

For the exemption to be granted, the debtor must have always paid the support regularly, without missing a payment, and the MTESS cannot have acted as your substitute respecting your right to support.

If the exemption is granted, the debtor must provide us with security² to guarantee payment of one month's support. You must report the amounts you receive as support to the MTESS.

For more information, consult the brochure *Support Payments: Application for Exemption (IN-900-V)* or contact us. Our contact information is given at the end of this brochure.

What should you do if you obtain an exemption but the debtor does not pay the support?

You should notify the persons in charge of your file at our offices and at the MTESS. The exemption will be cancelled with no possibility of renewal.

The MTESS may, as necessary, readjust the amount of financial assistance to which you are entitled, taking into account the amount of support you should have received. We will collect the support from the debtor and will transfer any amounts collected to the MTESS (for as long as you receive last-resort financial assistance).

2. Security is generally provided in cash.

Moving?

You must inform us and the MTESS of your new address.

You can change your address online, using one of the following:

- the **Change of Address** online service available at www.revenuquebec.ca (The change will be made only in our files.)
- the Québec government's **Service québécois de changement d'adresse** online service, available at www.adresse.info.gouv.qc.ca (By using this service, you will notify six government departments and agencies of your new address: the Directeur général des élections du Québec, the Ministère du Travail, de l'Emploi et de la Solidarité sociale, Revenu Québec, the Régie de l'assurance maladie du Québec, Retraite Québec and the Société de l'assurance automobile du Québec.)

You can also change your address by telephone or by writing to one of the addresses at the end of this brochure.

Be sure to give your support-payment file number.



TO CONTACT US

SUPPORT-PAYMENT COLLECTION PROGRAM

Online

www.revenuquebec.ca

By telephone

Monday through 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 514 873-4455 Elsewhere 1 800 361-3795 (toll-free)

By mail

Québec City office

Revenu Québec
3800, rue de Marly, secteur QU0501
Québec (Québec) G1X 4A5

Laval office

Revenu Québec
Secteur LL1002
4, Place-Laval, bureau 150
Laval (Québec) H7N 5Y3

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FOR FURTHER INFORMATION ABOUT SOCIAL ASSISTANCE PAYMENTS

Online

www.mess.gouv.qc.ca

By telephone

Québec City area: 418 643-4721
Elsewhere: 1 888 643-4721 (toll-free)

This publication 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.

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Vous pouvez vous procurer la version française de cette publication en demandant la brochure *Le versement des pensions alimentaires — Les prestations d'assistance sociale (IN-905)*.

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SUPPORT PAYMENTS SOCIAL ASSISTANCE PAYMENTS

www.revenuquebec.ca

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QUÉBEC



Under the *Act to facilitate the payment of support*, we collect support from the persons who must pay it (debtors) and remit the support to the persons to whom it is due (creditors).

If you receive last-resort financial assistance (social assistance or social solidarity) from the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) and you are entitled to support, this brochure is for you.

Are you required to inform the MTESS that you are entitled to support payments?

Yes. You are **always** required to inform the MTESS that you are entitled to receive support.

What will happen if the debtor pays support regularly?

The amount of your last-resort financial assistance will be calculated on the basis of the support paid to you.

What will happen if the debtor does not pay support regularly?

You must notify the MTESS, which will readjust the amount of your last-resort financial assistance as necessary.

In such a situation, the MTESS may also act as your substitute with respect to your right to support. The legal term for this is *subrogation*.

Once we have collected the support, we transfer it to the MTESS — a procedure that will continue for as long as you receive last-resort financial assistance.

Who will pay your support if you no longer receive last-resort financial assistance but the MTESS has been acting as your substitute with respect to your right to support?

The MTESS will inform us of the date on which you stopped receiving last-resort financial assistance. You may also inform the person in charge of your file at Revenu Québec. Your support will then be paid through us. Any arrears¹ will be reimbursed in proportion to the amounts owed to you and to the MTESS. Arrears payable to the MTESS are amounts that we have not transferred to the MTESS for the period in which you received last-resort financial assistance.

1. Amounts of support that are owed to you, to the MTESS or, if you have been granted an advance, to Revenu Québec, but that have not yet been received.

Can we advance you amounts of support if you receive last-resort financial assistance?

We can advance you the support to which you are entitled, but only under certain conditions:

- We must have reasonable cause to believe that we can recover the amounts from the debtor. Since the advances are amounts that we pay on behalf of the debtor, they must be reimbursed by him or her.
- The MTESS cannot be acting as your substitute respecting your right to support (in other words, there cannot be any subrogation).

Can we inform you of the collection procedures we have undertaken?

Yes, we can. However, information concerning the debtor is confidential. The person in charge of your file at our offices cannot provide such confidential information. That said, he or she can provide certain information. For example, we can tell you if we have seized the debtor's bank account, but we cannot disclose the name of the bank or the amount in the account.

Are you required to inform the MTESS if you or the debtor asks to have support payments changed or cancelled?

Yes. The MTESS must be informed of any legal proceedings regarding your support payments. That way, it can intervene if it judges such intervention necessary for the protection of its rights.

Can you obtain an exemption from the support-payment collection program if you receive last-resort financial assistance?

Yes, you can request an exemption if you would rather receive your support directly from the debtor. You must, however, discuss it with him or her beforehand, since the application for exemption must be made jointly by the two persons concerned. The request must then be granted by the court. If it is, you will begin to receive your support directly from the debtor without our intervention.

