

**Appendix A – WHERE TO GO FOR ASSISTANCE\***

**CANADIAN GOVERNMENT  
DEPARTMENTS AND SERVICES  
IN CANADA**

**DEPARTMENT OF FOREIGN AFFAIRS AND  
INTERNATIONAL TRADE (Ottawa)**

Department of Foreign Affairs and International Trade (DFAIT) is the Canadian federal government department most directly responsible for trade development. The **InfoEx Centre** is the first contact point for advice on how to start exporting; it provides information on export-related programs and services; helps find fast answers to export problems; acts as the entry point to DFAIT's trade information network; and provides interested companies with copies of specialized export publications.

**InfoEx Centre**

Tel.: 1-800-267-8376 or (613) 944-4000  
Fax: (613) 996-9709

Latin America and Caribbean Trade Division promotes trade with Mexico. There are several trade commissioners at the Embassy of Canada in Mexico City, and there is a satellite office in Monterrey. Trade commissioners can provide a range of services including introducing Canadian companies to potential customers in Mexico, advising on marketing channels, assisting those wishing to participate in trade fairs, helping identify suitable Mexican firms to act as agents, and compiling credit and business information on potential foreign customers.

**Latin America and Caribbean Trade  
Division (LGT)**

Department of Foreign Affairs and  
International Trade  
Lester B. Pearson Building  
125 Sussex Drive  
Ottawa, Ontario K1A 0G2  
Fax: (613) 943-8806

**INTERNATIONAL TRADE CENTRES**

International Trade Centres have been established across the country as a first point of contact to support the exporting efforts of Canadian firms. Co-located with the regional offices of Industry Canada, the centres operate under the guidance of DFAIT and all have resident trade commissioners. They help companies determine whether or not they are ready to export; assist firms with marketing research and market planning; provide access to government programs designed to promote exports; and arrange for assistance from the Trade Development Division in Ottawa and trade officers abroad. Contact the International Trade Centre nearest you:

**British Columbia**

Scotia Tower  
900-650 West Georgia Street  
P.O. Box 11610  
Vancouver, B.C.  
V6B 5H8  
Tel: (604) 666-0434  
Fax: (604) 666-0617

**Yukon**

Room 210  
300 Main Street  
Whitehorse, Yukon  
Y1A 2B5  
Tel: (403) 667-3921  
Fax: (403) 668-5003

**Alberta**

Canada Place  
Suite 540  
9700 Jasper Avenue  
Edmonton, Alberta  
T5J 4C3  
Tel: (403) 495-4782  
Fax: (403) 495-4507

11th Floor  
510-5th Street S.W.  
Calgary, Alberta  
T5P 3S2  
Tel: (403) 292-6660  
Fax: (403) 292-4578

\* Source: *Canada-Mexico: Partnering for Success*  
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