



How Warda got benefits and credits

Warda escaped the war in her home country. She is resettling in Canada where she just moved into an apartment with her three children to start her new life.

As a permanent resident of Canada, Warda could get Canada child benefit payments to help her with the cost of raising her children. She could also get GST/HST credit payments and provincial or territorial payments, if she is eligible for them.

How did Warda get her payments?

- First, she had to get a social insurance number (SIN). She went to a Service Canada office to apply for a SIN and got one during that visit.
- To get **Canada child benefit** payments, she filled out forms RC66, Canada Child Benefits Application, and RC66SCH, Status in Canada / Statement of Income, and sent them to the Canada Revenue Agency (CRA).
- To get **GST/HST credit** payments, she filled out Form RC151, GST/HST Credit Application for Individuals Who Become Residents of Canada, and sent it to the CRA.
- To avoid any delays, she included with her applications all the documents the CRA asks for on the forms, such as proof of birth for each of her children.
- After Warda sent her applications, the CRA sent her a letter asking for some documents to validate her information. Warda called the telephone number on the letter to make sure to send the right documents. By doing that, her review was handled quickly.
- To continue getting her payments after June of the year after she arrived in Canada, Warda will have to fill out an income tax and benefit return each year, even if she has no income to report.

If Warda had a spouse or common-law partner, she would have to give information about them on her forms, such as their social insurance number and their income, because the payment amounts are based on family income. Her spouse or common-law partner would also have to fill out an income tax and benefit return each year.



What if you can't get a SIN?

If Service Canada will not give you a SIN, you can still apply for benefit and credit payments. Attach a note to your forms explaining why you cannot get a SIN and a photocopy of one of these documents:

- passport
- driver's licence
- visitor record or a study permit
- temporary resident permit
- any document issued by Immigration, Refugees and Citizenship Canada

What if you don't have all the documents?

If you can't provide the documents the CRA is requesting or if you don't understand what they are asking, call them. The CRA might tell you to send a letter from one of the following instead:

- a sponsor
- a resettlement officer
- a community or church group
- a service provider organization
- a support service or agency
- Immigration, Refugees and Citizenship Canada

Need help to fill out your return?

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

Avoid delays and incorrect payments

Changes to your personal information, such as the number of children in your care, your marital status, and your address, directly affect your payments. To avoid delays and incorrect payments, update your personal information with the CRA.

Need more information?

Online



- Information for newcomers: canada.ca/taxes-newcomers
- Child and family benefits: canada.ca/child-family-benefits
- Get ready to do your taxes: canada.ca/taxes-get-ready

By phone



- For information about benefits: **1-800-387-1193**
- For general information and to get forms: **1-800-959-8281**
- Social insurance number (Service Canada): **1-800-206-7218**