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to move

2002 EDITION

change of address

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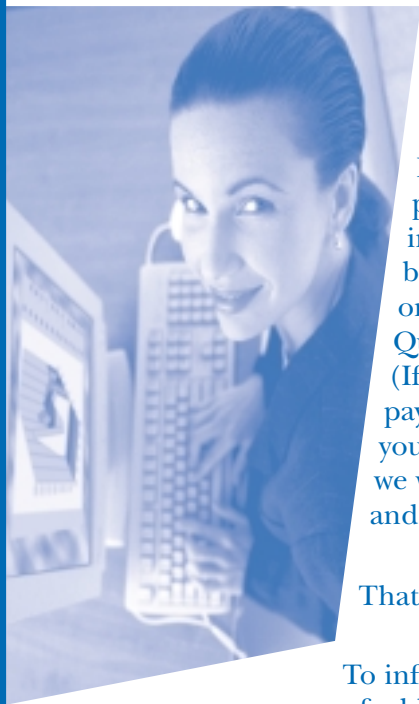
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That's all there is to it!

To inform us of your change of address via the Internet:
www.revenu.gouv.qc.ca.

Revenu

Québec



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Communication-Québec Guides Collection

Baby Is on the Way

Change of Address

For People 55 and Over

Separation and Divorce

Starting a Business

What to Do in the Event of Death

The collection of free Communication-Québec guides is available

- Online at the Québec government portal www.gouv.qc.ca
- At all 25 Communication-Québec offices (see page 44)

Note: Certain programs may change during the year. The information contained in this guide was verified in November 2001.

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*Cette publication est aussi disponible en français sous le titre **Changer d'adresse**. Vous pouvez obtenir un exemplaire gratuitement à l'un des 25 bureaux de Communication-Québec. Voir page 44.*

Foreword

For most people, moving means a multitude of steps and plenty to think of, including endless packing, carrying, and emptying, so much so that the whole process can seem to drag on forever.

Moving requires a certain amount of planning. There are details to be attended to and a number of matters to settle. The booklet *Change of Address*, published by Communication-Québec, is designed to make your life much easier. The first section, called *Getting into Gear*, includes useful tips and a wealth of information on planning and insuring the move, choosing a moving company, and leases.

One of the steps you have to take is to ensure that your mail will be delivered to your new address. The second section of the booklet, called *Changes of Address*, tells you how to go about notifying the main government services of your change of address, and includes a checklist of other private-sector services to be notified.

If you would like general information on the programs and services offered by the departments and organizations of the Government of Québec, feel free to call the Communication-Québec regional office nearest you. At the back of the guide, you will find a list of the addresses and telephone numbers of our 25 offices.

If, after reading the guide, you require additional information about Government of Canada programs, please call 1-800-622-6232.

Lastly, we would like to thank all the departments and agencies that assisted in the updating of this booklet.

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Informing and serving Quebecers better

The Québec government is committed to providing taxpayers with complete information on the services it offers. It also strives to ensure that these services are of high quality and are readily available to those who need them. The Ministère des Relations avec les citoyens et de l'Immigration is the government department responsible for facilitating this relationship between the state and taxpayers.

The special collection of *guides from Communication-Québec* is a reflection of the government's commitment. They make it easier to find essential government information and guide taxpayers in their dealings with the state in situations such as the birth of a child, a change of address, starting up a business, separation or divorce, retirement, or death.

Change of Address is full of useful information for people who are moving. It explains what to do to get ready, whom to notify in the various government departments and agencies and how to contact them. It's no surprise that over the past ten years, thousands of Quebecers have used Change of Address to plan ahead for a trouble-free move.

Informing and serving Quebecers better is our responsibility. The personnel in our department and all employees of the Government of Québec are working hard to make sure we do.

Joseph Facal

Minister of Relations with the Citizens and Immigration

Minister for Canadian Intergovernmental Affairs

Minister responsible for Relations with French-Speaking and Acadian Communities

Getting into Gear

The Planning Stage

If you don't want to feel like the roof is caving in on you come moving day, you have to plan everything. Of course, you can't empty the refrigerator a month ahead of time, but there are a number of small details that can be taken care of beforehand.

The following is a checklist of the various things that need to be done when you move and approximately when you should tackle them. Keep this list handy and check off each item as you go along.

Three to six months before the move:

- Notify the landlord by registered mail within the deadline prescribed by the Régie du logement.
- Decide what you want to attend to yourself before calling a moving company.
- Get estimates from two or three moving companies.

Eight to ten weeks before the move:

- Set the date for the move.
- Choose a moving company or rent a moving truck.
- Check which payment methods are accepted by the company.
- Insure the move.
- Start packing items you don't use very often.
- Take an inventory of everything you own or update any previous inventory lists.
- Get rid of anything you don't use anymore.

Three to seven weeks before the move:

- Make any changes of address required (see *the Changes of Address* section in this guide).
- Pack books, dishes, other little-used items, and out-of-season clothing and sports equipment.
- Mark the contents of each box and the room it should go in.
- Make babysitting arrangements for moving day.
- Arrange for your pets to be boarded.
- Arrange to have your utilities and services—phone, electricity, cable, water, oil or gas, milk delivery, newspapers, etc.—discontinued as of the date of the move.
- Arrange to have these utilities or services reconnected or resumed either the day before or the actual day of the move.
- Make a rough sketch of where your furniture will go.
- Measure the windows in your new residence for new blinds or curtains.
- Reserve the elevator for moving day.
- Transfer your bank accounts.

One to two weeks before the move:

- Put together a first aid kit.
- Use up any frozen foods.
- Read instruction booklets for household appliances and electronic equipment to find out which precautions need to be taken before moving them.
- Ask the former owner if certain items such as the roof, furnace, alarm system, or water heater are still under warranty.

The day before the move:

- Take down the curtains and curtain rods.
- Clear a pathway through the stacks of boxes to make moving around easier.
- Ask the landlord for the keys to the elevator.
- Set aside the first aid kit, toys for the children, and any other items you want to take with you.

- Tie together items that are awkward to carry, e.g., mops, brooms, curtain rods, blinds, etc.
- Make sure electrical appliances are ready to go and easy to reach. They are usually the first items placed in the truck.

Moving day:

- Supervise the moving of valuable items or items with sentimental value, or move them yourself.
- Never tilt a refrigerator more than 45 degrees.
- Read the electric meter.
- Remove the front door to make it easier and quicker to move items out.
- Show the movers in, give them instructions, and point out any fragile items.
- Confirm the delivery time and give the driver of the moving truck a telephone number where you can be reached.
- Take a last look around by checking cupboards, closets, corners, and behind doors.
- Lock the doors and windows.
- Leave the keys with the real estate agent, landlord, or new tenant.

When you arrive at your new residence:

- Get the keys.
- See the movers in and supervise the unpacking.
- Change or check the locks and make any necessary repairs.
- Read the electric meter.
- Check the condition of your furniture and other items before the movers leave.
- Take note of any damaged furniture, lost items, scratched walls, etc. before signing the delivery order or the invoice.
- Pay the movers.
- Wait two to three hours before connecting the refrigerator and freezer.

Buying or Selling a House

Here are a few suggestions for selling your house:

- Consult a real estate agent for an estimate of the market value of your property or an appraiser for an idea of the real value of your property.
- Buy a copy of *Seller Practical Guide* at \$2.50 from the Association des courtiers et agents immobiliers du Québec or consult it free of charge on their Website at www.acaiq.com.
- Check out the publications produced by the Canada Housing and Mortgage Corporation by calling **1-800-668-2642** or consulting the CHMC Website at www.cmhc-schl.gc.ca.
- Go to a library or bookstore to consult or buy books if you want to sell your house without a broker or agent.
- Consult a real estate agent or broker, who will sell your house for you on a commission basis.

Here are a few suggestions for buying a house:

- Buy a copy of *Buyer Practical Guide* at \$2.50 from the Association des courtiers et agents immobiliers du Québec or consult it free of charge on their Website at www.acaiq.com.
- Get a free copy of *Homebuying Step by Step* from the Canada Housing and Mortgage Corporation by calling **1-800-668-2642** or consulting the CHMC Website at www.cmhc-schl.gc.ca.
- Go to a library or bookstore to consult or buy books on this subject.
- Check the newspapers.
- Consult a real estate agent or broker, who will find a house for you on a commission basis.
- Check with your municipality regarding property taxes on your house and its municipal assessment.
- Contact the Bureau de la publicité des droits – registre foncier (Registry Office) of the Ministère de la Justice du Québec for information on the real estate transactions required for the property in question, i.e., deed, succession, mortgage, servitude, or expropriation. Certain fees will be charged. For any research, have the lot number and cadastre name handy (available from the municipality in which the property is located).

To find the address and telephone number of the *Bureau de la publicité des droits* of the Ministère de la Justice, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Justice*.

Address: _____

Telephone: _____

If you are dealing with a real estate agent or broker, make sure that this person has the mandatory certificate issued by the Association des courtiers et agents immobiliers du Québec (ACAIQ). In addition, you can obtain general information from the Association, file a complaint against a real estate agent or broker, or be referred to the Fonds d'indemnisation du courtage immobilier (a real estate brokerage compensation fund) in the event of fraud or embezzlement during a real estate brokerage transaction.

In accordance with the *Québec Real Estate Brokerage Act*, you may cancel a real estate contract with an agent within three days of signing and receiving a copy of the signed contract.

For information or to order the two guides mentioned above, contact the Association:

Association des courtiers et agents immobiliers du Québec (ACAIQ)

6300, rue Auteuil, 3^e étage
Brossard (Québec) J4P 3P2
Montréal area: (450) 676-4800
Elsewhere in Québec: 1-800-440-5110
Fax: (450) 676-7801
Website: www.acaiq.com
Email: info@acaiq.com

Leases

A lease is a rental contract entered into by a landlord and a tenant that defines their respective commitments concerning a dwelling.

Moving at the End of a Lease

You are a tenant and have just received a notice of rent increase from your landlord. You would like to move at the end of the lease. Within a month of receiving the notice, you must send your landlord a notice in which you let him know that you do not want to renew the lease.

If you did not receive the notice of rent increase and if you have a one-year lease, you must give notice to the landlord three to six months before the lease ends. If you do not have a one-year lease, different rules apply. Inquire at the Régie du logement.

Canceling the Lease

You would like to move while the lease is still in force. Contrary to popular belief, a tenant may not break a lease with a three-month notice at any time during the lease for any reason.

In fact, there are only three specific situations where the lease can be cancelled while it is still in force:

- A tenant is given access to low-rental housing.
- A tenant can no longer live in the dwelling because of a disability.
- An elderly person is **permanently** admitted to a residential, long term care center or to a senior citizens' home.

Other reasons, such as the purchase of a house, a divorce, disagreements between co-tenants, setting up a new household, the need for a larger dwelling, financial problems, or moving for employment reasons, do not entitle a tenant to force the landlord to cancel the lease.

However, tenants may try to come to an agreement with their landlords for the cancellation of leases, preferably in writing.

If there is no agreement, tenants have two choices: **they can assign their leases or sublet their dwellings** to someone else. These choices do not apply in all cases.

These matters can be complicated. For more information, please contact the Régie du logement office, where information leaflets and sample notices are available. You can also download them from the Régie Website at www.rdl.gouv.qc.ca.

To find the address and telephone number of the *Régie du logement*, consult the blue pages of the phone book in the *Gouvernement du Québec* section under *Logement*.

Address: _____

Telephone: _____

The Cost of Electricity

Seeing as how the cost of electricity may be an important factor in choosing an electrically heated house or apartment, you may phone Hydro-Québec or a private distributor to find out the total amount billed for electricity in the past 12 months. You will have to have the exact address of the house or apartment handy.

Obviously, you have to take into account the fact that their consumption habits may differ from yours or that the number of occupants may not be the same. The cost of electricity may therefore vary.

Hydro-Québec

Montréal area: (514) ÉNERGIE (363-7443)

Elsewhere in Québec: 1-800-ÉNERGIE (363-7443)

Teletype machine: see page 42

Moving

We cannot stress enough the importance of booking movers or a moving truck at least two months before the move. If you plan on moving between June 15 and July 15, we suggest that you reserve five to six months in advance. This may seem overly cautious, but bear in mind that this is the peak period for moving, and even more so because July 1 is Québec's official moving day. By booking ahead, you will have more companies and times of day to choose from.

The total cost of the moving bill is closely related to the type of move involved. You can:

- Hire a moving company
- Rent or borrow a truck or trailer and ask your family and friends to help.

The second option is obviously less expensive, but remember that the risk of damage or injury is also greater.

Moving Companies

If you deal with a moving company, you can choose to have the movers do all the packing and unpacking—a convenient but costly way to move. Or you can use a moving company without opting for the deluxe service. That way, you look after part of the job yourself, including packing and unpacking. However, if anything is damaged during the move and the movers can prove that you did not pack the object properly, you will not be compensated. You can also choose to pack only your fragile or very valuable items yourself.

To minimize costs when you use a moving company, you can:

- Place all boxes near the front door
- Empty most of your basement and move the contents up to the main floor
- Use the moving company only to transport furniture, major appliances, and other heavy or awkward items.

The cost of a local move, usually within a 50 kilometer radius, is calculated on an hourly basis, including the time it takes for the movers to make the round trip from their warehouse to your residence. Rates vary depending on the number of movers and the day and time chosen for the move. The hourly rate may double and even triple between June 1 and July 15.

For as accurate an estimate as possible of the number of hours required for your move, provide the moving company with precise information, such as the exact distance between the two locations, the walking distance between the truck and your residence, and a description of the premises, including the number of rooms, floors, stairs, and elevators.

Note the name of the representative and ask for a written confirmation of your agreement (packing, storage, the move itself, etc.), including the date and time of the move and all details pertaining to the cost.

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Moves made outside a 50 kilometer radius are considered long-distance hauls. Cost is determined on the basis of the total weight of the load and the distance to be covered. Generally, the average is 545 kg (1,200 lb.) per room. A representative from the moving company will visit you and give you a written cost estimate. When the time comes to pay, ask for the weight ticket.

Your degree of satisfaction with the move will depend mainly on the moving company you choose to deal with. Like in many other fields, word-of-mouth is the best reference. Ask your family and friends for advice. You can also check out the *Moving and Storage* section of your phone book. Give priority to companies that have a full address, carry insurance and, most important of all, are registered with the Commission des transports du Québec's register of heavy vehicle owners and operators.

Commission des transports du Québec

545, boul. Crémazie Est, bureau 1000
Montréal (Québec) H2M 2V1
Montréal area: (514) 873-6424
Elsewhere in Québec: 1-888-461-2433
Website: www.ctq.gouv.qc.ca

200, chemin Sainte-Foy, 7^e étage
Québec (Québec) G1R 5V5
Québec area: (418) 643-5694
Elsewhere in Québec: 1-888-461-2433
Website: www.ctq.gouv.qc.ca

If you choose a moving company that is a member of the Québec Trucking Association, it will be listed on the registry of the Commission des transports, which means you may request mediation in the event of a dispute.

Québec Trucking Association

6450, rue Notre-Dame Ouest, bureau 200
Montréal (Québec) H4C 1V4
Montréal area: (514) 932-0377
Elsewhere in Québec: 1-800-361-5813
Website: www.carrefour-acq.org

Beware of so-called "movers" whose ads appear in the classifieds. These are groups of people who form moving teams from June 1 to July 15. They are often not listed on the Commission des transports's register of heavy vehicle owners and operators and do not offer professional service or coverage.

The Office de la protection du consommateur recommends that you contact at least two moving companies before making a final decision. While rates are not regulated, companies offer competitive rates. In addition to cost, consider the company's reputation, services, and insurance.

If you are dissatisfied with the service or notice any damage, phone the moving company as soon as possible. Follow up the call with a registered letter specifying the problem and the claim amount. If your claim is turned down, the Office de la protection du consommateur or the Québec Trucking Association may be able to help you seek recourse. To contact the Office de la protection du consommateur, call **1-888-OPC-ALLO (672-2556)** from anywhere in Québec.

Renting or Borrowing a Truck or Trailer

Pulling up stakes yourself certainly spells savings. If you're well organized and have several pairs of strong arms to help you, it can even be fun. When you rent or borrow a truck or trailer, you are obviously responsible for anything that gets broken. Remember to check with your insurer regarding coverage for personal property in the event of an accident or theft and regarding public liability.

A well-organized move means having the right equipment and making an accurate assessment of your needs and costs. Here are a few questions you should ask yourself if you are thinking of renting or borrowing a truck or trailer:

- What is the basic daily or hourly rate?
- What are the extra charges for mileage?
- Is insurance required? How much is it? How much is the deductible for accidents?
- Do you have the required driver's license?
- Can you rent a dolly, covers, and straps? How much will it cost?
- Will you have enough people to help you?
- What happens if someone gets hurt during the move and has to miss work?

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- How much will meals and snacks cost for those who help you move?
- Can your car pull a heavy trailer? Is there any risk of damaging the motor, transmission, or other parts?
- Does the trailer have a license, safety chains, and brake and turn signal lights?
- Have you compared the cost of moving yourself with the cost of hiring professional movers?

There are many truck and trailer rental companies. The addresses and telephone numbers are in your phone book under *Truck Rental and Leasing* and under *Trailer Renting, Leasing and Sales*.

Address: _____

Telephone: _____

Insurance

A few weeks before the move, you should give some thought to insurance. Although the following deals only with home insurance, remember to notify your car, life, and medical insurance companies.

When you call your home insurance agent or broker, you must have your new address handy as well as other information about your new residence, such as the type of building (house, condominium, apartment building), its value, the number of floors or rooms, the type of heating, the year it was built, the presence of businesses nearby, the distance from the nearest fire hydrant, and the number of claims you have filed in the past.

Insuring Your Move

Did you know that if you have home insurance, your possessions are covered for up to 10% of the coverage selected when they are outside of the insured premises? For example, if you have a \$40,000 policy for movable property, you could receive up to \$4,000. No matter how careful you are while moving, various mishaps, such as loss, breakage, or even theft, can occur.

If you decide to hire a moving company, make sure that it has enough insurance to cover your possessions during the move. This type of coverage is only about \$1.35 per kilogram of property damaged. This means that if the bicycle that cost you \$1,000 and that weighs only 10 kg is damaged, you are only entitled to \$13.50.

Most truck or trailer rental companies sell automobile insurance that provides coverage for their vehicles. But be careful—your furniture and other possessions are not insured.

All in all, it is better to buy insurance that will cover the total value of your property during the move. This insurance is usually available through the moving company or your insurance agent or broker.

Access to Your New Residence Before You Move

If you have access to your new residence before you move to do maintenance work or move in some of your possessions, check to see if your policy provides coverage for both your current residence and the place where you will be living. Your public liability insurance not only covers you in case of injury to someone who helps you move or do any other move-related work, but also protects you should you damage someone else's property.

Starting Out Together

With respect to insurance, life as a couple makes a big difference both in terms of who and what are covered. For home insurance, the insured is the person named in the policy, which also covers the following people if they live with the insured: spouse, members of the insured's or spouse's family, students, and anyone under 21 in the insured's care. To be considered common law spouses, the parties must have lived together for at least three consecutive years or for one year if they have had a child together.

If you are not common law spouses, both names must appear on the insurance policy. This way, both you and your partner will be covered for public liability and personal property.

For information, contact your insurance agent or broker, or call the Insurance Bureau of Canada's information center:

Montréal area: (514) 288-6015
Elsewhere in Québec: 1-800-361-5131

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Fees Reimbursed by CLEs (Centres locaux d'emploi)

If you have received employment assistance benefits (social assistance) for at least six consecutive months and are moving for reasons of health or hygiene, you are entitled to a special benefit. The maximum benefit is \$200 for a 12 month period. At the time of a separation, you may be eligible for this benefit regardless of the number of months you have been receiving employment assistance.

For further information, contact your *centre local d'emploi* (CLE). To find the address and telephone number of your *centre local d'emploi* of the *Ministère de l'Emploi et de la Solidarité sociale*, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Emploi et placement*.

Address: _____

Telephone: _____

Tax Deductible Moves

If you are a salaried or self-employed worker and have moved for a job or to study full time at a college, university, or other postsecondary institution, you may be able to deduct some of your moving expenses when you file your federal and provincial income tax returns. To be eligible for these deductions, you have to have moved at least 40 kilometers closer to your new workplace or educational institution.

Allowable expenses include most of the usual move-related costs such as:

- Travel expenses for the individual and his family, including meals and accommodations during the move (airfare, hotel)
- The cost of transporting and storing household effects
- Expenses for meals and temporary accommodations near your new or former residence for a maximum of 15 days, including expenses incurred for a spouse and children
- The cost of terminating the lease on your former residence

- Costs related to the sale of your former residence
- Legal costs related to the purchase of the new residence and any tax payable for a transfer or registration of title if the individual and/or his spouse sold the former residence because of the move.

To take advantage of these deductions, you must use the required forms and provide all receipts, invoices, and other supporting documents. Moving expenses may not be reimbursed by your employer.

The deduction requested cannot exceed the net income (after the move) from your business, employment, or profession. However, the remainder of your moving expenses that you could not deduct on your income tax return for the year you moved can be deducted the following year. If you are a student, costs are deductible only up to the amount of income you receive from a bursary or research grant.

In addition, if you move in order to be within an 80 kilometer radius of a health establishment in Québec so that you can obtain medical services that are not available in your area, you may be eligible for a non-refundable tax credit on your Québec income tax return. However, the health establishment must be at least 250 kilometers from your former residence.

For more details or to obtain forms, contact the Ministère du Revenu du Québec and the Canada Customs and Revenue Agency (formerly Revenue Canada). The telephone numbers for both are listed in the blue pages of the phone book.

Telephone:

Teletype machine: see page 42

Websites: **www.cca-adrc.gc.ca (CCRA)**
www.revenu.gouv.qc.ca (MRQ)

Shelter Allowance

If you are a low income family with at least one dependent child or are a low income earner aged 55 or over with or without a dependent child, and you spend a disproportionate amount of your income on housing, you may be eligible for shelter allowance assistance. If you are an owner, tenant, or lodger, you may be eligible for an allowance of up to \$80 a month whether you are a worker, income security beneficiary, or student.

Shelter allowances take into account the number of people in your household, your total income, and your monthly rent.

For full details on this program or an application form, please contact the regional office of the Ministère du Revenu nearest you.

To find the phone number of the *Ministère du Revenu du Québec* office nearest you, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Taxes-impôt*.

Telephone: _____

Teletype machine: see page 42

Changes of Address

Before Starting

Deadlines

To ensure that mail from government departments is sent directly to your new address, you must notify them three to four weeks before you move. However, you must notify them eight weeks in advance if you are expecting a cheque.

Stop at the Post Office

When you move, it is recommended that you register for the *Mail Redirection Service* at the post office nearest you. Some charges apply. Your mail will be forwarded to any new address in Canada for a period of six months. If required, you can renew the service for another six months for an additional fee. This service is also available if you move outside of Canada.

To ensure that your mail is delivered to your new address, Canada Post recommends that you register for the *Mail Redirection Service* at least two weeks before moving. However, you are still obliged to notify government departments and other correspondents of a change of address.

Note that some government departments and agencies ask Canada Post not to forward cheques to a new address but rather to return them to the sender.

The post office also provides *Notice of Change of Address* cards to help you notify all your correspondents of your new address. The cards are free but you must affix the appropriate postage.

To find your new postal code, go to Canada Post's Website at **www.canadapost.ca** or consult the *Canadian Postal Code Directory* at your local post office. For a \$0.75 fee that will be added to your phone bill, you can also obtain up to three postal codes by calling Canada Post at one of the following numbers:

English: **1-900-565-2633**
French: **1-900-565-2634**

For more information, call Canada Post's Customer Service:

1-800-267-1177

Teletype machine: see page 42

Write your new postal code here: _____

Personal Information Required

Whenever you report a change of address, you must provide the following information:

- First and last name
- Date of birth
- Old address
- New address
- Home telephone number
- Number where you can be reached during the day or where a message can be left
- Date the new address takes effect.

Other information that may be required by some organizations is indicated in the appropriate sections of this booklet.

When you report a change of address in writing, you must sign your notice or letter.

Direct Deposit

If your benefits, allowances, interest, etc., are deposited directly into your account, it is very important that you notify the various departments or agencies of your new address to ensure that you receive all correspondence related to these payments. Certain agencies stop issuing benefits when they learn that the recipient has moved without notifying them.

If you change your account number or financial institution, you must fill out a new direct deposit registration form and send it at least two months before the deposit. Registration forms are available from the department or agency that issues your payments. In some cases, you may be able to download the form from the department's or agency's Website. Most Québec government forms are also available at financial institutions and Communication-Québec offices.

You can notify the Société de l'assurance automobile du Québec, Human Resources Development Canada, the Régie des rentes du Québec, and the Commission administrative des régimes de retraite et d'assurances of a change in your account number or financial institution by telephone. When you call, make sure you have a cheque or the bank book for your new account handy.

It is recommended that you wait until you receive the first payment in your new account before closing the old account.

Cards, Permits, and Certificates

Health Insurance Card

To notify the Régie de l'assurance maladie du Québec (RAMQ) of your change of address, you must call one of the following numbers:

Montréal area: (514) 864-3411
Québec City area: (418) 646-4636
Elsewhere in Québec: 1-800-561-9749
Teletype machine: see page 42

You are required to provide the personal information listed on page 24 and have your health insurance card handy as well as those of your spouse and children.

It is important to notify RAMQ of any change of address. This is the only way to ensure that you receive the renewal notice for your health insurance card before the card expires.

Social Insurance Card

No change of address notice is required for your social insurance card unless you are waiting for a new card.

Driver's License, Registration Certificate, and Certificate for Handicapped Parking Stickerholder

To report a change of address, you can do one of the following:

- Call the Société de l'assurance automobile du Québec
- Write to the head office of the Société
- Go to a Société service center or an authorized agent.

Société de l'assurance automobile du Québec

Case postale 19600

Québec (Québec) G1K 8J6

Montréal area: (514) 873-7620

Québec City area: (418) 643-7620

Elsewhere in Québec: 1-800-361-7620

Teletype machine: see page 42

Website: www.saaq.gouv.qc.ca

You are required to provide the personal information listed on page 24, as well as your driver's license number or the registration certificate or license plate registration for one of your vehicles.

You must report a change of address within 30 days of moving or face a fine ranging from \$60 to \$100. The Société will send you a change of address confirmation about three weeks after you notify them. You must attach it to your driver's license until you renew your license.

A single notice is sufficient to have the address changed on all documents issued in one person's name by the Société. If the vehicle is jointly owned or belongs to a company or business, you are required to go to a Société service center or authorized agent or write to the head office of the Société to report the change of address.

In cases involving **compensation for Auto Accident Victims** (see page 31).

To find the telephone number and address of the Société de l'assurance automobile du Québec service center or authorized agent nearest you, consult the Société's Website or the blue pages of your phone book in the *Gouvernement du Québec* section under *Permis, licences et enregistrements*.

Address: _____

Telephone: _____

Passport

It is not necessary to notify the Passport Office of the Department of Foreign Affairs and International Trade of your change of address. However, we recommend that you write your new address in the appropriate space on page 4 of the passport. Do not cover your old address with a label, liquid paper, etc.

Hunter's or Trapper's Certificate

To report a change of address, you can call or go to the regional office of the Société de la Faune et des Parcs nearest you or contact its reception and information service (contact information listed below). You can also use the form included in the pamphlet entitled *Hunting in Québec—Main Regulations* or go to an authorized licensing agent to complete the update form.

Service d'accueil et de renseignements Société de la Faune et des Parcs

675, boul. René-Lévesque Est, RC
 Québec (Québec) G1R 5V7
 Québec City area: (418) 521-3830
 Elsewhere in Québec: 1-800-561-1616
 Fax: (418) 646-5974
 Website: www.fapaq.gouv.qc.ca
 Email: info.sfp@fapaq.gouv.qc.ca

To find the address and telephone number of the Société de la Faune et des Parcs regional office, consult the Société's Website or the blue pages of your phone book in the *Gouvernement du Québec* section under *Faune, parcs et réserves fauniques*.

Address: _____

Telephone: _____

Family Assistance

Canada Child Tax Benefit

To notify the Canada Customs and Revenue Agency of a change of address for the purposes of the Canada Child Tax Benefit, follow the instructions in the *Federal Income Tax Return and GST Credit* section on page 34 of this guide.

Family Allowance

No notification of a change of address is required because the notice you provide to the Canada Customs and Revenue Agency is automatically forwarded to the Régie des rentes du Québec, which administers the Québec Family Allowance Plan.

However, if you are moving within the next 6 weeks or have already moved, call the Régie des rentes du Québec directly at one of the following numbers to notify them of your new address:

Québec City area: (418) 643-3381

Montréal area: (514) 864-3873

Elsewhere in Québec: 1-800-667-9625

Website: www.rrq.gouv.qc.ca

(click on *Change of Address* at the bottom of the home page)

Teletype machine: see page 42

Parental Wage Assistance (PWA) Program

You can report your change of address either in the space provided on the *Monthly Declaration* form or by writing to the *PWA Program* office in charge of your file. If you are an owner-occupant, you must enclose a copy of the current year's municipal tax bill and your most recent mortgage statement.

To find the address and telephone number of the Ministère de l'Emploi et de la Solidarité sociale of your *centre local d'emploi*, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Emploi et placement*.

Address: _____

Telephone: _____

Income Support and Compensation

Shelter Allowance

To report your new address for the Shelter Allowance Program, you can call, write, or visit the office of the Ministère du Revenu du Québec nearest you. You must provide the personal information listed on page 24 along with your social insurance number.

To find the telephone number of the Ministère du Revenu du Québec, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Taxes-impôt*.

Telephone:

Teletype machine: see page 42

Website: www.revenu.gouv.qc.ca (click on Change of Address)

Employment Assistance (Social Assistance)

You must enter your new address in the space provided on the detachable flap of the reply envelope for the *Monthly Declaration*.

You must find out from your *centre local d'emploi* (CLE) whether the change of address requires that your file be transferred to another center. If this is the case, go to the new CLE and ask for the file to be transferred. Bring with you original copies of documents that show proof of your new address, e.g., your lease.

To find the address and telephone number of your *centre local d'emploi* of the Ministère de l'Emploi et de la Solidarité sociale, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Emploi et placement*.

Address:

Telephone:

Employment Insurance (Unemployment Insurance)

You must enter the new address on the detachable flap of the reply envelope provided with the *Claimant's Report* and send it with the report.

If you do not receive a *Claimant's Report*, you must report your change of address by calling Human Resources Development Canada. When you call, have your social insurance number (SIN) and your telephone access code (TAC) handy.

Communication-Québec

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To find the telephone number of the Human Resources Development Canada office nearest you, consult the blue pages of the phone book in the *Government of Canada* section under *Employment Insurance*.

Telephone:

Teletype machine: see page 42

CSST Compensation

Industrial Accidents, Occupational Diseases, and Safe Pregnancy Program (preventive withdrawal)

To report your change of address, you can call, write, or visit the regional office of the Commission de la santé et de la sécurité du travail (CSST). You must provide the personal information listed on page 24 and your CSST file number.

To find the address and telephone number of the Commission de la santé et de la sécurité du travail, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Santé et sécurité du travail*.

Address:

Telephone:

Compensation for Crime Victims and Those Injured While Performing Acts of Bravery

To report your change of address, you can write to or call the Direction de l'indemnisation des victimes d'actes criminels. You must provide the personal information listed on page 24 and your file number.

Direction de l'indemnisation des victimes d'actes criminels Commission de la santé et de la sécurité du travail

1199, rue de Bleury, 5^e Étage
Case postale 6056, succ. Centre-ville
Montréal (Québec) H3C 4E1
Montréal area: (514) 906-3019
Elsewhere in Québec: 1-800-561-4822
Fax: (514) 906-3029
Email: ivac@csst.qc

Compensation for Auto Accident Victims

To report your change of address, you can write to or call the Direction de l'indemnisation at the Société de l'assurance automobile du Québec. You must provide the personal information listed on page 24 along with your claim number and health insurance number or social insurance number.

Direction de l'indemnisation

Société de l'assurance automobile du Québec

Case postale 2500

Québec (Québec) G1K 8A2

Québec City area: (418) 646-9877

Elsewhere in Québec: 1-800-463-6890

Teletype machine: see page 42

For death benefits, service in English, or files for which the CSST shares responsibility, call one of the following numbers:

Québec City area: (418) 646-9884

Elsewhere in Québec: 1-800-463-6898

Student Loans and Bursaries

If you are still a student, you can give your new address to the financial aid department at your institution. They will report it to the Financial Assistance for Education department at the Ministère de l'Éducation. During the loan repayment period after your studies, you must report your change of address in writing to the Financial Assistance for Education department at the Ministère de l'Éducation. You should also report your new address to the financial institution where you are repaying your loan. You must provide the personal information listed on page 24 as well as your permanent student code.

Aide financière aux études

Ministère de l'Éducation

1035, rue de la Chevrotière

Québec (Québec) G1R 5A5

Teletype machine: see page 42

Pensions and Allowances

Income Security Programs

Old Age Security Pension, Guaranteed Income Supplement, Allowance, Allowance for the Survivor, and Canada Pension Plan

To report your change of address, you can fill out the back of the envelope that your monthly cheque comes in or write or call Income Security Programs, Human Resources Development Canada. You must provide the personal information listed on page 24 along with your social insurance number and the type of payment you receive (pension, allowance, or other) and, for those receiving Old Age Security benefits, the file number printed on your identification card (blue card) or monthly cheque.

Income Security Programs Human Resources Development Canada

Case postale 1816
Québec (Québec) G1K 7L5
English service: 1-800-277-9914
French service: 1-800-277-9915
Teletype machine: see page 42

Québec Pension Plan

Retirement pension, disability pension, surviving spouse's pension, orphan's pension, and pension for a disabled person's child

To report your change of address, you can write to or call the Régie des rentes du Québec or fill out the form on their Website. You must provide the personal information listed on page 24 and your social insurance number.

Régie des rentes du Québec

Case postale 5200
Québec (Québec) G1K 7S9
Montréal area: (514) 873-2433
Québec City area: (418) 643-5185
Elsewhere in Québec: 1-800-463-5185
Teletype machine: see page 42
Website: www.rrq.gouv.qc.ca
(Click on *Change of Address* at the bottom of the home page)

You may also contact one of the regional Régie des rentes customer service centers in Chicoutimi, Drummondville, Hull, Montréal, Québec City, Rimouski, Rouyn-Noranda, Sherbrooke, or Trois-Rivières.

To find the address and telephone number of the Régie des rentes service center nearest you, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Pension*.

Address: _____

Telephone: _____

Retirement Plans in the Public and Parapublic Sectors in Québec

If you receive a pension administered by the Commission administrative des régimes de retraite et d'assurances (CARRA), you can write to or call the following to notify the Commission of your change of address. You must provide the personal information listed on page 24 and your social insurance number.

Service à la clientèle

Commission administrative des régimes de retraite et d'assurances

475, rue Saint-Amable, 5^e Étage
 Québec (Québec) G1R 5X3
 Québec City area: (418) 643-4881
 Elsewhere in Québec: 1-800-463-5533
 Fax: (418) 644-3839
 Website: www.carra.gouv.qc.ca

If you belong to one of the retirement plans administered by CARRA, you do not need to send your notice of change of address because CARRA uses the address files of the Régie de l'assurance maladie du Québec. Please refer to the *Health Insurance Card* section on page 25 of this guide.

Retirement and Surviving Spouse's Pensions in the Federal Public Service

If you receive a retirement or surviving spouse's pension, you can report your change of address by writing or calling the Retirement Pensions Division, Public Works and Government Services Canada. You must provide the personal information listed on page 24, your pensioner's or surviving spouse's number, and your social insurance number.

**Superannuation Directorate
Public Works and Government Services Canada**

P.O. Box 5010
Moncton, New Brunswick E1C 8Z5
Telephone: 1-800-833-1411
Fax: (506) 533-5989

Income Tax Returns and Sales Tax Credit

Provincial Income Tax Return and QST Credit

To report your change of address, write, call, visit the Ministère du Revenu du Québec office nearest you, or fill out the form on their Website. You must provide the personal information listed on page 24 along with your social insurance number. If you report your change of address by telephone, you must have your most recent statement of income handy. If you go to the Ministère du Revenu office, you must show a piece of identification.

To find the telephone number of the Ministère du Revenu du Québec, consult the blue pages of your phone book in the *Gouvernement du Québec* section under *Taxes-impôt*.

Telephone: _____

Teletype machine: see page 42

Website: www.revenu.gouv.qc.ca (Click on Change of Address)

Federal Income Tax Return and GST Credit

Only one notice to the Canada Customs and Revenue Agency is required to make a change of address for the following four programs or services:

- Child Tax Benefit
- Federal Income Tax Return
- Goods and Services Tax (GST) credit
- Government of Québec family allowance—Québec Pension Plan.

! Make sure that
your right to vote
moves with you!

? Call us by dialing 1-888-ELECTION

Because every vote counts



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC

www.dgeq.qc.ca

YOUR RIGHT TO VOTE MOVES WITH YOU!

■ Are you moving?

If your name is in the National Register of Electors, your address will be changed automatically as a result of our agreement with the Directeur général des élections du Québec, among others – unless you have stated that you wish to be excluded.

You will be on the voters list for the next federal election.

■ Are you moving outside Canada?

You may still be entitled to vote. Check out the Elections Canada Web site (www.elections.ca) or call 1 800 463-6868.


Elections Canada
www.elections.ca

Communication-Québec

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To report your change of address, you can write to the taxation center serving the area you live in:

4695, 12^e Avenue, Shawinigan-Sud (Québec) G9N 7S6
2251, boulevard René-Lévesque, Jonquière (Québec) G7S 5J1

You can also call the tax services office in your region or one of the following numbers:

Montréal area: (514) 283-6715
Elsewhere in Québec (English service): 1-800-959-8281
Elsewhere in Québec (French service): 1-800-959-7383
Teletype machine: see page 42

You must provide the personal information listed on page 24, your social insurance number, and your most recent federal income tax return or notice of assessment.

To find the telephone number of the Canada Customs and Revenue Agency tax services office nearest you, consult the blue pages of your phone book in the *Government of Canada* section under *Taxes*.

Telephone: _____
Teletype machine: see page 42

Savings Bonds and Other Financial Products

Québec Savings Bonds and Other Québec Financial Products

To report a change of address, you can write or call Placements Québec. You must provide the personal information listed on page 24 along with your social insurance number or your holder or participant identification number, which are printed on the stub of interest cheques, direct deposit notices, tax slips, and quarterly portfolio statements. For bonds purchased before June 1, 1996, for which you have certificates, you must provide the years of purchase and the serial numbers.

If you still hold savings bond certificates, you must inform Placements Québec of your new address before April 15 to receive the interest cheques or June 1 transfer notices at your new address.

For other Placements Québec Savings Bonds and financial products, you must provide your new address at least 15 days before a mailing.

Placements Québec

333, Grande Allée Est
Québec (Québec) G1R 5W3
Québec City area: (418) 521-5229
Elsewhere in Québec: 1-800-463-5229
Website: www.placementsqc.gouv.qc.ca

Canada Savings Bonds

To report a change of address, you can write to or call the Bank of Canada or complete form S839A (*Change of Address*), which is available at financial institutions and through securities brokers. In all cases, you must provide the personal information listed on page 24 along with your social insurance number and the full name(s) of the persons listed on the bonds.

New Canada Savings Bonds

P.O. Box 2770, Stn. D
Ottawa, Ontario K1P 1J7
Telephone: 1-800-575-5151
Fax: (613) 782-8096
Teletype machine: see page 42
Website: www.csb.gc.ca
(click on *Service Centre*)

To receive interest payments, you must notify the Bank of Canada of any change of address, bank account, or financial institution at least two months before the payment date.

Support Payments

If you pay or receive support through the Ministère du Revenu du Québec, remember to notify the Direction de la perception des pensions alimentaires of your change of address even if you have chosen to have the payments deposited directly. Call the agent responsible for your file directly or use one of the following numbers:

Québec City area: (418) 652-4413
Elsewhere in Québec: 1-800 488-2323
Website: www.revenu.gouv.qc.ca
(click on *Change of Address*)

You must provide the personal information listed on page 24, your social insurance number, and the Ministère du Revenu file number assigned to you by the Direction de la perception des pensions alimentaires.

Permanent Voters' Lists

Québec Voters' List

To report your change of address, call the office of the *Directeur général des élections*. Please note, however, that the Régie de l'assurance maladie du Québec notifies the *Directeur général des élections du Québec* of all changes of address it receives.

Directeur général des élections du Québec

Québec City area: (418) 528-0422
Throughout the rest of Canada and the United States:
1-888-ÉLECTION (1-888-353-2846)
Teletype machine: see page 42

If you move outside of Québec, on either a permanent or temporary basis, you must notify the *Directeur général des élections du Québec*. A change of address on the permanent Québec voters' list must be confirmed in writing by the voter.

Federal Voters' List

Unless you stipulate otherwise, the change of address you report to the *Directeur général des élections du Québec* will be automatically sent to Elections Canada.

However, **if you move outside of Québec**, you must call Elections Canada.

Elections Canada

Throughout Canada and the United States:
1-800-INFO-VOTE (1-800-463-6868)
Teletype machine: see page 42

School Boards

Remember to notify your school board of your change of address. If you have children in school, it is important that the school board be able to update your child's address, whether for school bus transportation purposes or any future correspondence.

If you own land, a home, a building, etc., you must also notify the school board's tax collection department of your change of address, whether or not you have children in school.

To find the telephone number, consult the white pages or, in certain regions, the gray pages of your phone book in the *Business* section under *Commission scolaire*.

Telephone: _____

Hydro-Québec

To notify Hydro-Québec of your change of address, you can:

- Complete the detachable *Change of Address form* on the return envelope of your electric bill and return it with your payment
- Complete and return the reply card included with your lease form
- Call Hydro-Québec's Customer Service Department
- Submit your change of address via the Hydro-Québec Website.

In the last two cases, you must provide the personal information listed on page 24 as well as your social insurance number.

**Customer Service Department
Hydro-Québec**

Montréal area: (514) 385-7252

Elsewhere in Québec: 1-888-385-7252

Teletype machine: see page 42

Website: www.hydroquebec.com/moving

You must notify Hydro-Québec as soon as you know your new address. By providing this information as soon as possible, you are no longer responsible for paying for service at your former residence.

If you already are a Hydro-Québec customer, a \$20 administration fee will be added to your Hydro bill when you move. New customers will be charged \$50 to open an account.

Other Government Agencies

If you have files with other government agencies, you must notify them of your change of address.

Here is a list of the agencies you may need to contact:

- Department of Veteran Affairs
- Commission de la construction du Québec
- Conseil du trésor (calls for candidates and job banks for occasional and regular jobs)
- Emploi-Québec (certificate of qualification)
- Emploi et Solidarité sociale (Maternity Allowance Program)
- Justice (Small Claims Division, Commissioner for Oaths, etc.)
- Office de la protection du consommateur
- Régie du logement
- Canada Customs and Revenue Agency, customs office (small vessel licenses, including personal watercraft)
- _____
- _____

Other Change of Address Notices

- Associations, clubs
- Automobile manufacturers (for recalls and warranties)
- Banks, caisses
- Cable TV company
- Credit card companies
- Dentists
- Doctors
- Drugstore
- Employer
- Hospitals, CLSCs
- Insurance companies:
 - Automobile insurance
 - Home insurance
 - Life insurance
 - Medical insurance
 - Other
- Labor union
- Library
- Municipality
- Notaries, lawyers
- Oil or gas companies
- Pension and benefit plans in another country
- Private pension plans
- Private schools
- Relatives, friends
- Schools, colleges, universities
- Québec Society for the Prevention of Cruelty to Animals (license)
- Subscriptions: newspapers, magazines
- Telephone companies

Services for the Deaf or Hard-of-hearing Who Have a Teletype Machine



The following numbers are for the exclusive use of the deaf or hard-hearing who have a teletype machine.

Bank of Canada

Teletype Machine - Throughout Québec: 1-800-354-2222

Canada Customs and Revenue Agency

Teletype Machine - Throughout Québec: 1-800-665-0354

Canada Post

Teletype Machine - Throughout Québec: 1-800-267-2797

Communication-Québec

Teletype Machine - Montréal area: (514) 873-4626

Teletype Machine - Elsewhere in Québec: 1-800-361-9596

Directeur général des élections du Québec

Teletype Machine - Québec City area: (418) 646-0644

Teletype Machine - Elsewhere in Québec: 1-800-537-0644

Elections Canada

Teletype Machine - Throughout Québec: 1-800-361-8935

Human Resources Development Canada

Teletype Machine - Montréal area: (514) 875-7615

Teletype Machine - Elsewhere in Québec –

Employment Insurance: 1-800-529-3742

Teletype Machine - Elsewhere in Québec –

Income Security Programs: 1-800- 255-4786

Hydro-Québec

Teletype Machine - Montréal area: (514) 385-8940

Teletype Machine - Elsewhere in Québec: 1-800-361-1297

Information on the Government of Canada

Teletype Machine - Throughout Québec: 1-800-465-7735

Ministère de l'Éducation (student financial assistance)

Teletype Machine - Throughout Québec: (418) 643-5688

Ministère du Revenu du Québec

Teletype Machine - Montréal area: (514) 873-4455

Teletype Machine - Elsewhere in Québec: 1-800-361-3795

Régie de l'assurance maladie du Québec

Teletype Machine - Québec City area: (418) 682-3939

Teletype Machine - Elsewhere in Québec: 1-800-361-3939

Régie des rentes du Québec

Teletype Machine - Throughout Québec: 1-800-603-3540

Société de l'assurance automobile du Québec

Teletype Machine - Montréal area: (514) 954-7763

Teletype Machine - Elsewhere in Québec: 1-800-565-7763

Québec Government Portal

To access Québec government information available over the Internet, simply visit the Québec government portal:

www.gouv.qc.ca

Communication-Québec Offices

Baie-Comeau

625, boul. Lafèche, bureau 701
Baie-Comeau (Québec) G5C 1C5
(418) 295-4000

Drummondville

270, rue Lindsay, RC 16
Drummondville (Québec) J2B 1G3
(819) 475-8777

Gaspé

96, montée Sandy-Beach, 1^{er} étage, bureau 1.02
Gaspé (Québec) G4X 2W4
(418) 360-8000

Granby

77, rue Principale, RC 22
Granby (Québec) J2G 9B3
(450) 776-7100

Hull

170, rue de l'Hôtel-de-Ville, RC 120
Hull (Québec) J8X 4C2
(819) 772-3232

Îles-de-la-Madeleine

Case postale 340
224-A, route Principale
Cap-aux-Meules (Québec) G0B 1B0
(418) 986-3222

Joliette

Édifice Louis-Cyr
450, rue Saint-Louis, RC 20
Joliette (Québec) J6E 2Y8
(450) 752-6800

Jonquière

3950, boul. Harvey
Jonquière (Québec) G7X 8L6
(418) 695-7850

Laval

1796, boul. des Laurentides, Vimont
Laval (Québec) H7M 2P6
(514) 873-2111

Longueuil

118, rue Guilbault, RC 101
Longueuil (Québec) J4H 2T2
(514) 873-2111

Montréal

Place Dupuis
800, boul. De Maisonneuve Est, RC 2
Montréal (Québec) H2L 4L8
(514) 873-2111

Québec

400, boul. Jean-Lesage, bureau 105
Québec (Québec) G1K 8W1
(418) 643-1344

Rimouski

337, rue Moreault
Rimouski (Québec) G5L 1P4
(418) 727-3939

Rouyn-Noranda

255, avenue Principale, RC 01
Rouyn-Noranda (Québec) J9X 7G9
(819) 763-3241

Saint-Antoine

Galleries des Laurentides
500, boul. des Laurentides, bureau 1503-C
Saint-Antoine (Québec) J7Z 4M2
(450) 569-3019

Saint-Félicien

Case postale 7, 1209, boul. Sacré-Cœur
Saint-Félicien (Québec) G8K 2P8
(418) 679-0433

Saint-Georges

11287, 1^{re} Avenue Est, bureau 100
Saint-Georges (Québec) G5Y 2C2
(418) 226-3000

Saint-Hyacinthe

600, avenue Sainte-Anne
Saint-Hyacinthe (Québec) J2S 5G5
(450) 778-6500

Saint-Jean-sur-Richelieu

109, rue Saint-Charles
Saint-Jean-sur-Richelieu (Québec) J3B 2C2
(450) 346-6879

Salaberry-de-Valleyfield

83, rue Champlain
Salaberry-de-Valleyfield (Québec) J6T 1W4
(450) 370-3000

Sept-Îles

456, avenue Arnaud, RC 01
Sept-Îles (Québec) G4R 3B1
(418) 964-8000

Sherbrooke

200, rue Belvédère Nord, RC 02
Sherbrooke (Québec) J1H 4A9
(819) 820-3000

Thetford Mines

183, rue Pie-XI
Thetford Mines (Québec) G6G 3N3
(418) 338-0181

Trois-Rivières

100, rue Laviolette, RC 26
Trois-Rivières (Québec) G9A 5S9
(819) 371-6121

Val-d'Or

1212, 8^e Rue
Val-d'Or (Québec) J9P 3N7
(819) 354-4444

Teletype Machine

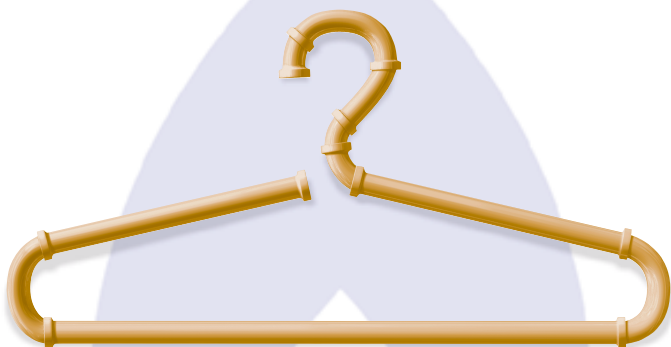


The deaf or hard-of-hearing can reach Communication-Québec using a teletype machine. The following numbers are reserved only for this use:

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Elsewhere in Québec: 1-800-361-9596

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