

GOVERNMENT SERVICES

Government Authentication Service

Several government services such as the SAAQ, health services or childcare registration now use the Government Authentication Service. Visit the official platform to create your account:

Government Authentication Service

You will need the following pieces of information to verify your identity:

- Your health insurance number
- Your driver's licence reference number (if you have one)
- Your social insurance number
- Your notice of assessment number

If you don't have all the required documents, here are the steps to follow:

Health insurance number (RAMQ)

If you've previously had a RAMQ card, call ☎ 1-800-561-9749 to retrieve your health insurance number.

If you've never had a RAMQ card and would like to obtain one:

- Check your eligibility to the Quebec Health Insurance Plan.
- Register online or by phone at ☎ 418-646-INFO or ☎ 1-800-561-9749.

Social Insurance Number (SIN)

This information is required to create Government Authentication Service account. Apply for your SIN with:  Service Canada.

Notice of Assessment number or one of the two reference numbers (health insurance number and social insurance number).

You need to request a confidential code You can request a confidential code when you complete the identification process (Step 2) by following these steps:

1. When you are asked to enter your Notice of Assessment number, click on ***I do not have a Notice of Assessment*** or ***I do not have my Notice of Assessment on hand*** OR when you are asked to enter your health insurance card or driver's licence reference number, click on ***I do not have either of these pieces of information***.
2. Click on ***Next***.
3. Enter your postal address.
4. You will then have to give your consent for the *Ministère de la Cybersécurité et du Numérique* to send your name and address to Revenu Québec, so that the latter can send you a confidential code by mail. To do so, please check the appropriate box.

You can complete the identification process when you receive your confidential code by logging in to the Government Authentication Service using your email address, password, and confidential code. Please allow up to 15 days for your confidential code to be mailed to you after you have requested it.

If you need help creating your account, please contact an agent of the Authentication Service at ☎ 1-877-644-4545. Monday to Friday, 8:00 a.m. to 6:00 p.m.



Change of Address

Provincial Government

The *Service québécois de changement d'adresse* (SQCA - Quebec Address Change Service) enables you to report your new address in a single step - online or by phone - to the following **7 ministries and agencies**:

- *Commission des normes, de l'équité, de la santé et de la sécurité du travail* (CNESST—Committee on Standards, Equity, Health and Safety at Work)
- *Élections Québec*
- *Ministère du Travail, de l'Emploi et de la Solidarité sociale du Québec* (Quebec Ministry of Labour, Employment and Social Solidarity)
- *Régie de l'assurance maladie du Québec* (Quebec Health Insurance Agency)
- *Retraite Québec* (Quebec Retirement)
- *Revenu Québec*
- *Société de l'assurance automobile du Québec* (Quebec Automobile Insurance Agency)

 www.adresse.gouv.qc.ca

 1-877-644-4545

Federal government

For all matters relating to federal income tax, the GST and HST credit, or the Canada Child Benefit, you must inform the Canada Revenue Agency (CRA) of your change of address online or by telephone.

 [Change your address \(CRA\)](#)

 1-800-959-7383

Please note that the CRA does not share your new address with other departments or agencies. It is therefore your responsibility to determine whether you need to notify others, based on your situation.

Canada Post

It is possible to request a permanent change of address to have your mail forwarded to your new location once you move. Fees apply. For more information, visit the “**Mail Forwarding**” section on the Canada Post website.

Sales Taxes and Tax Returns

Taxes

In Quebec, the sales tax is 14.975%. The province has combined the federal sales tax (GST) of 5% and the Quebec sales tax (QST) of 9.975% into a single sales tax.

Income Tax Returns

In Quebec, you must file two tax returns: one to the provincial government and the other to the federal government.

The income tax returns must be filed with both governments by April 30 of the calendar year following the tax year or by June 15 of the current calendar year if you or your spouse report business income or are self-employed.

Please visit the Revenu Québec website for more information. There, you will find the following guide “**New Residents and Income Tax**”, an excellent summary for understanding the tax system. There is also information for **self-employed people**.

Here are several links that may be useful when filing your income tax returns:

- [Revenu Québec](#)
- [Service Offices Quebec](#)
- [Canada Revenue Agency](#)

Employment Insurance Benefits

To receive benefits, you must have worked a specified number of hours over a 52-week period. To apply and find out the **minimum number of hours** required for Saguenay-Lac-Saint-Jean, please visit:

 <https://www.canada.ca/en/services/benefits/ei.html>

To complete your application, you will need to submit a record of employment. Your former employer can also submit it electronically if the company is registered in the system.

Family Allowances

In Quebec, families are entitled to **a child support allowance** in addition to the Canada Child Benefit. This financial measure includes: the Family Allowance, the School Supplies Supplement, the Supplement for Handicapped Children, and the Supplement for Handicapped Children requiring Exceptional Care.

The Family Allowance is paid on a quarterly basis, in January, April, July and October.

However, you can request a monthly payment. To do so, visit:

 [**Retraite Québec Change in Frequency of Family Allowance Payment**](#)

The amount awarded per family depends on the following criteria:

- Number of dependent children under 18-year-old living with the beneficiary,
- Number of children in joint custody,
- Marital status (with or without a spouse),
- Family income, meaning the total income of both spouses, if applicable.

You must provide the following documents regarding the child and the parents' status:

- Notice of assessment from the Canada Revenue Agency,
- 2 proofs of residence,
- Children: child's birth certificate or a proof of identity if the child was born outside of Canada.

If your child was born in Quebec, you don't need to apply. When you submit your newborn's birth declaration to the *Directeur de l'état civil*, your child is automatically registered to receive Family Allowance.

You will receive your first Family Allowance payment within 40 days after the *Directeur de l'état civil* receives your birth declaration or within 40 days of your application being received if your child was born outside Quebec.

To apply:

 **Retraite Québec – Family Allowance application**

For more information, contact Retraite Québec Monday to Friday, 8 a.m. to 5 p.m. at this toll-free number: ☎ 1-800-667-9625.

CONTACT US

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