

EDITION 2008

How to Change Your

Address



100, rue General-Va

100, rue

100, chemin de Ne

78, boul. La Morill

104, avenue du P

789, place Victo

boul. Armand-Roule

153, rang 6

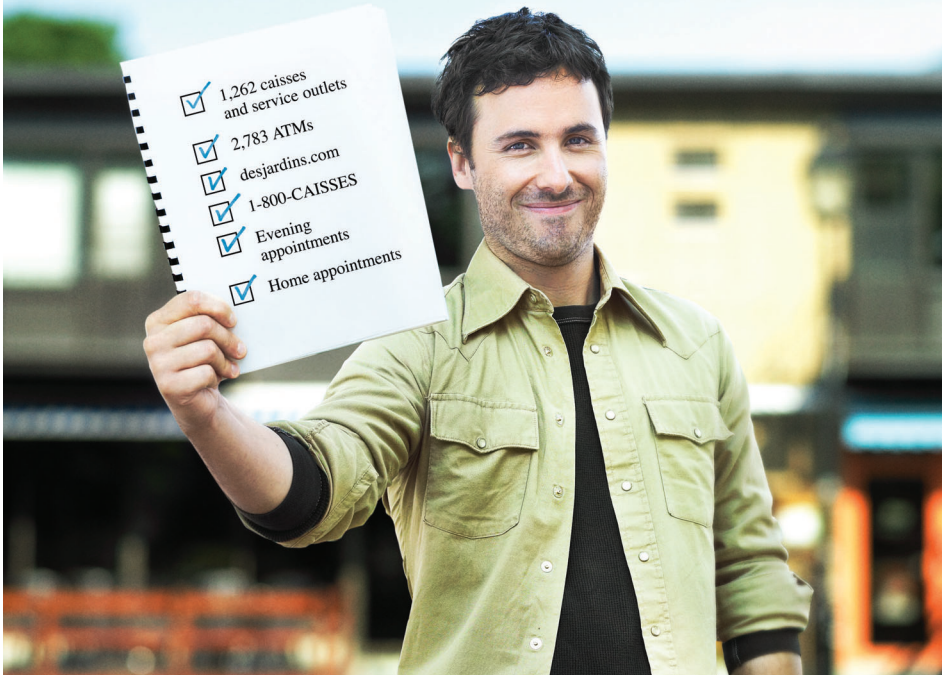
479, Domaine du

3450, rang des Rosiers

Québec 



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Québec 

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A free electronic version of this document is provided on the Québec government portal at **www.servicesquebec.gouv.qc.ca**. This site also provides access to forms and a host of useful links. This document can be downloaded (in PDF format) from the same website.

The information contained in this guide was verified in December 2007, but certain programs or services may change any time. Please note that the information contained in this guide does not have force of law.

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Foreword

When you're planning a move, it is essential you make sure your mail continues to reach you. Once you're settled into your new home, or even several weeks in advance, be sure to notify others of your new address, including government ministries and organizations.

To make this task easier for you, Services Québec has produced the brochure *How to Change Your Address*. The first part of the document suggests the steps you can take to notify government ministries and organizations of your change of address and make the required changes for any direct deposits you receive. The brochure also contains information on **Service québécois de changement d'adresse**, an online service that lets you notify six government ministries and organizations of your new address in a single step.

The second part entitled "Moving: A Few Useful Tips" contains a host of practical information to make your move go as smooth as possible, including home insurance, the shelter allowance, and how to choose a mover.

Services Québec can provide assistance in many other areas. For general information on Québec government programs and services available through its ministries and organizations, call **418-644-4545** (Québec City area), **514-644-4545** (Montréal area), or **1-877-644-4545** (elsewhere in Québec) or go to www.servicesquebec.gouv.qc.ca.

For federal government programs and services, contact Service Canada at **1-800-622-6232**.

Services Québec would like to thank everyone who helped update this document.

Note to residents of merged municipalities

Persons who are not moving but whose city or street has changed names as a result of a municipal merger should not make any change to their mailing address before receiving a notice to this effect from Canada Post.

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Part 1:

Steps for Changing Your Address

Before Starting

Stop by the Post Office

When you change addresses, it is recommended you drop by your nearest post office at least two weeks before moving to ensure your mail is forwarded to your new address (a fee will be charged). Your mail will then be forwarded to your new address anywhere in Canada for a six-month period and, if you renew the service, for an additional six months. This service is also available if you move outside Canada.

Notifying the post office does not mean you don't have to notify government ministries and organizations or other persons and organizations of your change of address.

Please note that certain ministries and organizations ask Canada Post not to forward cheques to a new address and to return them if the addressee has moved.

Notice of Change of Address cards are distributed free of charge by Canada Post, but you will have to affix the appropriate postage.

To find our new postal code, go to **www.canadapost.ca** or drop by your nearest post office to consult the *Canadian Postal Code Directory*.

For information on changing your address, call Customer Service at Canada Post at **1-800-267-1177**.

Teletypewriter (see p. 38.)

Personal Information Required

Each time you notify a government ministry or organization of a change of address, you must provide the following personal information:

- Full name
- Date of birth
- Former and new address
- Home telephone number
- Telephone number where you can be reached during the day or a message can be left
- Moving date

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

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

Service québécois de changement d'adresse (SQCA)

Service québécois de changement d'adresse (SQCA) was launched in May 2004 by the Government of Québec to allow you to notify six government ministries and organizations of your new address in a single step that takes only a few minutes online or over the phone: Ministère de l'Emploi et de la Solidarité sociale (MESS), Régie des rentes du Québec (RRQ), Société de l'assurance automobile du Québec (SAAQ), Revenu Québec, Directeur général des élections du Québec (DGEQ), and Régie de l'assurance maladie du Québec (RAMQ). The service has been provided by Services Québec since its launch.

You can also complete a change of address notification at any Services Québec office.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

Cards, Permits, and Certificates

Health Insurance Card

You must notify Régie de l'assurance maladie du Québec (RAMQ) of your change of address to ensure you receive the renewal notice for your health insurance card before it expires.

You can notify RAMQ online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call RAMQ or drop by its Québec City or Montréal office.

Régie de l'assurance maladie du Québec
1125 Grande Allée Ouest
Québec City, QC G1S 1E7
or
425 boulevard de Maisonneuve Ouest
3rd Floor, Suite 300
Montréal, QC H3A 3G5
Québec City area: 418-646-4636
Montréal area: 514-864-3411
Elsewhere in Québec: 1-800-561-9749
Teletypewriter (see p. 38.)
www.ramq.gouv.qc.ca

You are required to provide the personal information listed on page 7 and have your health insurance card handy as well as the cards of any people who reside with you. You may also be asked to provide your social insurance number (persons aged 18 and over), your mother's maiden name, and her 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, Vehicle Registration Certificate, and Parking Permit Certificate for Holders of Disabled Parking Permits

If you have a driver's license, you can report a change of address to Société de l'assurance automobile du Québec (SAAQ) online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call or write to SAAQ (make sure to sign your letter) or drop by one of the SAAQ service outlets.

Société de l'assurance automobile
du Québec
Case postale 19600, succursale Terminus
Québec City, QC G1K 8J6
Québec City area: 418-643-7620
Montréal area: 514-873-7620
Elsewhere in Québec: 1-800-361-7620
Teletypewriter (see p. 38.)
www.saaq.gouv.qc.ca

A single notice is sufficient to have the address changed on all documents issued in one person's name by SAAQ.

You must provide the personal information mentioned on page 7 and may also be required to present the following:

- If you have a driver's license:
 - Your driver's license number (numéro de dossier)
 - The reference number on your driver's license (numéro de référence)
- If you don't have a driver's license:
 - Your vehicle license plate number
 - Your vehicle registration certificate number
- If you have a disabled parking permit:
 - The file number on your attestation certificate

Notify SAAQ of your new address as soon as you know it. You must do so within 30 days of moving, failing which you will be liable for a fine ranging from \$60 to \$100.

Between 7 and 10 days after moving, you will receive a card or sticker confirming that SAAQ has noted your new address. You must either have this card in your possession at all times or affix the sticker in the appropriate space on your driver's license. If you have not received confirmation within 10 days of moving, please contact SAAQ.

Information on **compensation for victims of automobile accidents** can be found on page 18.

For vehicles registered in the name of a business or jointly owned, notification of an address change cannot be done by phone. It must be done by mail or in person at an SAAQ service outlet. Call one of the numbers provided to find out how to proceed.

For the address of the nearest Société de l'assurance automobile du Québec service outlet, look in the Gouvernement du Québec blue pages of the phone book, under the heading "Permis, licences et enregistrements," or visit the SAAQ website at www.saaq.gouv.qc.ca.

Apprentice Booklet, Apprenticeship Card, and Certificate of Qualification (Non-Construction)

To report a change of address, call Emploi-Québec, Centre administratif de la qualification professionnelle at **1-866-393-0067** or use Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You must provide the personal information mentioned on page 7, together with your social insurance number and the number of your apprenticeship card or certificate of qualification.

Competency Certificates (Construction): Apprentice Competency, Journeyman Competency, and Occupation Competency

If you are a salaried construction worker and are moving, you must notify Commission de la construction du Québec (CCQ) of your change of address by calling Customer Service or visiting the CCQ website if you are registered to use its online services.

Commission de la construction du Québec
Customer Service
1-888-842-8282
www.ccq.org

For the address and phone number of your nearest Commission de la construction du Québec office, look in the Gouvernement du Québec blue pages of the phone book, under the heading "Construction."

Hunter's or Trapper's Certificate

To report a change of address, call Service aux citoyens at Ministère des Ressources naturelles et de la Faune (MRNF) or visit their website to complete the appropriate online form.

Ministère des Ressources naturelles
et de la Faune du Québec
Service aux citoyens
880 chemin Sainte-Foy, RC 120-C
Québec City, QC G1S 4X4
Québec City area: 418-627-8600
Elsewhere in Québec: 1-866-248-6936
www.mrnf.gouv.qc.ca

You must provide the personal information mentioned on page 7, together with your certificate number.

Passport

It is not necessary to notify Passport Canada (Department of Foreign Affairs and International Trade) of your change of address. However, it is recommended that you cross out your old address (or that of your emergency contact) and write the new one in the space provided on page 4 of the passport. Do not cover the information already provided.

Allowances, Pensions, and Other Income

Last-Resort Financial Assistance

If you receive benefits under the last-resort financial assistance programs, you must report your change of address in one of the following ways:

- By contacting your local employment center (CLE) or Bureau des renseignements et plaintes at Ministère de l'Emploi et de la Solidarité sociale (MESS)
- By completing the Monthly Statement form included with your cheque or your direct deposit statement
- By using Service québécois de changement d'adresse

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You must provide the personal information mentioned on page 7, together with your social insurance number and the number of your file with Ministère de l'Emploi et de la Solidarité sociale (MESS) e.g., MARL31071595.

You must find out from your local employment center (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 (lease or other proof of residence) that show your new address.

In addition, to ensure you receive your Relevé 5 (RL-5) and T5007 slips, you must send a change of address notice, even if you are no longer receiving last-resort financial assistance.

If you use direct deposit services, you must notify your local employment center (CLE) in writing as soon as there is a change concerning your financial institution or bank account. Complete a Direct Deposit Registration Form available free at financial institutions, local employment centers, and on the MESS website. You must return the form, along with a blank personal cheque marked "VOID" to your CLE.

Ministère de l'Emploi
et de la Solidarité sociale du Québec
Bureau des renseignements et plaintes
Québec City area: 418-643-4721
Elsewhere in Québec: 1-888-643-4721
www.mess.gouv.qc.ca

For the address and phone number of your local employment center consult the website of Ministère de l'Emploi et de la Solidarité sociale or look in the Gouvernement du Québec blue pages of the phone book, under the heading "Emploi et placement."

Employment Insurance (Unemployment Insurance)

You can call a Service Delivery Agent to change your address or direct deposit information.

Or, if you have an Employment Insurance Access Code (four-digit number printed in the shaded area of your benefit statement), you can update your mailing address, phone number, and direct deposit information using My EI Information Online.

You must provide the personal information mentioned on page 7, together with your social insurance number and Employment Insurance Access Code, if you have one.

Service Canada
Phone: 1-800-206-7218 (English)
Phone: 1-800-808-6352 (French)
Teletypewriter (see p. 38)
www.servicecanada.gc.ca

Shelter Allowance

If you receive benefits under the Shelter Allowance program, you can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call, write to, or drop by your regional Revenu Québec office.

You must provide the personal information mentioned on page 7, together with your social insurance number and the amount entered on line 199 of your most recent provincial income tax return for which you received a notice of assessment. If you go in person to a Revenu Québec office, you must present two pieces of I.D., including one photo I.D. (health insurance card, driver's license, etc.).

If you receive your benefits via direct deposit and wish to change your information already on file, please contact Revenu Québec.

Revenu Québec
Québec City area: 418-659-6299
Montréal area: 514-864-6299
Elsewhere in Québec: 1-800-267-6299
Teletypewriter (see p. 38.)
www.revenu.gouv.qc.ca

For the address and phone number of your regional Revenu Québec office, look in the *Gouvernement du Québec* blue pages of the phone book, under the heading "Logement" or visit **www.revenu.gouv.qc.ca**.

Child Assistance

You can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You must provide the personal information mentioned on page 7, together with your social insurance number and your mother's maiden name.

If you receive Child Assistance payments via direct deposit, remember to notify Régie des rentes du Québec (RRQ) of any change in address or direct deposit information. You can use the online Direct deposit service or contact RRQ by phone.

To modify your direct deposit information by phone, make sure you have in hand a personal cheque from the financial institution where the payment will be deposited.

Please note that only the recipient of Child Assistance payments can make the address change or modify direct deposit information. The bank account must be in the recipient's name. However, joint accounts are also accepted.

Régie des rentes du Québec
Québec City area: 418-643-3381
Montréal area: 514-864-3873
Elsewhere in Québec: 1-800-667-9625
Teletypewriter (see p. 38)
www.rrq.gouv.qc.ca/services

Québec Parental Insurance Plan

If you are currently receiving or have received parental insurance benefits, you can report your change of address by contacting the Customer Service Center at **1-888-610-7727**. If you are registered to use the online services at www.rqap.gouv.qc.ca, you can make the change online once you enter your username and password.

You must provide the personal information mentioned on page 7, together with your social insurance number or your file number.

If you receive your payments via direct deposit and wish to change your information already on file, please follow the steps described above.

Work Premium

If you receive advance payments of the work premium by cheque, you must notify Revenu Québec of your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call Revenu Québec.

You must provide the personal information mentioned on page 7, together with your social insurance number and present your most recent provincial income tax return for which you received a notice of assessment. If you go in person to a Revenu Québec office, you must present two pieces of I.D., including one photo I.D. (health insurance card, driver's license, etc.).

Revenu Québec
Québec City area: 418-659-6299
Montréal area: 514-864-6299
Elsewhere in Québec: 1-800-267-6299
Teletypewriter (see p. 38)
www.revenu.gouv.qc.ca

If you receive advance payments of the work premium via direct deposit and wish to change your information already on file, read the section "Québec Income Tax Return and QST Credit" on page 22 to find out how to proceed.

Canada Child Tax Benefit

A single notice to the Canada Revenue Agency is all it takes to report an address change or modify your direct deposit information for the following:

- Canada Child Tax Benefit
- Federal income tax return
- Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit

To report your change of address, you can call the Canada Revenue Agency. However, to prevent fraud, you cannot modify any direct deposit information by phone. Therefore, if you wish to cancel your direct deposit registration or require assistance to complete the T1-DD (1) form or to authorize the deposit of other eligible payments in your bank account, please contact the Canada Revenue Agency.

You may also forward your change of address notice by mail or fax to your nearest tax center.

To modify your direct deposit information, you can complete the “Direct Deposit – Start or Change” form in your federal income tax return or complete and return the T1-DD (1) form to your nearest tax center. To get a copy of the form, visit the Canada Revenue Agency (CRA) website or call **1-800-959-3376**.

To change your address or direct deposit information, you can use the My Account online service on the CRA website.

Regardless of the means you choose to report your changes, you must provide the personal information mentioned on page 7, together with your social insurance number and the amount entered on line 150 of your most recent federal income tax return for which you received a notice of assessment.

Canada Revenue Agency
Shawinigan-Sud Tax Centre
4695 12^e Avenue
Shawinigan-Sud, QC G9N 7S6
or
Canada Revenue Agency
Jonquière Tax Centre
2251 boulevard René-Lévesque
Jonquière, QC G7S 5J1
Phone: 1-800-959-8281 (English)
Phone: 1-800-959-7383 (French)
Fax (Shawinigan-Sud): 819-536-7078
Fax (Jonquière): 418-548-0846
Teletypewriter (see p. 38)
www.cra-arc.gc.ca

Income Security Programs

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

If you receive one or more of these benefits, you can write to or call Service Canada to change your address or direct deposit information.

You can also use the online View and Update CPP and OAS Personal Information service.

You must provide the personal information mentioned on page 7, together with your social insurance number and the kind of benefits or allowance you receive.

Service Canada
Post Office Box 1816
Québec City, QC G1K 7L5
Phone: 1-800-277-9914 (English)
Phone: 1-800-277-9915 (French)
Teletypewriter (see p. 38)
www.servicecanada.gc.ca

Régime de rentes du Québec (Québec Pension Plan)

Retirement Pension, Disability Pension, Surviving Spouse's Pension, Orphan Pen- sion, and Pension for a Disabled Person's Child

You can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicisquebec.gouv.qc.ca
(click on Citizens)

You must provide the personal information mentioned on page 7, together with your social insurance number and your mother's maiden name.

To receive your benefits via direct deposit or to change your information already on file, you can use the Régie des rentes du Québec (RRQ) online service or call directly. Be sure to have a sample personal cheque in hand when you call.

Please note that the bank account in which the direct deposit is made must be in your name. However, joint accounts are also accepted.

Régie des rentes du Québec
Québec City area: 418-643-5185
Montréal area: 514-873-2433
Elsewhere in Québec: 1-800-463-5185
Teletypewriter (see p. 38)
www.rrq.gouv.qc.ca/services

Foreign Pensions (International Social Security Agreements)

The Government of Québec has signed social security agreements with 30 countries. If you receive a pension from one of these countries and you want to give notice of a change of address, you must phone Bureau des ententes de sécurité sociale and provide your Canadian social insurance number (SIN) and your social insurance number from the country that issues the pension.

Régie des rentes du Québec
Bureau des ententes de sécurité sociale
1055 boul. René-Lévesque Est, 13th Floor
Montréal, QC H2L 4S5
Montréal area: 514-866-7332, ext. 7801
Elsewhere in Québec:
1-800-565-7878, ext. 7801

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 Commission to notify it of your change of address. You must provide the personal information mentioned on page 7 together with your social insurance number.

In addition, to avoid any delays in the direct deposit payment of your pension, you must notify CARRA of any changes to be made to your information already on file (bank account or branch number, etc.). To do so, you can call, write to CARRA or complete one of the forms available on its website: Application for direct deposit in a financial institution located in Canada or Application for direct deposit outside Canada. Before sending the form by mail or fax, be sure to enclose a blank personal cheque marked "VOID."

Commission administrative des régimes
de retraite et d'assurances
Service de la perception et des paiements
475 rue Saint-Amable
Québec City, QC G1R 5X3
Québec City area: 418-644-2325
Elsewhere in Québec: 1-800-368-9883
Fax: 418-644-8831
www.carra.gouv.qc.ca

If you contribute to a retirement plan 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 (RAMQ). The procedure to contact RAMQ is described on page 8 of this guide.

However, **if you have filed an application that is currently being processed by CARRA**, you must notify CARRA of your change of address and provide the personal information mentioned on page 7 together with your social insurance number and the type of application being processed.

Commission administrative des régimes
de retraite et d'assurances
Service des contacts clients
475 rue Saint-Amable
Québec City, QC G1R 5X3
Québec City area: 418-643-4881
Elsewhere in Québec: 1-800-463-5533
www.carra.gouv.qc.ca

Federal Public Service Pension Plan and Survivor Benefit

If you receive a retirement pension or survivor benefit, you can make a change to your address or direct deposit information by writing, calling, or faxing the Superannuation Directorate of Public Works and Government Services Canada.

You must provide the personal information mentioned on page 7, together with your pensioner's or surviving spouse's number, and your social insurance number.

Public Works and Government
Services Canada
Superannuation, Pension Transition
and Client Services Sector
P.O. Box 5010
Shediac, NB E4P 9B4
Phone: 1-800-561-7930 (English)
Phone: 1-800-561-7935 (French)
Fax: 1-506-533-5989
Teletypewriter (see p. 38)
www.pwgsc.gc.ca/superannuation

Commission de la santé et de la sécurité du travail (CSST) Compensation

Compensation Under the Safe Pregnancy Program (*Pour une maternité sans danger*) or for an Industrial Accident or Occupational Disease

If you move while you are receiving compensation from CSST, you must notify it of your change of address to have your file(s) updated. You can either call, write, or visit your regional CSST office or use the online form *Changement d'adresse* (in French only).

In addition, to receive the Relevé 5 (RL-5) and T5007 slips, you must notify CSST of your change of address, even if you are no longer receiving compensation.

You must provide the personal information mentioned on page 7 together with your CSST file number.

If you receive your compensation payments by direct deposit and wish to modify your information already on file, you can complete the online form *Le dépôt direct : personnes indemnisées par la CSST et par la Direction de l'IVAC* (in French only) available on the CSST website. Be sure to enclose a blank personal cheque marked "VOID" and write your name and social insurance number on the back before sending the form and cheque by fax or mail to your regional CSST office. A single notice is enough to have your address changed for all the programs and services provided by the CSST.

For the address and phone and fax numbers of the regional offices of the Commission de la santé et de la sécurité du travail, look in the Gouvernement du Québec blue pages of the phone book, under the heading "*Santé et sécurité du travail*" or visit www.csst.qc.ca.

Compensation for Victims of Criminal Acts and Compensation Paid to Persons Injured While Performing Acts of Good Citizenship

To report your change of address, you can write to or call Direction de l'indemnisation des victimes d'actes criminels (IVAC) at Commission de la santé et de la sécurité du travail (CSST). You must provide the personal information mentioned on page 7 together with your file number.

To receive the Relevé 5 (RL-5) and T5007 slips, you must notify IVAC of your change of address, even if you are no longer receiving compensation.

If you receive your compensation payments by direct deposit and wish to modify your information already on file, you can complete the online form *Le dépôt direct : personnes indemnisées par la CSST et par la Direction de l'IVAC* (in French only) available on the CSST website. Be sure to enclose a blank personal cheque marked "VOID" and write your name and social insurance number on the back before sending the form and cheque by fax or mail to Direction de l'indemnisation des victimes d'actes criminels.

Commission de la santé
et de la sécurité du travail
Direction de l'indemnisation
des victimes d'actes criminels (IVAC)
1199 rue de Bleury, 5th Floor
Case postale 6056, succ. Centre-ville
Montréal, QC H3C 4E1
Montréal area: 514-906-3019
Elsewhere in Québec: 1-800-561-4822
Fax: 514-906-3029

Compensation for Victims of Automobile Accidents

You can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call or write to Direction de l'indemnisation at Société de l'assurance automobile du Québec (SAAQ).

You must provide the personal information mentioned on page 7 together with your claim number.

Société de l'assurance automobile du Québec
Direction de l'indemnisation
Case postale 2500, succursale Terminus
Québec City, QC G1K 8A2
Québec City area: 418-646-9877
Elsewhere in Québec: 1-800-463-6890
Teletypewriter (see p. 38)
www.saaq.gouv.qc.ca

If you receive your compensation payments by direct deposit and wish to modify your information already on file, you can complete the online form Direct Deposit Request available on the SAAQ website. Be sure to enclose a blank personal cheque marked "VOID" (do not staple). Send the form and cheque to the SAAQ Services aux accidentés (Dépôt direct) to the address indicated above.

You can also contact the person in charge of your file to

- Make changes to your direct deposit information
- Cancel your direct deposit registration
- Obtain a form by mail

If you do not have the contact information for this person, contact the SAAQ at one of the numbers above.

For death benefits, files that are in English, or for which 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

During Your Studies

You can use the online services available in the Aide financière aux études section of the Ministère de l'Éducation (MELS), du Loisir et du Sport website to report your change of address. Simply click on "Fill out a form" under "On-Line Access to Your File!"

You can also report your new address to your school's financial assistance office or notify Aide financière aux études by phone or in writing.

During the Loan Repayment Period After Your Studies

Report your change of address to the financial institution where you are repaying your loan and to Aide financière aux études.

You must provide the personal information mentioned on page 7 as well as your permanent student code or date of birth.

Ministère de l'Éducation,
du Loisir et du Sport du Québec
Aide financière aux études
Service de l'accueil et des renseignements
1035 rue De La Chevrotière
Québec City, QC G1R 5A5
Québec City area: 418-643-3750
Elsewhere in Québec: 1-877-643-3750
www.afe.gouv.qc.ca

Support Payments

If you receive support through Revenu Québec, you can report your change of address to Direction des pensions alimentaires, even if you have chosen to have the payments deposited directly. You can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also use one of the following options:

- Call the agent responsible for your file directly
- Call one of the numbers below

- Write to Direction des pensions alimentaires at one of the addresses below, depending on where your support payment file is handled
- Complete the online form Moving? (IN-907V) available on the Revenu Québec website and return it to Direction des pensions alimentaires.

You must provide the personal information mentioned on page 7, together with your social insurance number, your file number, and the amount entered on line 199 of your most recent provincial income tax return for which you received a notice of assessment.

Revenu Québec
Direction des pensions alimentaires
3800 rue de Marly, secteur 1-1-1
Québec City, QC G1X 4A5
or
Revenu Québec
Direction des pensions alimentaires
577 boul. Henri-Bourassa Est, 2nd Floor
Montréal, QC H2C 1E2
Québec City area: 418-652-4413
Elsewhere in Québec: 1-800-488-2323
Teletypewriter (see p. 38)
www.revenu.gouv.qc.ca

If you receive your support payments by direct deposit and wish to modify your information already on file, you can complete the online form Request for Direct Deposit of Your Support Payments available on the Revenu Québec website or drop by a Revenu Québec office. You can also contact the agent responsible for your file directly.

YOU'RE MOVING

Use the six-at-once solution



MOVING? Solution!

NOTIFY SIX GOVERNMENT DEPARTMENTS AND AGENCIES OF YOUR ADDRESS CHANGE IN A SINGLE OPERATION:

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

IT CAN BE DONE:

By Internet, at

www.servicesquebec.gouv.qc.ca

(under "Citizens")

By phone, at

418
514
1 877 **644-4545**

At a Services Québec service counter

Services
Québec 

Income Tax, Other Taxes, and Investments

Québec Income Tax Return and QST Credit

You can report your change of address by using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call, write to, or drop by your nearest Revenu Québec office.

You must provide the personal information mentioned on page 7 as well as your social insurance number and the amount entered on line 199 of your most recent provincial income tax return for which you received a notice of assessment. If you go in person to a Revenu Québec office, you must present two pieces of I.D., including one photo I.D. (health insurance card, driver's license, etc.).

Revenu Québec

Québec City area: 418-659-6299

Montréal area: 514-864-6299

Elsewhere in Québec: 1-800-267-6299

Teletypewriter (see p. 38)

www.revenu.gouv.qc.ca

For the address and phone number of your regional Revenu Québec office, look in the Gouvernement du Québec blue pages of the phone book, under the heading "Impôt et taxes" or visit the ministry website.

If you receive your QST credit, work premium, or provincial income tax refund by direct deposit and wish to modify your information already on file, be sure to enclose a blank personal cheque marked "VOID" with your next provincial income tax return and note your name and social insurance number on the back of the cheque.

You can also complete an online request for direct deposit form on the Revenu Québec website: Form LM-3.Q-V if you live in the Québec City area or Form LM-3.M-V if you live in the Montréal area.

Canada Income Tax Return and GST/HST Credit

Before notifying the Canada Revenue Agency of your change of address, please read the information on the Canada Child Tax Benefit on page 14.

Québec Savings Bonds and Other Savings Products

To report a change of address, you can write or call Épargne Placements Québec.

You must provide the personal information listed on page 7 along with your holder number indicated on the tearoff stub of your interest cheque and on direct deposit notices, tax slips, and quarterly portfolio statements.

Épargne Placements Québec
333 Grande-Allée Est
Québec City, QC G1R 5W3
Phone: 1-800-463-5229
Fax: 418-521-6431
www.epq.gouv.qc.ca

Canada Savings Bonds

If you are a Certificated Bond Owner, you can report your change of address by calling **1-800-575-5151** or completing S839A Change of Address Form online at www.csb.gc.ca.

You must provide the personal information listed on page 7 along with your Customer ID and the full name(s) on the bond.

If you are a Payroll Savings Plan owner, call **1-877-899-3599** or complete PSPCA Change of Address Form online at www.csb.gc.ca. You must provide the personal information listed on page 7 along with your plan number.

The S839A Change of Address Form and PSPCA Change of Address Form must be duly completed and signed before mailing or faxing.

Canada Savings Bonds
P.O. Box 2770, Station D
Ottawa, ON K1P 1J7
Fax: 613-782-8096 (Form S839A)
or 613-782-7750 (Form PSPCA)
Teletypewriter (see p. 38)
www.csb.gc.ca

Permanent Lists of Electors

Québec List of Electors

You can report your change of address online or by phone using Service québécois de changement d'adresse.

Service québécois de changement d'adresse
Québec City area: 418-644-4545
Montréal area: 514-644-4545
Elsewhere in Québec: 1-877-644-4545
www.servicesquebec.gouv.qc.ca
(click on Citizens)

You can also call the office of Directeur général des élections du Québec (DGEQ).

Directeur général des élections du Québec
Québec City area: 418-528-0422
Elsewhere in Canada, and in the United States: 1-888-ÉLECTION (1-888-353-2846)
Teletypewriter (see p. 38)
info@electionsquebec.qc.ca
www.electionsquebec.qc.ca

Electoral List (Canada)

Unless you send a notice to the contrary, the change of address transmitted to Directeur général des élections du Québec (DGEQ) will be automatically forwarded to Elections Canada.

However, **if you move outside of Quebec**, you must call Elections Canada to report your change of address.

Élections Canada
Phone: 1-800-463-6868
Fax: 1-888-524-1444
Teletypewriter (see p. 38)

Hydro-Québec

You can notify Hydro-Québec of your change of address by

- Calling Customer Service at the number at the top of your bill
- Submitting your address information online

In both cases you must provide the personal information listed on page 7 along with your account number.

Hydro-Québec
Customer Service
From anywhere in Québec:
1-888-385-7252
Teletypewriter (see p. 38)
www.hydroquebec.com/moving

When you move, you are responsible for paying your electricity bill up to the moment you cancel your service at the address in question. It is therefore important that you notify Hydro-Québec of the moving date as early as possible (at least seven days in advance if you have a residential account).

Hydro-Québec charges a \$20 set fee (plus GST and QST) to process customer changes of address. This fee will be added to your bill. If you are a new customer or if you have not received any service from Hydro-Québec in the past five years, you will be charged a fee of \$50 (plus GST and QST) to open an account.

Part 2:

Moving: A Few Useful Tips

Three Options

You may be moving by choice or by obligation. It may be an event you look forward to or one you dread. Either way, it's worth following a few rules of thumb. Whether you're a tenant or owner, there are a number of things you should keep in mind and certain choices you will have to make. You have three main options for the move:

- Hire a mover registered with Commission des transports du Québec
- Hire a non-registered mover
- Do it on your own

Hiring a Registered Moving Company

By dealing with a moving company registered with Commission des transports du Québec (www.ctq.gouv.qc.ca) and generally a member of the Québec Trucking Association, you are likely to be well served. Registered movers have an office, have been in business for some time, have liability insurance, offer protection against damage, and hire qualified staff.

If you plan on moving between June 1 and July 15, we suggest you book the moving company 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.

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 have only your fragile or very valuable items packed by the moving company.

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, etc.), including the date and time of the move and all details pertaining to the cost.

Moves 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. A representative from the moving company can 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 so many other fields, word-of-mouth is the best reference. Ask your family and friends for advice. You can also check your phone book under "Moving".

Give priority to companies that have a full address and carry insurance, and especially those that are registered with Commission des transports du Québec

(*Registre des propriétaires et des exploitants de véhicules lourds*). Check with the Commission by phone or via their website for the names of registered movers.

Commission des transports du Québec
200 chemin Sainte-Foy, 7th Floor
Québec City, QC G1R 5V5
or

Commission des transports du Québec
545 boulevard Crémazie Est
10th Floor, Suite 1000
Montréal, QC H2M 2V1
Phone: 1-888-461-2433
Fax (Québec): 418-644-8034
Fax (Montréal): 514-873-4720
www.ctq.gouv.qc.ca

Moving companies must be registered with Commission des transports du Québec, but they can choose whether or not to belong to the Québec Trucking Association. If the one you choose is a member of this association and you are dissatisfied with the service you received, you can submit a **written complaint** by mail, fax, or email and can take advantage of the mediation service provided in the event of a dispute.

Québec Trucking Association
6450 rue Notre-Dame Ouest, Suite 200
Montréal, QC H4C 1V4
Montréal area: 514-932-0377
Elsewhere in Québec: 1-800-361-5813
Fax: 514-932-1358
info@carrefour-acq.org
www.carrefour-acq.org

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 tend to offer competitive rates. In addition to cost, consider the company's reputation, services, and whether or not they carry 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, Office de la protection du consommateur or the Québec Trucking Association may be able to help you seek recourse.

To contact Office de la protection du consommateur, call one of the following numbers:

Montréal: 514-253-6556
Québec City: 418-643-1484
Trois-Rivières: 819-371-6400
Saguenay: 418-695-8427
Gatineau: 819-772-3016
Sherbrooke: 819-820-3694
Saint-Jérôme: 450-569-7585

You can also call **1-888-OPC-ALLO** (1-888-672-2556) or visit their website at www.opc.gouv.qc.ca.

Hiring a Non-Registered Moving Company

Beware of so-called "movers" whose ads appear in the classifieds boasting unbeatable rates. These are often groups of people who form moving teams from June 1 to July 15. After that date, they are hard to get hold of and there may no longer be any service at their phone number. These movers are not listed on the Commission des transports' register

of heavy vehicle owners and operators (*Registre des propriétaires et des exploitants de véhicules lourds*). What's more, they do not offer professional service or coverage. In other words, you could run into trouble and regret having hired them.

Doing It on Your Own

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 is a matter of 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?
- 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 engine or transmission?
- 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?

It is worth noting that during the busy moving season in Québec, *Contrôle routier Québec*—an agency that's part of *Société de l'assurance automobile du Québec (SAAQ)*—is especially vigilant when it comes to driver competency, the safety of secured loads, and compliance with standards governing the transport of goods and equipment. Be sure to read the following attentively:

- **Hold the right class of license**

To drive a two-axle truck with a net weight of 4,500 kg or more, you must hold a valid class 3 driver's license. This class of license is also necessary to drive a truck with 3 or more axles, regardless of the net weight. You must also have on your person the vehicle registration certificate, insurance certificate, and vehicle rental contract, if applicable.

- **Make mandatory stops at weigh stations**

When driving a vehicle with a net weight over 3,000 kg, you must stop at weigh stations when their lights are flashing.

- **Use trailers safely**

If you are towing a trailer, the towing vehicle must be equipped with all the required devices in good working order: coupling device, safety chain, and electrical cable for rear brake lights. The chains, cables, and all other safety devices must be strong enough to ensure the trailer and vehicle remain connected in the event a coupling device should break. Inspect the coupling device before you depart and several times during the trip.

- **Secure loads properly**

Carefully secure all objects, keeping in mind the capacity of the towing vehicle. During transport, any hazardous materials must be placed in certified containers designed specifically for this purpose. Each container can weigh no more than 30 kg, and the total weight of the containers must not exceed 150 kg. All containers must be firmly secured in the vehicle and placed in such a way that no other objects can fall on them during transport.

- **Buckle up!**

All vehicle occupants must be seated in a seat installed by the vehicle manufacturer and wear their seatbelts. It is strictly forbidden to sit on or in the towed load.

Offenders risk fines of between \$90 to \$600, as applicable.

Régie du logement at Your Service

In Québec, most leases are for a twelve-month period, from July 1 to midnight on June 30. If this is your case, you may be wondering whether you can occupy your new dwelling on June 30, or whether you must wait until July 1.

Every year, Régie du logement reminds Quebecers that the right of new tenants to occupy the premises begins on the first day of the lease. The outgoing tenant must therefore leave the premises and remove his or her effects by this time. However, since it is impossible for every person moving on that day to obtain a moving truck at the same time, the Régie urges all parties to show courtesy and a sense of civic spirit in exercising their rights in a reasonable manner.

Outgoing tenants must clear out space ahead of time so that new tenants can leave their belongings in the dwelling during the overlap time when both parties' possessions are present. Landlords are recommended to come to an agreement with the outgoing tenant and the new tenant about how and when the premises will be turned over.

For the address and phone number of your regional Régie du logement office, look in the Gouvernement du Québec blue pages of the phone book, under the heading "Logement" or visit www.rdl.gouv.qc.ca.

Insurance

Insuring Your Belongings During the Move

No matter how careful you are while moving, mishaps such as loss, breakage, or even theft can occur.

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.

If you decide to hire a moving company, make sure that it has enough insurance to cover your possessions during the move. You have the right to ask for the name of its insurance company and to verify the accuracy of this information if you are in doubt. You should know that the moving company's liability is generally limited to a maximum amount per kilo (or pound). If you feel the set maximum is insufficient, the mover can provide you with additional coverage for an extra fee. Always ask for detailed, written explanations.

If you move on your own, be aware that 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. You are best to take out additional insurance through your own insurance company or broker.

Taking Possession of Your New Home Before the Moving Day

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 home insurance 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.

If you have any questions, call your insurance company or broker, or the Insurance Bureau of Canada's Information Centre.

Insurance Bureau of Canada
Insurance Information Centre
Montréal area: 514-288-4321
Elsewhere in Québec: 1-877-288-4321
www.bac-quebec.qc.ca

Taking Out Home Insurance

If you haven't already given thought to the benefits of home insurance, you should do so as soon as you are settled into your new dwelling.

Whether you are a tenant or owner, it is important to protect your possessions by taking out home insurance. Home insurance covers not only your possessions, but also your civil liability, that is, any damage you cause to others.

There are various types of insurance available. One is bound to suit your needs and budget. When you call your insurance agent or broker, have your new address handy as well as other information about your new residence, such as the type of building (house, condominium, etc.), its value, the number of floors or apartments, 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.

For further information on home insurance, call the Insurance Bureau of Canada or consult www.bac-quebec.qc.ca.

Choosing Insurance That Meets Your Needs

In the case of home insurance, whether you're living alone or as a couple makes a big difference, both in terms of who and what are covered. 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 or adopted a child together. If you and the person you live with are not common law spouses, both names must appear on the insurance policy. This way, both parties will be covered for civil liability and their respective personal property.

Remember to notify your automobile, life, and medical insurers when you move.

Eligibility for a Deduction for Moving Expenses or Tax Deductions

Moving Expenses Reimbursed by the Local Employment Center (CLE)

If you receive financial assistance under the social solidarity program (for people with severely limited capacity for employment) and you are moving for reasons of health (medical report required) or hygiene (report from municipality required), you may be entitled to a special benefit.

Expenses incurred from being sheltered in a home for victims of violence or following a separation may also entitle you to a special benefit.

For further information, contact Bureau des renseignements et plaintes at Ministère de l'Emploi et de la Solidarité sociale (MESS) or your local employment center (CLE).

Ministère de l'Emploi et de la Solidarité sociale du Québec
Bureau des renseignements et plaintes
Québec City area: 418-643-4721
Elsewhere in Québec: 1-888-643-4721
www.mess.gouv.qc.ca

To find the address and telephone number of your local employment center, consult the website of Ministère de l'Emploi et de la Solidarité sociale or look in the *Gouvernement du Québec* blue pages of the phone book under the heading "Emploi et placement."

Tax-Deductible Moving Expenses

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.

Eligible expenses include the following:

- Travel expenses for you and your family, including meals and accommodation during the move (airfare, hotel)
- The cost of transporting and storing your 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 fees related to the purchase of your new residence and any tax payable for a transfer or registration of deed if you or your spouse sold your former residence because of the move

To claim this tax deduction, you must complete Form TP-348-V (provincial) and Form T1-M (federal) and provide all the receipts supporting your claim (receipts, bills, etc.). Only the above-mentioned expenses that were not reimbursed by your employer are eligible.

The deduction you are claiming cannot exceed the net income (after the move) from your job, business, or profession. However, you may wish to carry over the portion of moving expenses that you could not claim in your income tax return for a previous taxation year. If you are a student, your moving expenses are deductible only up to the amount of your income from either a fellowship or research grant.

If you moved to live within 80 kilometers of a health establishment in Québec in order to obtain medical services not available in your area, either for yourself or a dependent, you may be eligible for a non-refundable tax credit when you complete your provincial income tax return. However, the health establishment must be at least 250 kilometers from your former residence.

For more details or to obtain the required forms, contact Revenu Québec or the Canada Revenue Agency.

Revenu Québec
Québec City area: 418-659-6299
Montréal area: 514-864-6299
Elsewhere in Québec: 1-800-267-6299
Teletypewriter (see p. 38)
www.revenu.gouv.qc.ca

Canada Revenue Agency
Phone: 1-800-959-8281 (English)
Phone: 1-800-959-7383 (French)
Teletypewriter (see p. 38)
www.cra-arc.gc.ca

Financial Assistance Programs for Housing

Shelter Allowance

If you are a **low income** individual who is aged 55 or over or has at least one 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 rooming house occupant, you may be eligible for an allowance of up to \$80 a month whether you are a worker, income security beneficiary, or student.

Shelter allowance takes into account the number of people in your household, the type of household, your total income, and your monthly rent.

For more information on the shelter allowance program and to obtain an application form, contact Revenu Québec.

Tax Credit for Home-Support Services for Seniors

Financial assistance may be available for individuals aged 70 or older for home support services. It is designed to prevent or delay their transfer to an institution in the public health and social services network. You can claim the tax credit from your 70th birthday.

The maximum annual tax credit for home support services is \$3,750 per person. The credit is equal to 25% of eligible expenses (not exceeding \$15,000 a year). In the case of couples, each spouse can claim the maximum tax credit for their respective expenses.

Eligible services are divided into two categories: personal support services (meal preparation, nursing services, dressing, hygiene, etc.) and maintenance and supply services (housekeeping, minor maintenance work to the outside of the house, etc.).

You may claim the tax credit when you file your provincial income tax return or by claiming advance payments. To receive advance payments, you must complete and return forms Registration for Advance Payments and Application for Advance Payments available from any Revenu Québec office.

Revenu Québec

Québec City area: 418-659-6299

Montréal area: 514-864-6299

Elsewhere in Québec: 1-800-267-6299

Teletypewriter (see p. 38.)

www.revenu.gouv.qc.ca

To find the address and telephone number of your nearest Revenu Québec office, visit the Revenu Québec website or look in the Gouvernement du Québec blue pages of the phone book under the heading “Impôts et taxes”.

Other Government Organizations to Notify

If you have files with any government agencies not mentioned above, you must notify them of your change of address. Following is a non-exhaustive list of agencies to facilitate this task:

- Department of Veterans Affairs (Canada)
- Citizenship and Immigration Canada
- Ministère de la Justice du Québec
(small claims court, commissioner of oaths, etc.)
- Ministère de l'Immigration et des Communautés culturelles (MICC) du Québec
(Immigration Québec or regional office, as applicable)
- Office de la protection du consommateur
- Régie du logement
- Secrétariat du Conseil du trésor du Québec
(candidate banks and interest calls for casual and permanent positions)
- Sûreté du Québec

Checklist of Organizations and Persons to Notify

- Associations, clubs
- Automobile manufacturers (for recalls and warranties)
- Banks, caisses populaires
- Cable TV company
- Cemetery (plot holders)
- Credit card companies
- Dentists
- Doctors and other health professionals
- Drugstore
- Employer
- Hospitals, CLSCs
- Insurance companies (automobile, home, life, medical and 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, school board, colleges, universities
- Subscriptions: newspapers, magazines
- Telephone companies

Services for the Deaf or Hard-of-Hearing who Have a Teletypewriter

Here is a list of phone numbers for the exclusive use
of the deaf or hard-of-hearing who have a teletypewriter:



- Canada Post
Throughout Québec: 1-800-267-2797
- Canada Revenue Agency
Throughout Québec: 1-800-665-0354
- Canada Savings Bonds
Throughout Québec: 1-800-354-2222
- Directeur général des élections du Québec
Québec City area: 418-646-0644
Elsewhere in Québec: 1-800-537-0644
- Elections Canada
Throughout Québec: 1-800-361-8935
- Immigration et Communautés culturelles Québec
Montréal area: 514-864-8158
Elsewhere in Québec: 1-866-227-5968
- Public Works and Government Services Canada
Throughout Québec: 1-506-533-5990
- Régie de l'assurance maladie du Québec
Québec City area: 418-682-3939
Elsewhere in Québec: 1-800-361-3939
- Régie des rentes du Québec
Throughout Québec: 1-800-603-3540
- Revenu Québec
Montréal area: 514-873-4455
Elsewhere in Québec: 1-800-361-3795
- Service Canada
Employment Insurance
Throughout Québec: 1-800-529-3742
Pensions
Throughout Québec: 1-800-255-4786
Other programs and services
Throughout Québec: 1-800-926-9105
- Services Québec
Montréal area: 514-873-4626
Elsewhere in Québec: 1-800-361-9596
- Société de l'assurance automobile du Québec
Montréal area: 514-954-7763
Elsewhere in Québec: 1-800-565-7763

Québec government portal

For any information on the programs and services of the Québec government, simply visit the Québec government portal at www.servicesquebec.gouv.qc.ca or call one of the following numbers:

Québec City area: 418-644-4545

Montréal area: 514-644-4545

Elsewhere in Québec: 1-877-644-4545



The deaf or hard-of-hearing can reach Services Québec using a teletypewriter:

Montréal area: 514-873-4626

Elsewhere in Québec: 1-800-361-9596

You can also consult other guides online on the Québec government portal (www.servicesquebec.gouv.qc.ca) (click on Citizens).

- *Apartment Living* (in French only)
- *Buying or Renovating a House* (in French only)
- *Consumer information and complaints*
- *Direct deposit : Registration and Changes* (in French only)



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By phone: Call the Customer Services
number shown on your bill

