



Get your payments when you need them most

The Canada Revenue Agency (CRA) wants to make sure you get the benefit and credit payments you are entitled to, particularly if you are in a difficult situation.

- If you were getting benefit and credit payments and they have stopped, call the CRA to find out how you can continue to get them. The CRA will never ask you to contact an abusive spouse.
- If you never received Canada child benefit payments, you will have to apply by either filling out Form RC66, Canada Child Benefits Application, or by using My Account.

To calculate your benefit and credit payments, the CRA uses the information from your and your spouse or common-law partner's income tax and benefit returns. That's why it's important to do your taxes every year, even if you have no income to report.

Keep your personal information up to date

Address

Update your address with the CRA to make sure you keep receiving your payments and correspondence from the CRA. You can change your address by phone, online with My Account, or by mail using Form RC325, Address change request.

Direct deposit

Sign up for direct deposit to have your payments deposited directly into your bank account. If you were signed up with a joint account and you recently opened your own account, update your banking information to have your payments deposited into your new account. You can sign up or update your banking information by phone, online with My Account, or by mail using Form PWGSC-TPSGC 8001-552E, Direct deposit enrolment form.

Marital status

When you separate from your spouse or common-law partner, the CRA recalculates your payments based on your income instead of your family income. You can change your marital status by phone, online with My Account, or by mail using Form RC65, Marital status change.



Is the CRA asking for documents?

The CRA may ask you for documents as part of the validation process. If you're unable to get them, you can send any of the following documents and the review will be terminated:

- a copy of a police report
- a restraining order or an order of protection
- a letter from the shelter confirming that you and your children are staying there

Get your proof of income statement

You might need to provide proof of income to a bank or a landlord, for example. You can get your proof of income statement (option "C" print) online or by mail.

- **Online:** login to My Account and click on "Proof of income statement (option 'C' print)."
- **By mail:** call the CRA's Tax Information Phone Service at **1-800-267-6999** and the CRA will mail it to you. When you call, you will have to provide your social insurance number, your date of birth, and the total income you entered on line 150 of either your 2016 or 2015 return.

Register for My Account

With My Account, you can quickly and securely manage your tax and benefit affairs online, such as checking your benefit and credit payments and dates, changing your personal information, receiving CRA mail online, and so much more. For more information or to register, go to canada.ca/my-cra-account.

Once registered to My Account, you can use "MyCRA" and "MyBenefits CRA" web apps from your mobile device.

Need help doing your taxes?

If you have a modest income and a simple tax situation, volunteers from the Community Volunteer Income Tax Program can do your taxes for you, for free. Find a volunteer near you at canada.ca/taxes-help.

Need more information?



Online

- Child and family benefits: canada.ca/child-family-benefits
- Get ready to do your taxes: canada.ca/taxes-get-ready
- Direct deposit: canada.ca/cra-direct-deposit
- CRA forms and publications: canada.ca/cra-forms



By phone

- For information about benefits: **1-800-387-1193**
- For general information and to get forms: **1-800-959-8281**