



Submitting a Claim for the temporary loss of Government Benefits and Credits

Request Process

The Government of Canada wants to ensure that current and former employees, who are experiencing delays in receiving the full amount of government benefits and credits they are entitled to, are provided the opportunity to request a temporary recoverable advance until such time as benefits and credits are restored.

If you have received an overstated employment income statement (T4, Relevé1), and you are experiencing delays in receiving the full amount of federal/provincial/territorial/municipal government benefits and credits you are entitled to, you are invited to submit a request.

What do I need to know?

Recoverable advances are designed to provide **temporary financial relief** until social benefits are restored to their normal levels.

Once an employee's social benefits are restored, the **employee must repay** the amount of the recoverable advance.

Who is eligible for the advance?

To be eligible for this recoverable advance:

- You must have been overpaid by the Phoenix pay system in 2016, or 2017 (for the 2017 or 2018 benefit years respectively).
- You must have reported your overpayment to Public Services and Procurement Canada.
- Your social benefits for the current year were adversely affected by the overstated income on your tax slips.

What you need to provide:

To support your request, include the following documents:

- The request for recoverable advance form
- Social benefit statement – current and previous year
- Employment Income – Current and previous year (T4/RL-1)
- Other supporting documentation may be requested based on the unique circumstances of each situation.

Who to Contact

Your organization has identified a [claims officer](#) who can answer your questions, help you fill out the [form](#), and guide you through the request process. Your organization will communicate to you how to send your completed request.

Keep a copy for your records!