

# What to do if the Canada Revenue Agency sends you a letter about COVID-19 benefit repayments



The Canada Revenue Agency (CRA) may send you a letter to let you know you received an overpayment of emergency benefits. If you get a letter from us, please open it right away. Acting quickly will help you avoid important financial and legal consequences. Ignoring your debt will not make it go away.



If you aren't sure the letter you received is from us or if you receive suspicious mail, texts or phone calls from someone claiming to be from the CRA, you can call us to find out if we have been trying to reach you.

## Payment options

We understand that everyone's personal situation is different, and we are sensitive to your circumstances. We have flexible payment arrangements allowing more time based on your ability to pay.

If you **cannot afford** to pay the entire amount right away, please contact us. We can help you set up a payment arrangement with monthly instalments that fit your budget. Use these links to get an idea of what your monthly payment amount could be:

- personal income and expense worksheet at [canada.ca/income-expense-worksheet](https://canada.ca/income-expense-worksheet)
- payment arrangement calculator at [canada.ca/payment-arrangement-calculator](https://canada.ca/payment-arrangement-calculator)

## How to repay



### Online

- Use online or telephone services through your bank or financial institution
- Use the CRA **My Payment** service through your bank or financial institution
- Set up pre-authorized debit services at your bank or financial institution or through **My Account**
- Use a third-party service provider, like PaySimply that offers payment by credit card, debit card, PayPal, or Interac e-Transfer (service fees apply)



### By mail

- **Do not send cash in the mail**
- Make your cheque or money order payable to the "Receiver General for Canada"
- Write your social insurance number (SIN) and "Repayment of CEB/CRB" on the back

#### Mail payment to:

Revenue Processing – Repayment of emergency and recovery benefits

Sudbury Tax Centre  
1050 Notre Dame Avenue  
Sudbury ON P3A 0C3



### In person

- At your financial institution using a CRA remittance voucher
- For non-residents:**
- By wire transfer

## How to reach us

In Canada or the United States, call **1-833-253-7615**. For accessibility call options, contact centre hours, and payment information, go to [canada.ca/cra-covid-collections](https://canada.ca/cra-covid-collections)

