

To contest the demand for payment

- Obtain a copy of form PPA-120-V, *Notice of Contestation*, by contacting us or by visiting our website.
- Complete the form, explaining all the relevant facts and reasons relating to your contestation.
- Enclose photocopies of all supporting documents. Do not send the originals.
- Within **20 days** after the date you received the demand for payment, send us the form by registered mail at the following address:

Revenu Québec
3800, rue de Marly
C. P. 25025, succursale Terminus
Québec (Québec) G1A 0B8

Even if you contest the demand for payment, 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.

TO CONTACT US

SUPPORT-PAYMENT COLLECTION PROGRAM

Online

revenuquebec.ca



By telephone

Monday to Friday: 8:30 a.m. to 4:30 p.m.
Québec City 418 652-4413
Elsewhere 1 800 488-2323 (toll-free)

Persons with a hearing impairment

Montréal area 514 873-4455
Elsewhere 1 800 361-3795 (toll-free)

By mail

Revenu Québec C. P. 25600, succursale Terminus Québec (Québec) G1A 0B4	Revenu Québec C. P. 6000, succ. Place-Desjardins Montréal (Québec) H5B 0B4
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This document was produced with the financial participation of the Department of Justice Canada.

Ce document est également disponible en français et s'intitule *Le versement des pensions alimentaires — Demande de paiement* (IN-908).

This document is provided for information purposes only. It does not constitute a legal interpretation of the *Act to facilitate the payment of support* or any other legislation.

SUPPORT PAYMENTS DEMAND FOR PAYMENT

revenuquebec.ca

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QUÉBEC



Have you received a demand for payment of support? Here is some information about your rights and obligations in this situation.

To pay now

- Notify us of your intent to do so.
- Complete the remittance slip (the detachable part of the letter).
- Make a cheque or money order payable to the **Fonds des pensions alimentaires**. Write the number shown on the remittance slip 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**. Here are some of the financial service providers that offer electronic payment services:

- CIBC
- BMO Financial Group
- Laurentian Bank
- National Bank
- Royal Bank of Canada
- Scotia Bank
- Desjardins Group
- Telpay
- TD Canada Trust

Contact your financial service provider directly to find out if you can make your support payments online.

Full or partial payment already made

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

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

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

Inability to pay by the prescribed deadline

If you are unable to pay the amount owing within 10 days after receiving the demand for payment, contact us immediately to reach an agreement regarding the terms of payment. However, we will not make an agreement with you unless you can 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.

IMPORTANT

We must receive the creditor of support's approval **before** we can enter into an agreement with you.

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

If you do not pay the amount owing within 10 days after receiving the demand for payment 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).

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

