

SUPPORT PAYMENTS BULLETIN

revenuquebec.ca

JANUARY 2020

REVENU
QUÉBEC



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New rules for phone identification

We recently changed our phone identification methods. The new methods meet the highest standards for information security and guarantee that your information is protected and remains available only to you and your representative.

However, you also have a role to play in keeping your personal information confidential.

When you call, you will first need to give all of the following:

- your full name;
- your social insurance number or Revenu Québec identification number (from a notice of assessment or correspondence concerning your tax file);
- your date of birth;
- your address.

Once we have validated this information, we will ask you for an old address, a detail from your tax file or other information in order to confirm your identity.

Since some of this information can be found in documents we have sent you, we ask that you have a recent letter from us or your most recent notice of assessment or income tax return on hand when you call.

If you are unable to provide the required information, or if the information you give is incorrect, you will not be able to access your file. You will have to either call back with the missing information or contact us by mail or in another manner.

Indexation rate for 2020

1.9%

Your support payments are indexed each year either by law or in accordance with your support judgment. If the judgment does not provide for the indexation of the payments, they are indexed automatically on January 1 of each year at the rate determined by Retraite Québec. The rate for 2020 is 1.9%.

If you have been granted an exemption, that is, if you are paying the support directly to the creditor without our intervention, you are responsible for indexing the support payments. If the creditor notifies us that you have failed to do so, you may lose your exemption.

My Account for individuals

My Account is a secure, confidential way for you to view information related to your support-payment file, such as:

- the payments you receive (if you are a creditor); or
- the last payment you made (if you are a debtor).

You can also view the letters and statements of account that we have sent you.

In addition, you can use the online services in My Account to:

- change your address;
- register for direct deposit of support payments or change your direct deposit information;
- grant an authorization or power of attorney to another person to represent you or obtain information about your file; and
- revoke an authorization or power of attorney.

You can log in to My Account with the identifier and password you use for your online banking.

It's easy to register for My Account. Go to revenuquebec.ca to find out how.

Important addresses

To make payments

You can make support payments electronically by using:

- the online services in My Account; or
- an electronic payment service provided by a financial institution (a list of financial institutions providing such a service is available on our website at revenuquebec.ca).

You can also mail payments to either of the following addresses:

Fonds des pensions alimentaires Revenu Québec C. P. 25400, succursale Terminus Québec (Québec) G1A 0A8	Fonds des pensions alimentaires Revenu Québec C. P. 8000 Succursale Place-Desjardins Montréal (Québec) H5B 0A7
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To send us documents

Documents relating to your file can be sent to either of the following addresses:

Revenu Québec C. P. 25600, succursale Terminus Québec (Québec) G1A 0B4	Revenu Québec C. P. 6000 Succursale Place-Desjardins Montréal (Québec) H5B 0B4
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Related websites

For more information on subjects relating to support payments, visit the following websites:

- Revenu Québec (revenuquebec.ca)
- Ministère de la Justice (justice.gouv.qc.ca)
- Barreau du Québec (barreau.qc.ca)
- Commission des services juridiques (csj.qc.ca)
- Service administratif de rajustement des pensions alimentaires pour enfants (sarpaquebec.ca)
- Éducaloi (educaloi.qc.ca)
- Ministère de la Justice du Canada (justice.gc.ca)
- Ministère de la Famille (mfa.gouv.qc.ca)
- Services Québec (quebec.ca)

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