

GET YOUR PAYMENTS

when you need them the most

If you and your children are staying in a shelter, basic income is so important and can help ease your stress. The Canada Revenue Agency (CRA) wants to make sure you get the benefits and credits you should be getting.

MEET OLIVIA



Olivia has a two-year-old son and has never received benefits and credits.

Why did she never get them? Olivia never applied for the Canada child benefit (CCB).

What did she do to start getting her payments? She went to canada.ca/child-family-benefits and followed the steps to apply for the CCB.

Keep in mind: When applying for the CCB, the CRA may ask you to send documents to support your application, but will never ask you to contact your abusive partner.

MEET KIM



Kim used to get benefits and credits payments for herself and her two children. Her payments were stopped because she forgot to do her taxes. The CRA needs her tax information to calculate her payments.

How did she start getting her payments again? She did her taxes, which provided the CRA with her tax information. She also gave the CRA her new address at the shelter and her new direct deposit information, and she updated her marital status.

Keep in mind: Your personal information with the CRA is confidential and will never be shared without your consent.

WHAT DO YOU NEED TO DO?

- ▶ **If you were getting payments from the CRA but they stopped**, call the CRA at **1-800-387-1193** to discuss your situation. Your personal information may be out of date.
- ▶ **If you never received payments from the CRA**, you need to apply. Go to canada.ca/child-family-benefits to get more information on benefits and credits. You can use the benefits calculator at canada.ca/child-family-benefits-calculator to find out how much your federal and provincial or territorial payments might be.

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Canada Revenue Agency

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