

Support Payments

Demand
for Payment



Have you received a letter demanding payment of an amount of support that you owe? Here is some information about your rights and obligations in that situation.

To pay now

- Notify the officer in charge of your file of your intent to do so.
- Complete the remittance slip (that is, the detachable part of the letter).
- Make out a cheque or money order payable to the **Fonds des pensions alimentaires**. Write your file number on the front of the cheque or money order.
- Insert the remittance slip and your cheque or money order in the return envelope.
- Send the return envelope to us **no later than** 10 days after the date you received the letter.

You can also pay the amount owing electronically. To do so, visit our website at **www.revenuquebec.ca** or contact your financial institution.



Full or partial payment already made

If you have already made full or partial payment of the amount owing, contact the officer in charge of your file immediately so that the necessary corrections can be made to our records. Make sure that you can provide the officer with proof of all payments made, such as

- receipts signed by the person who received the support payments (the creditor of support);
- the originals of cashed cheques; and
- proof of funds transferred.

Under the *Act to facilitate the payment of support*, you are not allowed to make payments directly to the creditor of support **after we have taken charge of your file**. Instead, payments must be made to us; **any payments you make to the creditor of support may not be taken into account**.

Inability to pay within the 10-day period

If you are unable to pay the amount owing within 10 days after the date you received the letter, contact the officer in charge of your file immediately to reach an agreement regarding the terms of payment. However, we will not make an agreement with you unless you prove that it is impossible for you to pay the amount owing within the time allowed.

You may therefore be required

- to provide any document or information concerning your financial situation; and
- to explain what steps, if any, you have taken to obtain a loan or security from a financial institution.



No payment made within the 10-day period and no agreement reached

If you do not pay the amount owing within 10 days after the date you received the letter and do not reach an agreement with us, certain remedies (recourses) provided by the *Act to facilitate the payment of support* may be used. For example, we may apply any amount owed to you by a public body (such as your income tax refund) to the payment of your debt. We may also have your property or bank account seized. In addition, we may request that any licences or permits issued to you by the federal government be suspended (or that renewal of your licences or permits be denied).

Furthermore, a collection fee¹ will be automatically charged to you. Such fees are adjusted annually and bear interest at the legal rate. You may also be charged other fees (such as court costs related to recovery measures).

To contest the demand for payment

- Obtain a copy of form PPA-120-V, *Notice of Contestation*, by contacting the officer in charge of your file or by visiting our website.
- Complete the form, explaining all the relevant facts and reasons relating to your objection.

1. More information about collection fees is provided on our website.

- Within 20 days after the date you received the letter, send us the form by registered mail at the following address:

Direction des oppositions
Revenu Québec
3800, rue de Marly, secteur 5-1-8
Québec (Québec) G1X 4A5

Even if you send us a notice of contestation, you must pay the amount owing within the 10-day period, unless a judge decides otherwise.

We cannot modify the terms of a judgment; only a court may do so. Consequently, we do not have the authority to change the amount of the support payments you are required to pay or to reduce the amount of arrears you owe, even if you prove to us that you are financially incapable of paying.

However, we can correct amounts of arrears or security that have been miscalculated. We can also modify the amount payable if it results from the incorrect application of a judgment or if we are provided with proof of payment made to the creditor of support.

For more information about the support-payment collection program, visit our website at www.revenuquebec.ca.





You may also contact us at one of the following numbers:

Québec City area
418 652-4413

Elsewhere in Québec
1 800 488-2323 (toll-free)

You may also write to us at one of the following addresses:

Direction principale des pensions alimentaires
Revenu Québec
3800, rue de Marly, secteur 1-1-1
Québec (Québec) G1X 4A5

Direction principale des pensions alimentaires
Revenu Québec
577, boulevard Henri-Bourassa Est, 2^e étage
Montréal (Québec) H2C 1E2

This folder was produced with the financial participation of the Department of Justice Canada.

Vous pouvez vous procurer la version française de cette publication en demandant la brochure *Le versement des pensions alimentaires – Demande de paiement* (IN-908).