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## How to Select a Customs Broker - Just starting out, wondering if I need a customs broker

Because customs brokers leverage electronic communications both with clients and with Canada Border Services Agency and other government agencies that control the importation and exportation of goods, your customs broker does not need to have an actual office at the port of entry through which your goods enter or exit Canada.

Customs brokers are licensed by the Canada Border Services Agency. As such an importer must grant a customs broker authority to act on his behalf.

### What to ask for

Here are some questions that you might wish to ask as you discuss your business concerns with customs brokers.

1. What support can you offer to novice commercial importers/exporters?
2. How long have you been in business?
3. What are the risks associated with importing/exporting commercial goods? How will you help me mitigate those risks?
4. What information do you need from me to begin assessing my business needs?
5. How will you charge for your services? Will a single person be assigned to my account? Can I reach a live person 24/7/365?

[Find a Customs Broker in Canada](#) to assist you with your next shipment.

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