



Where to find 2016 Tax Information

The following is a list of key information sources to assist you with your search for tax-related information. Given that there is likely a very high call volume at both the Pay Centre and the Compensation Web Applications Help Line, we recommend that you first consult the online information that Public Services and Procurement Canada, the Canada Revenue Agency and Revenu Québec have made available.

Where to look Online

iService (ESDC)

- <http://iservice.prv/eng/hr/cb/index.shtml> (See Important Notices)

Public Services and Procurement Canada

- <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/impots-taxes-2016-eng.html>
- **Information for employees on tax slips:** <http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/trop-payes-overpayments-eng.html>
- **Guide to the 2016 tax slips (T4, Relevé 1):**
http://www.gcpcdia.gc.ca/gcwiki/images/4/4e/Employee_QA_on_tax_slips.pdf
- **2016 Tax Slips - Who do I call for information?:**
http://www.gcpcdia.gc.ca/gcwiki/images/1/1c/2016_Tax_Slips-Who_do_I_call_for_information.pdf
- **Pay Stubs and archived tax slips:** <http://gcintranet.tpsgc-pwgsc.gc.ca/gc/rem/awr-cwa-eng.html>

Canada Revenue Agency

- **Questions and answers - tax implications of Phoenix payroll issues:**
<http://www.cra-arc.gc.ca/gncy/prm/phnx-fq-eng.html>
- **Access your Federal tax slips from [Canada Revenue Agency's My Account](#)**

Revenu Québec

- **General Information for Individuals:**
http://www.revenuquebec.ca/en/nous_joindre/citoyens/

Treasury Board Secretariat

- **Submitting a claim for out-of-pocket expenses related to Phoenix pay issues:**
<https://www.canada.ca/en/treasury-board-secretariat/services/pay/submit-claim-pocket-expenses-phoenix.html>

Where to Call

Public Service Pay Centre

- **In Canada or the United States:** 1-855-686-4729
 - Monday to Friday, 7 am to 7 pm, EDT
- **Outside Canada and the United States:** 506-424-4330
 - Monday to Friday, 7 am to 7 pm, EDT
- **TTY (for persons with hearing loss):** 1-855-393-1558 or 506-424-4085

If your organization is not served by the Public Service Pay Centre, your manager can direct you to the appropriate internal contact to address the issue.

Canada Revenue Agency

1-888-556-5083 (9 am to 5 pm, EDT)

Revenu Québec

1-800-267-6299

Employees on Long-Term Leave Without Pay

Employees on leave without pay who want to verify if an overpayment is recorded in Phoenix or who would like to arrange repayment, must contact the call centre at 1-855-686-4729. If you are not receiving pay services from the Pay Centre, you should contact your manager directly to make these arrangements.