

de la Tourneille, 1997, p. 100.

[illegible]

10 rue des Châtres, 99, boul. de la Centrale, 1000 Saint-Jean, Québec, QC H2S 1C6



This
is not
just an
ATM card

It's total freedom to directly access your finances.

Managing your finances has never been so easy. With Desjardins access and payment methods, you now have the freedom to manage your finances all day, every day... anywhere in the world.

- **Accès D Internet and Telephone**
- **Automatic Teller Machine**
- **Direct payment at the retailer**

Everything is easier when you have the solutions.

Moving? Please call 1 800 CAISSES to let us know your new address, and don't forget to change your Bill File.



1 800 CAISSES
www.desjardins.com



Desjardins
Online Solutions

High values. Sound assets.

**Have you moved
your right to vote?**

For more information:

1-888-ELECTION (1-888-353-2846)

www.electionsquebec.qc.ca

info@electionsquebec.qc.ca



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC

Because every vote counts

Change of Address

Publication produced by Communication-Québec,
Ministère des Relations avec les citoyens et de l'Immigration.

Updating

Jacques Masson

Advertising Sales and Graphic Production

Oxygène communication

Phone: (418) 687-5870

650, rue Graham-Bell, bureau 216

Québec (Québec) G1N 4H5

Internet: www.oxygene.qc.ca E-mail: oxygene@oxygene.qc.ca

This document and its French version *Changer d'adresse* can be downloaded
(in the PDF format) on Québec's national portal **www.gouv.qc.ca**

Note:

Certain programs may change during the year.
The information contained in this guide was
verified in April 2004.

The information provided herein by
Communication-Québec does not have
force of law.

Any reproduction of this guide for commercial
purposes is prohibited unless authorized by
Communication-Québec.

Legal deposit – 2004

Bibliothèque nationale du Québec

National Library of Canada

ISBN-2-550-42467-0

© Gouvernement du Québec, 2004

All international rights reserved

*Cette publication est aussi disponible en français
sous le titre Changer d'adresse. Vous pouvez
obtenir un exemplaire gratuitement en
téléphonant à Communication-Québec
au 1 800 363-1363.*

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. To help simplify things, the new Service québécois de changement d'adresse allows you report your change of address to six government departments and organizations in a single step (see pages 18 and 19).

If you would like general information on the programs and services offered by the departments and agencies of the Québec government, feel free to call Communication-Québec at 1 800 363-1363 or visit the Québec government portal at www.gouv.qc.ca.

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

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

Message for people living in merged municipalities

People who are living in a municipality or on a street the name of which will change as a result of a municipal merger and who do not intend to move must not make any change to their mailing address before receiving a notice from Canada Post.

Table of Contents

Foreword	3
Getting into Gear	6
The Planning Stage	6
Buying or Selling a House	8
Leases	9
Moving at the End of a Lease	9
Canceling the Lease	10
The Cost of Electricity	10
Moving	10
Moving Companies	12
Renting or Borrowing a Truck or Trailer	13
Insurance	14
Insuring Your Move	14
Access to Your New Residence Before You Move	14
Starting Out Together	14
Moving expenses reimbursed by CLEs (Centre local d'emploi)	15
Tax-Deductible Moves	15
Shelter Allowance	16
Changes of Address	17
Before Starting	17
Deadlines	17
Stop at the Post Office	17
Personal Information Required	17
Direct Deposit	20
Cards, Permits and Certificates	20
Health Insurance Card	20
Social Insurance Card	20
Driver's Licence, Registration Certificate and Certificate for Handicapped Parking Stickerholder	20
Passport	22
Hunter's or Trapper's Certificate	22
Family Assistance	23
Canada Child Tax Benefit	23
Family Allowance	23
Parental Wage Assistance (PWA) Program	23

Income Support and Compensation	23
Shelter Allowance	23
Employment Assistance (Social Aid)	24
Support program for workers affected by mass layoffs in resource regions	24
Pregnant minors	24
Emploi-Québec income support	24
Employment Insurance (Unemployment Insurance)	25
CSST Compensation	25
Industrial Accidents, Occupational Diseases and Safe Pregnancy Program (preventive withdrawal)	
Compensation for Crime Victims and Those Injured While Performing Acts of Bravery	25
Compensation for Auto Accident Victims	25
Student Loans and Bursaries	26
Pensions and Allowances	26
Income Security Programs	26
Old Age Security Pension, Guaranteed Income Supplement, Allowances, Survivor Allowances and Canada Pension Plan	
Québec Pension Plan	26
Retirement pension, disability pension, surviving spouse's pension, orphan's pension and disabled contributor's child's pension	
Retirement Plans in the Public and Parapublic Sectors in Québec	27
Retirement and Surviving Spouse's Pensions in the Federal Public Service	27
Income Tax Returns and Sales Tax Credit	27
Provincial Income Tax Return and QST Credit	27
Federal Income Tax Return and GST Credit	27
Savings Bonds and Other Financial Products	28
Québec Savings Bonds and Other Québec Financial Products	28
Canada Savings Bonds	28
Support Payments	29
Permanent Voters' Lists	29
Québec Voters' List	29
Federal Voters' List	29
School Boards	29
Hydro-Québec	30
Other Government Agencies	30
Other Change of Address Notices	31
Services for the Deaf or Hard-of-Hearing Who Have a Teletype Machine	32
Québec Gouvernement Portal	33

Getting into Gear

The Planning Stage

If you don't want to feel as if the roof were 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 on each box the contents and the room the box 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, if necessary
- ☐ Transfer your bank accounts, if necessary

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

Digital Bundle

Your moving?

It's the right time to save with the Digital Bundle from Bell.

Create your own bundle. They're flexible.

Choose from a selection of services from Mobility, Sympatico™ or ExpressVu™.

2 SERVICES

from
\$54⁹⁵
per month

Save up to
\$10 per month*



3 SERVICES

from
\$89⁹⁵
per month

Save up to
\$14.98 per month

1 866 281-2327

www.bell.ca/bundle

Espace Bell Stores



Making it simple.™

Bell services are available to residential customers where access and technology permit. To be eligible for the Digital Bundle, you must be a Bell Canada long distance subscriber. Customers who do not subscribe to Bell Canada's local service or other tariffed services are eligible for the Digital Bundle. Minimum 24-month contract required for each service. Purchase and professional installation fees for the ExpressVu system may apply. Early termination fees apply. Taxes extra. The Digital Bundle is only available with selected ExpressVu, Mobility and Sympatico service and programming plans. Other conditions and restrictions apply. Visit www.bell.ca/bundle or call 1 866 281-2327 to find out if you are eligible for the Digital Bundle and for full details. Prices/offer subject to change/cancellation without notice. *Savings based on a price comparison with the full current rates/charges for the same applicable services if subscribed to individually. Sympatico is a trade-mark of Bell Canada; ExpressVu is a trade-mark of Bell ExpressVu L.P.

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 and blinds
- ☐ 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* for \$2.50 from the Association des courtiers et agents immobiliers du Québec or consult it free of charge on its Website, at **www.acaiq.com**
- Check out the publications produced by the Canada Mortgage and Housing Corporation by calling **1 800 668-2642** or consulting the CMHC 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* for \$2.50 from the Association des courtiers et agents immobiliers du Québec or consult it free of charge on its Website, at www.acaiq.com
- Get a free copy of *Homebuying Step by Step* from the Canada Mortgage and Housing Corporation by calling **1 800 668-2642** or consulting the CMHC 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 according to your needs
- Check with your municipality regarding property taxes on your house and its municipal assessment
- Contact the Bureau de la publicité des droits (Registry Office) for information on the real estate transactions related to the property in question, i.e., deed, transfer of property through a succession, mortgage, servitude, or expropriation plan. Certain fees will be charged. For any search, 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, consult the blue pages of your phone book in the Gouvernement du Québec section under “Permis, licences et enregistrements.”

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 either the Seller Practical Guide or Buyer Practical Guide 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) 462-9800
Elsewhere in Québec: 1 800 440-7170
Fax: (450) 676-7801
Website: www.acaiq.com
E-mail: 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. 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 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 centre 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 of the nearest office of the Régie du logement, consult the blue pages of the phone book in the Gouvernement du Québec section under "Logement".

Québec: (418) 643-2245
Montréal, Laval and Longueuil:
(514) 873-2245
Elsewhere in Québec: 1 800 683-2245
Website: **www.rdl.gouv.qc.ca**

The Cost of Electricity

Given that 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 the cost of electricity may vary, as the consumption habits of others may differ from yours and the number of occupants may not be the same.

Hydro-Québec

Montréal area:
(514) ÉNERGIE (363-7443)
Elsewhere in Québec:
1 800 ÉNERGIE (363-7443)
Teletype machine: see page 32

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.



Little treasures kept in a safe place...

near you!

Are you looking for childcare services near you?

Our locator can help! Simply enter your postal code and it takes care of the rest.

You can use our web tool to keep up-to-date on all current and coming childcare services.

www.messf.gouv.qc.ca

The website in line with family needs.

Emploi,
Solidarité sociale
et Famille

Québec 

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-kilometre 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.

Moves made outside a 50 kilometre 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. As 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
1 888 461-2433
Website: www.ctq.gouv.qc.ca

200, chemin Sainte-Foy, 7^e étage
Québec (Québec) G1R 5V5
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 in the register 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 transport’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, competition motivates companies to 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 civil 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 licence?
- 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?
- 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 licence plate, safety chains, and brake and turn signal lights?
- Have you compared the cost of moving by 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 dwelling (house, condominium, apartment), its value, the number of floors or rooms, the type of heating, the year it was built, the presence of adjacent businesses, 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 you should know that your furniture and other possessions are not insured.

All in all, it is better to buy additional 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, in order 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 civil 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 accidentally 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 de facto 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 de facto spouses, both names must appear on the insurance policy. This way, both you and your partner will be covered for civil liability and personal property.

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

Montréal area: (514) 288-6015
Elsewhere in Québec: 1 800 361-5131
Website: www.bac-quebec.qc.ca

Moving expenses reimbursed by CLEs (Centre local d'emploi)

If you have received employment assistance benefits (social aid) 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 an equivalent benefit, regardless of the number of months you have been receiving employment assistance.

For further information, contact your Centre local d'emploi (CLE) of Ministère de l'Emploi, de la Solidarité sociale et de la Famille. 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 post-secondary 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 kilometres closer to your new workplace or educational institution.

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

- Travel expenses for you and your 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 you and/or your 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 kilometre radius of a health care institution in Québec so that you or a dependant 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 care institution must be at least 250 kilometres from your former residence.

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

Telephone: _____
Teletype machine: see page 32
Websites: **www.cra-arc.gc.ca (CRA)**
www.revenu.gouv.qc.ca (RQ)

Shelter Allowance

If you are a low-income family with at least one dependent child or a low-income earner aged 55 or over, 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 recipient, or student.

The Shelter Allowance takes 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, contact the regional office of Revenu Québec.

To find the phone number of the Revenu Québec office nearest you, consult the blue pages of your phone book in the Gouvernement du Québec section under “Logement,” or the Revenu Québec Website.

Telephone: _____
Teletype machine: see page 32
Website: **www.revenu.gouv.qc.ca**

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 32

Write your new postal code here:

Personal Information Required

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

- Given name and family name
- Date of birth
- Old and new addresses
- 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.

Service québécois de
**changement
d'adresse**



*Fast
and easy...*
the Net!

One Step...

The *Service québécois de changement d'adresse* simplifies dealings with the government by offering Quebecers an on-line service

- **Directeur général des élections du Québec**
- **Ministère de l'Emploi, de la Solidarité sociale et de la Famille**
- **Ministère du Revenu du Québec**
- **Régie de l'assurance maladie du Québec**
- **Régie des rentes du Québec**
- **Société de l'assurance automobile du Québec**

www.adresse.info.gouv.qc.ca

If you don't have Internet access, Internet stations are available at the Communication Québec's offices. You can use the computers on site to make your change of address, or ask for assistance. To find out the office nearest you, call 1 800 363-1363.

Québec 

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 Société de l'assurance automobile du Québec, Human Resources and Skills Development Canada, Régie des rentes du Québec and 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

You must report your change of address to Régie de l'assurance maladie du Québec to ensure you receive the renewal notice for your Health Insurance Card before it expires. To do so, call the Régie or use the Service québécois de changement d'adresse.

Montréal area: (514) 864-3411
Québec City area: (418) 646-4636
Elsewhere in Québec: 1-800-561-9749
Teletype machine: see page 32

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

You must provide the personal information indicated on page 17. Have your Health Insurance Card with you, as well as those of your spouse and children. You may be asked to provide other information, such as your mother's last name at birth, first name, and month of birth.

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:

- Use the Service québécois de changement d'adresse
- Call Société de l'assurance automobile du Québec (SAAQ)
- Write to the SAAQ head office
- Go to a SAAQ service center or an authorized agent



***Will
your card
follow?***

*To make sure it does, notify the Régie de l'assurance
maladie du Québec of your change of address.*

*You will then be certain to receive the notice enabling you
to renew your card before it expires.*

Here is how to notify us

By telephone

Québec: (418) 646-4636

Montréal: (514) 864-3411

Elsewhere in Québec (toll-free): 1 800 561-9749

On the Internet

Service québécois

de changement d'adresse : www.adresse.info.gouv.qc.ca

www.ramq.gouv.qc.ca

**Régie de
l'assurance maladie**

Québec



- Online
You can report a change of address for the following documents:
 - Driver's license
 - Registration certificates for vehicles of which you are the sole owner
 - Parking permit for the disabled
 - Compensation file if you have been the victim of a traffic accident

Service québécois de changement d'adresse: **www.adresse.info.gouv.qc.ca**
(see pages 18 and 19)

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 32
Website: **www.saaq.gouv.qc.ca**
(On the French-language home page, click on the first hyperlink under the heading En vrac...)

You are required to provide the personal information listed on page 17, 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 SAAQ will send you a change of address confirmation about three weeks after you notify it. 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 SAAQ. If the vehicle is jointly owned or belongs to a company or business, you are required to go to a SAAQ service center or authorized agent or write to the head office of the SAAQ to report the change of address.

For cases involving **compensation for auto accident victims**, see page 25.

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 SAAQ'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 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 address change form in the "Hunter's or Trapper's Certificate" section on the Société's Website 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

Information Center

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**

E-mail: 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 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 27 of this guide.

Family Allowance

You must report your change of address to Régie des rentes du Québec by mail, phone, or Internet. If you choose the latter option, you can use the Service québécois de changement d'adresse or the online form on the Régie's Website.

Québec City area: (418) 643-3381
Montréal area: (514) 864-3873
Elsewhere in Québec: 1 800 667-9625
Teletype machine: see page 32

Service québécois de changement
d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Website: www.rrq.gouv.qc.ca
(Click on "If you move.")

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. You can also use the Service québécois de changement d'adresse.

To find the address and telephone number of APPORT (PWA) office of Ministère de l'Emploi, de la Solidarité sociale et de la Famille, consult the blue pages of your phone book in the Gouvernement du Québec section under "Aide financière," "Éducation et formation," or "Emploi et placement."

Address: _____

Telephone: _____

Service québécois de changement
d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Income Support and Compensation

Shelter Allowance

To report your new address for the Shelter Allowance program, you can call, write, visit the Revenu Québec office nearest you, or use the Internet. You can also use the Service québécois de changement d'adresse. You must provide the personal information listed on page 17, your social insurance number, and the amount shown on Line 199 of your most recent income tax return. If you visit a Revenu Québec office, you must show a piece of identification.

To find the Revenu Québec telephone number or address for your region, consult the blue pages of your phone book in the Gouvernement du Québec section under "Logement" or visit the Revenu Québec Website.

Telephone: _____

Teletype machine: see page 32

Website: www.revenu.gouv.qc.ca
(click on "On line change-of-address request")

Service québécois de changement
d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Employment Assistance (Social Aid)

You must report your change of address in one of the following ways: by writing your new address in the space provided on the detachable flap of the reply envelope for the *Monthly Declaration* or by using the Service québécois de changement d'adresse.

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 the Centre local d'emploi of Ministère de l'Emploi, de la Solidarité sociale et de la Famille nearest you, consult the blue pages of your phone book in the Gouvernement du Québec section under "Emploi et placement."

Address: _____

Telephone: _____

Service québécois de changement d'adresse: **www.adresse.info.gouv.qc.ca**
(see pages 18 and 19)

Support program for workers affected by mass layoffs in resource regions

You must directly notify the CLE handling your file of a change of address.

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

Address: _____

Telephone : _____

Support for pregnant minors

You must notify Centre de communication avec la clientèle at Ministère de l'Emploi, de la Solidarité sociale et de la Famille by calling one of the numbers below:

Montréal area: (514) 873-1926
Elsewhere in Québec: 1 800 713-8277

Emploi-Québec income support

You can report your change of address in one of two ways: by calling or writing to the agent in charge of your employment file or by using the Service québécois de changement d'adresse.

However, if you are a recipient of employment assistant (social assistance), you must report your change of address in one of the following ways: by writing your new address in the space provided on the detachable flap of the reply envelope for the *Monthly Declaration* or by using the Service québécois de changement d'adresse.

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

Address: _____

Telephone: _____

Service québécois de changement d'adresse: **www.adresse.info.gouv.qc.ca**
(see pages 18 and 19)

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 and Skills Development Canada. When you call, have your social insurance number (SIN) and your telephone access code (TAC) handy.

To find the telephone number of the Human Resources and Skills 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 32

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 Commission de la santé et de la sécurité du travail (CSST). You must provide the personal information listed on page 17 and your CSST file number.

To find the address and telephone number of 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" or visit the Commission's Website.

Address: _____

Telephone: _____

Website: www.csst.qc.ca

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 17 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
E-mail: ivac@csst.qc

Compensation for Auto Accident Victims

To report your change of address, you can either use the Service québécois de changement d'adresse or write to or call the Direction de l'indemnisation at Société de l'assurance automobile du Québec. You must provide the personal information listed on page 17 along with your claim number and health insurance number or social insurance number. You can also report your change of address online.

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Société de l'assurance automobile du Québec

Direction de l'indemnisation
Case postale 2500
Québec (Québec) G1K 8A2
Québec City area: (418) 646-9877
Elsewhere in Québec: 1 800 463-6890
Teletype machine: see page 32
Website: www.saaq.gouv.qc.ca
(On the French-language home page, click on the first hyperlink under the heading *En vrac...*)

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 person in charge of financial aid at your institution, who will report the new address to Aide financière aux études at Ministère de l'Éducation. During the loan repayment period after your studies, you must report your change of address in writing to Aide financière aux études at 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 17, as well as your permanent student code.

Aide financière aux études
Ministère de l'Éducation
1035, rue De la Chevrotière
Québec (Québec) G1R 5A5
Reception and information service
Québec City area: (418) 643-3750
Elsewhere in Québec: 1 877 643-3750
Interactive telephone service
Québec City area: (418) 646-4505
Elsewhere in Québec: 1 888 345-4505
24 hours a day, 7 days a week

Pensions and Allowances

Income Security Programs

Old Age Security Pension, Guaranteed Income Supplement, Allowances, Survivor Allowance, 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 to or call Income Security Programs, Social Development Canada. You must provide the personal information listed on page 17 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
Social 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 32

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 either use the Service québécois de changement d'adresse, fill out the online form on the Régie des rentes du Québec Website, call or write to Régie des rentes du Québec. You must provide the personal information listed on page 17 and your social insurance number.

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Régie des rentes du Québec
Case postale 5200
Québec (Québec) G1K 7S9
Website: www.rrq.gouv.qc.ca
(Click on "If you move.")
Montréal area: (514) 873-2433
Québec City area: (418) 643-5185
Elsewhere in Québec: 1 800 463-5185
Teletype machine: see page 32

You may also visit one of the Régie des rentes customer service centers. To find the center nearest you, consult the Régie Website under the heading "How to Reach Us" or call one of the numbers listed above.

Retirement Plans in the Public and Parapublic Sectors in Québec

If you receive a pension administered by Commission administrative des régimes de retraite et d'assurances (CARRA), you can write to or call the following numbers to notify CARRA of your change of address. You must provide the personal information listed on page 17 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 Régie de l'assurance maladie du Québec. Refer to the Health Insurance Card section on page 20 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 to or calling the Retirement Pensions Division, Public Works and Government Services Canada. You must provide the personal information listed on page 17, 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
Shediac, New Brunswick E4P 9B4
Telephone: 1 800 561-7930
Fax: (506) 533-5989

Income Tax Returns and Sales Tax Credit

Québec Income Tax Return and QST Credit

To report your change of address, call, write to, visit the Revenu Québec office nearest you or use the Internet. You can also use the Service québécois de changement d'adresse. You must provide the personal information listed on page 17, your social insurance number and the amount shown on line 199 of your most recent income tax return. If you visit a Revenu Québec office, you must show a piece of identification.

To find the telephone number or the address of the Revenu Québec office nearest you, consult the blue pages of your phone book in the Gouvernement du Québec section under "Impôts et taxes" or the Revenu Québec Website.

Telephone: _____

Teletype machine: see page 32

Website: www.revenu.gouv.qc.ca

(Click on "On line change-of-address request.")

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Federal Income Tax Return and GST Credit

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

- Canada Child Tax Benefit
- Federal income tax return
- Goods and Services Tax (GST) credit
- Québec government family allowance—Régie des rentes

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 32
Website: www.cra-arc.gc.ca

You must provide the personal information listed on page 17, your social insurance number, and the amount you reported on line 150 of your 2003 tax return. If you choose to report your change of address by the Internet, have with you the access code on your label included with your 2003 tax return package.

To find the telephone number of the Canada 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 32

Savings Bonds and Other Financial Products

Québec Savings Bonds and Other Québec Financial Products

To report a change of address, you can write to or call Épargne Placements Québec. You must provide the personal information listed on page 17 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. You can also fill out the Notice of change of address form, available at banks and caisses populaires.

To receive your June 1 interest cheque for issue E-95 or earlier at your new address, notify Épargne Placements Québec of your change of address before April 15. For issue E-96 or later, provide your change of address before May 15.

Épargne Placements Québec

333, Grande Allée Est
Québec (Québec) G1R 5W3
Québec City area: (418) 521-5229
Elsewhere in Québec: 1-800-463-5229
Fax: (418) 521-6431
Website:
www.placementsqc.gouv.qc.ca

Canada Savings Bonds

To report a change of address, you can use the Internet, 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 17 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 32
Website: www.csb.gc.ca
(Click on "Change my address.")

Support Payments

If you pay or receive support through Revenu Québec, remember to notify Direction principale des pensions alimentaires of your change of address even if you have chosen to have the payments deposited directly. To do so, you may either call the officer responsible for your file directly, call one of the numbers below, or use the Internet. You can also use the Service québécois de changement d'adresse.

Québec City area: (418) 652-4413
Elsewhere in Québec: 1 800 488-2323

You must provide the personal information listed on page 17, your social insurance number, and the file number assigned to you by Direction principale des pensions alimentaires.

Website: www.revenu.gouv.qc.ca
(Click on "On line change-of-address request.")

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Permanent Voters' Lists

Québec Voters' List

To report your change of address, call the office of the Chief Electoral Officer of Québec or use the Service québécois de changement d'adresse.

Chief Electoral Officer of Québec

Québec City area: (418) 528-0422
Throughout the rest of Canada and the United States:
1-888-ELECTION (1 888 353-2846)
Teletype machine: see page 32
Website:
www.electionsquebec.qc.ca
E-mail: info@electionsquebec.qc.ca

Service québécois de changement d'adresse: www.adresse.info.gouv.qc.ca
(see pages 18 and 19)

Federal Voters' List

Unless you stipulate otherwise, the change of address you report to the Chief Electoral Officer of 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:

1 800 463-6868

Fax: 1 888 524-1444

Teletype machine: see page 32

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

- Provide the necessary information via the Hydro-Québec Website at: **www.hydroquebec.com/moving**
- Complete the *Change of Address form*
- Call the Customer Service Department at the number shown at the top of your bill

In the last two cases, you must provide the personal information listed on page 17, 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 32
Website:
www.hydroquebec.com/moving

If you move, you are still responsible for paying the electrical bills at your former address until you cancel the service. For this reason, it is important to notify Hydro-Québec of your moving date as early as possible, and at least seven days prior to the move if you are a residential customer.

If you are moving and you are a non-residential customer, you must provide written notice of the move at least 30 days in advance.

If you are a Hydro-Québec customer, a \$20 administration fee will be added to your Hydro bill when you move. If you are a new customer or have not been a Hydro-Québec customer for the past five years, you will be charged a \$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:

- ☐ Veteran Affairs Canada
- ☐ Commission de la construction du Québec
- ☐ Conseil du trésor (calls for candidates and job banks for casual and regular jobs)
- ☐ Emploi-Québec (certificate of qualification)
- ☐ Justice (Small Claims, Commissioner for Oaths, etc.)
- ☐ Ministère des Relations avec les citoyens et de l'Immigration (Carrefour d'intégration or Direction régionale of the department if you have an active file at the MRCI immigration service or integration and francization service)
- ☐ Office de la protection du consommateur
- ☐ Régie du logement
- ☐ Sûreté du Québec (Firearm Registration Certificate, license to possess firearms, license to possess and acquire firearms)
- ☐ _____
- ☐ _____

Other Change of Address Notices

- ☐ Associations, clubs
- ☐ Automobile manufacturers (for recalls and warranties)
- ☐ Banks, caisses
- ☐ Cable TV company
- ☐ Cemetery where you own a plot
- ☐ 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, attorneys
- ☐ Oil or gas companies
- ☐ Pensions and benefits from 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-of-hearing who have a teletype machine.

Bank of Canada

Teletype machine, throughout Québec: 1 800 354-2222

Canada Revenue Agency

Teletype machine, throughout Québec: 1 800 665-0354

Canada Post

Teletype machine, throughout Québec: 1 800 267-2797

Chief Electoral Officer of Québec

Teletype machine, Québec City area: (418) 646-0644

Teletype machine, elsewhere in Québec: 1 800 537-0644

Communication-Québec

Teletype machine, Montréal area: (514) 873-4626

Teletype machine, elsewhere in Québec: 1 800 361-9596

Elections Canada

Teletype machine, throughout Québec: 1 800 361-8935

Human Resources and Skills Development Canada

Teletype machine, throughout Québec: 1 800 529-3742

Hydro-Québec

Bell Teletype Relay Service (TTY): 711

Ask the operator to relay the following number:

For most Québec regions: 1 888 385-7252

Otherwise, the number at the top of your bill

Information on the Government of Canada

Teletype machine, throughout Québec: 1 800 465-7735

Revenu 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 on the Internet

For any information on the programs and services of the Québec government, simply visit the Québec government national portal at **www.gouv.qc.ca**

Throughout Québec: **1 800 363-1363 (toll free)**
Elsewhere: **(418) 643-1344**

Teletypewriter



The deaf or hard-of-hearing can reach Communication-Québec using a teletypewriter.

The following numbers are reserved solely for this use:

Montréal area: (514) 873-4626

Elsewhere in Québec: 1 800 361-9596



So you're moving?

Send us your new address by Internet—it's fast and simple.



Individuals

www.revenu.gouv.qc.ca
or
www.adresse.info.gouv.qc.ca

Businesses

www.revenu.gouv.qc.ca

Revenu
Québec 

Looking for information
on the programs and services
of the Québec government?

Contact us!

We also have a variety of free publications,
practical guides and forms. To reach us,

just...

Call

Throughout Québec: **1 800 363-1363** (toll free)

Elsewhere: (418) 643-1344

or visit the
Québec government portal at
www.gouv.qc.ca

*Relations
avec les citoyens
et Immigration*

Québec 

Always at the same address

www.rrq.gouv.qc.ca



Régienet
On-line services

To

Simulate

your retirement income

Apply for

your Statement of Participation

Apply for

your retirement pension

Sign up for

direct deposit

Régie des rentes

Québec



Moving?

Let us know ASAP!

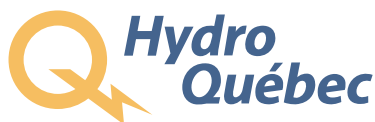
Please inform Hydro-Québec as soon as you know your new address, and at least 7 days before you move. This will help you avoid the expense and inconvenience of having to pay for electricity you did not consume.

Choose the method that suits you best:

- **Online**, at www.hydroquebec.com/moving
- **In writing**, using the ***Moving?*** form designed for this purpose and taking care to fill in all the fields
- **By phone** at the number printed at the top of your bill

If you have a service contract for non-residential use, you must provide at least 30 days' written notice.

Why not get a head start? Act now and avoid last-minute hassles!



Québec 

Une réalisation de :
• Ministère des Relations avec les citoyens et Immigration