-206-7218**. Select option "3" for SIN information. If you are calling from outside Canada, or if you have a rotary dial telephone, call **506-548-7961** (long distance charges will apply). You may also visit their web site at **www.servicecanada.gc.ca**.
- **TTN OR ITN** – call the International tax and non-resident enquiries for individuals at **1-855-284-5942** for calls from Canada and the United States; or **613-940-8495** for calls from outside Canada and the United States. We accept collect calls. You may also visit our web site at **www.cra.gc.ca**.

### Who can apply

You can apply if you are a NRR who resides in the United States and require a Non-Resident Resident Number (NRRN) to access the RAC online service.

**Note:** Do not complete Form RC391 if you already have a SIN, an ITN, or TTN.

### How to apply

When completing Form RC391 make sure you:

- complete sections one (1) to five (5) on the application;
- provide the date and your signature in the certification section; and
- include original, certified, or notarized copies of your supporting documents.

Identify the supporting documents you provide as they must be current and must verify your identity. The documents must include your name, date of birth, and photograph. You may have to provide a combination of documents for this purpose. Examples of acceptable documents include: a passport, driver's licence and birth certificate.

At a later date, we may request other supporting documentation.

Documents can be certified by local officials such as doctors, accountants, lawyers, teachers, or officials in a federal department.

We will return any original documents that you submit. We will not return copies of documents.

Please keep a copy of this application form until you receive further correspondence from the CRA.

Mail application and supporting documentation to:

**Returns Processing Division  
International Tax Services Office  
Post Office Box 9769, Station T  
Ottawa ON K1G 3Y4  
CANADA**

### When to apply

Allow four to six weeks for us to notify you in writing of your NRRN. If you have not received your NRRN at the end of the six-week period, you may call us to find out the status of your application (see "Telephone help" on this page.)

### Identification

- 1. Name** – Enter your legal name as it appears on your documentation.
- 2. U.S. mailing address** – Enter your U.S. mailing address. Include the zip code. We will use this address to return your original documents and send written notification of your NRRN.
- 3. U.S. home address** – Enter your U.S. home mailing address if it is different from your mailing address.
- 4. Birth information** – Enter your date of birth in "year/month/day" format, and your country of birth.
- 5. Other information** – Enter your telephone number.

### Telephone help

If, after reading these instructions, you are not sure how to complete your application or you still have questions, call the e-Services Helpdesk for businesses for help at:

- **1-877-322-7849** for calls from Canada and the United States; or
- **613-940-8528** for calls from outside Canada and the United States. We accept collect calls.