



Don't miss out on benefit payments, no matter your situation

The Canada Revenue Agency (CRA) understands the importance of accessing benefit and credit payments, especially during times of stress and transition. If you are facing an abusive or violent situation, including financial abuse, the CRA will help you continue to access these crucial financial supports. Our agents are available to assist you, no matter your circumstances.

Keep getting your payments

If you have questions, or your benefit and credit payments have stopped, we can help.

You may no longer be getting benefit and credit payments if, for example, your spouse or common-law partner has not filed their income tax and benefit return.

To get your payments and for more information, call the CRA at **1-800-387-1193**.

Cancel or authorize a representative

Protect your personal and financial information by reviewing the representatives who can access your account.

If someone else assisted you with your taxes in the past, they may have been granted authorization to access your CRA account.

You can authorize a representative, such as a trusted person like a friend or family member, or remove authorization for someone who doesn't need access to your CRA account anymore. You can add or cancel a representative's authorization online, by phone or by mail.

For more information, go to:

canada.ca/taxes-representative-authorization

Never received benefits?

If you have never received the Canada child benefit (CCB) for a child under 18 in your care, or the goods and services tax/harmonized sales tax (GST/HST) credit, learn how to apply and more at:

- canada.ca/canada-child-benefit
- canada.ca/gst-hst-credit

Only your signature is required on any benefits forms, no matter your situation.

Do your taxes every year

You don't have to apply for benefits such as the CCB or GST/HST credit more than once, but you must do your taxes on time every year, even if you have no income or if your income is tax-exempt. This will help make sure you keep getting your benefit and credit payments on time.

Need to provide proof of income to a bank or landlord?

Sign in to My Account and click on "Proof of income statement," or call the CRA's automated Tax Information Phone Service (TIPS) at **1-800-267-6999** to get a statement mailed to you.



Received a letter from the CRA?

You might receive a letter from the CRA asking you to confirm your personal information or to provide supporting documentation.

Please send any supporting information back to the address listed on the letter or online through My Account. You can work with someone you trust to help gather your documentation and respond to the CRA.

If you cannot get the requested documents or information due to your current situation, you can send any of the following:

- a letter from a trusted third party explaining your situation, for example: a member of the clergy, a band council, a shelter or a resettlement office
- a copy of a restraining order or an order of protection
- a copy of a police report

If you need further assistance or if you have questions about the information requested, call the number on the letter or **1-800-387-1193**. An agent will work with you to best accommodate your needs.

You will never need to contact an abusive party to provide information to the CRA.

Do you need help?



Get your taxes done for free

If you have a modest income or no income and a simple tax situation, you may be able to get your personal taxes done confidentially by a volunteer for free, even without your current or former spouse or common-law partner's information. To learn more, go to canada.ca/taxes-help.



Do your taxes online

You can do your taxes online with NETFILE-certified tax software. A variety of tax software and web applications are available, some of which are free. For more information, go to canada.ca/netfile.

Don't miss a payment!



Update or sign up for direct deposit

Direct deposit is a fast, convenient and secure way to get your tax refund and benefit payments deposited into your account. If you were using a joint bank account and decide to use your own account to receive payments instead, contact the CRA to update your banking information. For more information and to sign up, go to canada.ca/cra-direct-deposit.



Register for My Account

My Account lets you view and manage your income tax and benefit information online, update your address, financial information and remove access other people may have to your CRA account. You can also view any uncashed cheques you may have from the CRA and, if necessary, ask that a payment be reissued. For more information and to register, go to canada.ca/my-cra-account.

If you are facing an abusive or violent situation, including financial abuse, the CRA is committed to helping you continue to access these crucial financial supports. Our agents are available to assist you, no matter your circumstances.

Please call our benefits department at 1-800-387-1193.

Beware of scammers pretending to be the CRA. When in doubt, check your information in My Account or call the CRA. To learn what to expect if the CRA contacts you, go to canada.ca/taxes-fraud-prevention.

