



# How a natural disaster could impact your benefit and credit payments

When natural disasters such as snowstorms, floods or wildfires occur, the widespread damage can have a devastating impact on many Canadians residing in those areas. The Canada Revenue Agency (CRA) understands that during these difficult times, the safety and well-being of loved ones is the primary concern for those affected. Following natural disasters, the CRA will review the impact and determine what measures to put in place. Here is information on services that may be impacted and steps that you can take to minimize disruption.



## If you receive benefits and credits

We know that many Canadians rely on CRA benefit and credit payments, and we're here to help them get the money that they're entitled to as quickly as possible. Following a natural disaster, residents in certain communities may be evacuated from their homes or experience a delay in the mail delivery of cheques from the CRA.

Anyone who is unable to access their benefit or credit cheques and requires immediate assistance can contact us at **1-800-959-8281**. In some cases, we may be able to issue a duplicate payment. To avoid future interruptions, those who are able should sign up for My Account at [canada.ca/cra-my-account](http://canada.ca/cra-my-account) and direct deposit at [canada.ca/cra-direct-deposit](http://canada.ca/cra-direct-deposit).

Individuals affected by delays can also visit the delivery service alerts on the [Canada Post](http://canada.ca/cra-delivery-service) website for updates on their mail delivery.

## Stay informed:

To receive updates from the CRA following an adverse event:

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