

COVID-19: Access income assistance services and payments without coming to an office

Access:

You can access ministry services the online portal My Self Serve which provides you with secure 24/7 access that allows you to:

- View and submit your monthly report
- Make service requests
- Track the status of your requests
- Receive and reply to messages about your case
- Upload forms
- View or change your account information

You can access My Self Serve through the following address: myselfserve.gov.bc.ca

You can call the ministry's toll-free phone at **1-866-866-0800** during regular business hours (9 am to 4 pm, Monday to Friday, excluding statutory holidays)

Payments:

Direct Deposit is a safe and dependable way to receive payments. The money is deposited directly to your Bank or Credit Union account and gives you immediate access to your money.

You can sign up for Direct Deposit through:

- My Self Serve, by completing the Direct Deposit request form (HR2648) online, attach a void cheque or online bank form, and sign electronically.
- The ministry website (gov.bc.ca/sdpr) to get a Direct Deposit request form (HR2648), complete the form, attach a void cheque or print an online bank form, sign the document, and return to the office via fax or in-person drop box (located outside of the ministry office).

If you need help in accessing the forms or the process, please contact the ministry at 1-866-866-0800.

The ministry can also mail your payment through regular Canada Post.

Depending on the type of the request, the ministry may be able to authorize payment to a supplier for the provision of goods or services.

COVID-19:

For information on COVID-19, call **1-888-COVID19** or visit: <http://www.bccdc.ca>