

## Important Information Personal Identification Number (PIN)

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This summer, we are setting up a new telephone answering system. This new, secure system will help us serve you better while protecting your privacy and ensuring the confidentiality of your information.

### What this means for you

Soon you will need to have your 7-digit case number (which you already have) and Personal Identification Number (PIN) available every time you contact us by telephone to:

- speak directly to your agent about your case
- get secure access to information about your case
- get information from the automated information line, and
- access any of our services.

If you don't have a PIN, you need to set one up soon, because:

- Soon, you'll need both your PIN and your case number to use the automated phone system.

### How to get your PIN

Contact us:

- to get your PIN set up, or
- if you already have a PIN, but are having problems using it.

Monday to Friday 8 a.m. – 5 p.m.: 416-243-1909  
1-888-815-2757 (Toll Free)  
TTY: 1-866-545-0083

**Without your PIN and 7-digit case number you will not be able to speak with an agent or get automated information**