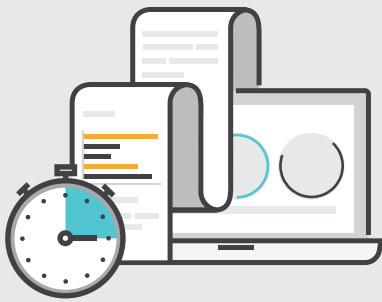




OVERPAID in 2020?

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 2020

Was the overpayment recorded in Phoenix before your 2020 T4 was issued?
Not sure? Please go to **Important information about overpayments and taxes**

N If the overpayment was recorded in Phoenix before the 2020 T4 was issued, your employer considers you to have made an arrangement to repay the overpayment. Your 2020 T4 will not include the overpayment.

Y Your 2020 T4 will include the 2020 overpayment. Your employer will issue you an amended 2020 T4 to remove the overpayment once it is recorded in Phoenix. For more information, please see **question 3**.

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 2020 T4 accurate?

N Please contact the Phoenix call centre at 1-855-686-4729 or your compensation advisor. They will help you make corrections to your T4 and answer any other questions about your T4.

No need to ask

The Canada Revenue Agency will reassess your 2020 income tax return when it receives your amended 2020 T4 from your employer.

OR

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 2020 T4?

N → To avoid penalties and continue to receive benefit payments, please file your 2020 income tax return by April 30 using the most recent 2020 T4 you receive. For more information, please see **Filing due dates for the 2020 tax return** and **questions 7 and 8**.

Y → **Did you file your income tax return before you received your amended 2020 T4?**

Y → **No need to ask**

N → **To avoid penalties and continue to receive benefit payments, please file your 2020 income tax return by April 30 using the most recent 2020 T4 you receive. For more information, please see Filing due dates for the 2020 tax return and questions 7 and 8.**

To avoid penalties and continue to receive benefit payments, please file your 2020 income tax return by April 30 using the most recent 2020 T4 you receive. For more information, please see **Filing due dates for the 2020 tax return** and **questions 7 and 8**.

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.

