

IMPORTANT INFORMATION

Last-resort financial assistance

You have submitted an application for last-resort financial assistance. Here are some important things to know, if your application is approved.



IMPORTANT!

If you are eligible for assistance, your eligibility for this assistance will begin on the date your application was received by the Ministère.

EVERY MONTH, YOU WILL RECEIVE A DOCUMENT.

This document has three distinct sections.

SECTION 1 IS THE IMPORTANT NOTE.

- ▶ You should always read the information shown here, because if we need to inform you about important changes or remind you about your obligations, this is the section where we will do so.
- ▶ When you contact us, you will need to have your social insurance number on hand, as well as the five-digit telephone access code which is found in this section.

SECTION 2 IS YOUR CLAIM SLIP (ALSO KNOWN AS THE DRUG CARD).

- ▶ You must show your claim slip to your pharmacist, dentist or optometrist when required.
- ▶ It will allow you to receive, free of charge, medication that you have been prescribed as well as certain services (e.g., dental services and eye exams).
- ▶ Information regarding the services that are covered is found in this section. The names of all family members who are covered are also found there.

SECTION 3 IS THE CHECK OR NOTICE OF DEPOSIT*

You will receive a payment once a month (on the first day of the month or the preceding business day).

* **Direct deposit** is advantageous, because the sums you are entitled to are deposited directly into your bank account.

You will be able to take advantage of direct deposit if you filled the section that allows you to sign up for it in the Application for Services form (3003-01) and enclosed a blank cheque with your application. If you did not fill this section, you can:

- ▶ Fill the [Direct Deposit Registration Form \(SR-2301-01A\)](#) and send it to us, along with a blank cheque, or
- ▶ Fill the relevant section of the Direct Deposit: Simple, Safe and Fast leaflet (A-616) and send it to us, along with a blank cheque

FOR MORE INFORMATION

	By telephone, at 1-877-767-8773 (toll free)	Online, at Quebec.ca/socialassistance
For general information	✓	✓
To ask questions about your file	✓	
To receive the PDF version of a form		✓
To register with My Account – Employment Assistance – Social Assistance (online services)		✓

My Account — Employment Assistance – Social Assistance will give you easy access to the information you will need.

Creating your personalized online account, you will be able to do things such as:

- ▶ Reading the communications you receive online
- ▶ Access your claim slips in electronic form
- ▶ Check important dates
- ▶ Send documents to the Ministère.

NOTE

This general information document may not be used for legal interpretation purposes.



A-814 (2021-12)