



Canada Revenue Agency    Agence du revenu  
du Canada

Tax Centre  
Winnipeg MB R3C 3M2

November 18, 2020

SONJA GABRIELE GOESSERINGER  
PO BOX 73519 RPO DOWNTOWN  
VANCOUVER BC V6E 4L9

Account Number  
XXX XXX 451

Dear Madam:

Re: Your recent enquiries

We are writing in response to your electronic enquiries of October 6, and October 22, 2020, sent to the office of the Honourable Diane Lebouthillier, Minister of National Revenue.

A review of your account shows that your October 5, 2020, goods and services tax/harmonized sales tax (GST/HST) credit payment of \$156.25 was issued by direct deposit to your TD Canada Trust bank account on file at the Yonge & St. Clair branch in Toronto, Ontario. Our records show the funds were returned to the Canada Revenue Agency (CRA) by the financial institution on October 7, 2020, with the indication that the bank account in question had been closed.

Consequently, this direct deposit information was automatically deleted from your file, and this is what generated your email notification of October 9, 2020, to indicate a change was made to your direct deposit information on file. A replacement GST/HST credit payment was later issued by our system, by means of a cheque dated October 30, 2020.

Please be advised that in light of the recent cyber attacks, the CRA has temporarily disabled certain online services, such as "manage direct deposit" and "manage address", as a preventative measure. It should be noted that the link between the My Service Canada Account and the CRA My Account is also currently unavailable. We recognize that these restrictions can be disruptive, and we regret any inconvenience that these necessary precautions may have caused.

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Winnipeg Tax Centre  
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Furthermore, we were unable to update the new direct deposit information you provided because the request did not include a VOID cheque, or a stamp from your financial institution to validate the information. If you resubmit your request with this included, we will be able to update your direct deposit information at that time. Alternatively, you may reach us by phone to confirm your confidential information and provide your verbal authorization to finalize the direct deposit enrolment process from your original request.

As we were unsuccessful in reaching you by phone to resolve this, we invite you to contact the undersigned at 1-873-355-5670 from Monday to Friday, between the hours of 7:00am to 3:00pm, Central Standard Time (CST). You may also phone our General Enquiries Line at 1-800-959-8281 for further assistance.

We regret that we are unable to respond to the others concerns you raised. We invite you to phone 1-800-622-6232 for assistance regarding your direct deposit for the Canada Pension Plan (CPP), the survivor benefits, the clawback of your Old Age Security (OAS) and Guaranteed Income Supplement (GIS), as well as the Guaranteed Annual Income System (GAINS) payments, as these all fall under the responsibility of Service Canada.

As your enquiry relating to Shelter Aid For Elderly Renters (SAFER) falls under the jurisdiction of BC Housing, you may contact them at 604-433-2218 or 1-800-257-7756.

We trust this information is helpful, and will clarify the matter.

Yours sincerely,

Elisabeth Mouflier  
Priority Services Program