



OVERPAID in 2018?

Affected by Phoenix payroll issues? The Government of Canada has prepared this decision tree to help you during this tax filing season.

For tax questions, see canada.ca/taxes-phoenix. For tax slips questions, see canada.ca/gc-pay.



OVERPAID in 2018

Was the overpayment recorded in Phoenix before your 2018 T4 was issued?

Not sure? Please go to [Important information about overpayments and taxes](#).

N

Y

Your 2018 T4 will include the 2018 overpayment.

Your employer will issue you an amended 2018 T4 to remove the overpayment once it is recorded in Phoenix.

For more information, please see [question 3](#).

If the overpayment was recorded in Phoenix before the 2018 T4 was issued, your employer considers you to have made an arrangement to repay the overpayment. Your 2018 T4 will not include the overpayment.

Have tax-related questions?

Please call the CRA dedicated phone line at 1-888-556-5083.

Have questions specifically about your T4?

Please call the Phoenix call centre at 1-855-686-4729 or your compensation advisor.

Is your 2018 T4 accurate?

To avoid penalties and continue to receive benefit payments, please file your 2018 income tax return by April 30 using the most recent 2018 T4 you receive.

For more information, please see [Filing due dates for the 2018 tax return](#) and [questions 7 and 8](#).

You can submit [Form T1-ADJ, T1 Adjustment Request](#) after you receive your notice of assessment. For more information, please see [question 8](#).

Did you receive an amended 2018 T4?

Y

Did you file your income tax return before you received your amended 2018 T4?

Y

N

► **If you have out-of-pocket expenses because of incomplete or inaccurate pay, you can submit a claim under the Phoenix claims process.**

Please note that Revenu Québec will use the same approach if you work in Quebec and received a RL-1 slip.