

SOCIAL ASSISTANCE INTERACTIVE VOICE RESPONSE REFERENCE GUIDE

Available 24/7. Call **1-800-808-2268** and follow the prompts. Keep your Identification Number and Personal Identification Number (PIN) confidential. Did you know you may be able to access information about your case online? Visit ontario.ca/MyBenefits to learn more.

MAIN MENU

PAYMENTS AND BENEFITS MENU (PRESS 1):

- For most recent payment, press 1
- For previous payment information, press 2
- For overpayment information, press 3
- For additional benefits, press 4

CASE STATUS MENU (PRESS 2):

- For current case status, press 1
- For information on items to verify, press 2

REPORT INCOME AND EARNINGS MENU (PRESS 3):

- To report income and earnings press 1

CHANGE PIN MENU (PRESS 4)

GENERAL INFORMATION AND OFFICE LOCATIONS MENU (PRESS 5):

- For general information, press 1
- For office location, press 2
- For office mailing address, press 3
(when office receives mail to a different location)

ADDITIONAL FEATURES:

- To repeat information at any time, press *
- To be transferred to your local office, press 0
- To return to the main menu, press 9
- To be transferred to the IVR PIN Reset Help Desk, press #0
(only available during authentication or Change PIN Menu)