



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 have fled an abusive situation.

If you never received Canada child benefit (CCB) payments and you have children in your care, you should apply by either filling out Form RC66, Canada Child Benefits Application, or by using My Account.

You could get payments for up to 10 years back if you were eligible for them.

If you were getting benefit and credit payments, like the CCB or the GST/HST credit, 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 partner to get their tax information.

To calculate your benefit and credit payments, the CRA uses the information from your income tax and benefit return. That's why it's important to do your taxes on time 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 mail from the CRA. You can change your address by phone, online with My Account, or by mail using Form RC325, Address Change Request. You can use the address of a shelter.

Direct deposit

Sign up for direct deposit to have your payments deposited directly into your bank account. If you were signed up for direct deposit with a joint account and you recently opened your own account, update your banking information. You can sign up or update your banking information by phone, online with My Account, or by mail using the 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 only. This means you could get more money. You can change your marital status by phone, online with My Account, or by mail using Form RC65, Marital Status Change.

Get your taxes done for free!

If you have a modest income and a simple tax situation, a volunteer could do your taxes for you at one of our free tax clinics. For more information and to find a tax clinic near you, go to canada.ca/taxes-help or call the CRA.

Is the CRA asking for documents?

After you apply for benefits, the CRA may ask you for documents to validate the information they have on file about you. If you're unable to get them, you can send any of the following documents and the validation process will end:

- 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 2017 or 2018 return.

Register for My Account

With My Account, you can quickly and securely manage your tax and benefit affairs online, such as tracking your tax refund, 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**.

For 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

Forms and publications
canada.ca/cra-forms

By phone

To ask about benefits
1-800-387-1193

For other questions and to get forms
1-800-959-8281