



Canada Revenue  
Agency

Agence du revenu  
du Canada

# T5007 Guide – Return of Benefits 2014

Available electronically only

## Is this guide for you?

Sections 232 and 233 of the *Income Tax Regulations* require every person who pays an amount for workers' compensation benefits or social assistance to file an information return to report those payments. This is done using the T5007 information return. It consists of a T5007 Summary and all related T5007 slips. You can use these to report income payments of either type.

This guide is designed to help workers' compensation boards and social services agencies determine:

- what types of benefits or assistance to report; and
- when and where to file the T5007 information return.

This guide also explains how to complete the T5007 Summary and the related T5007 slips.

If you are blind or partially sighted, you can get our publications in braille, large print, etext, or MP3 by going to [www.cra.gc.ca/alternate](http://www.cra.gc.ca/alternate). You can also get our publications and your personalized correspondence in these formats by calling **1-800-959-5525**. If you are outside Canada and the United States, call us at **613-940-8497**. We accept collect calls.

### Confidentiality of information

Under the *Privacy Act*, the personal information you provide on the T5007 information return and related forms can be used only for the purposes authorized by law.

### Income Tax Act references

Unless otherwise noted, all legislative references are to the *Income Tax Act* and the *Income Tax Regulations*.

La version française de ce guide est intitulée *Guide T5007 – Déclaration des prestations*.

## What's new?

### Internet file transfer availability

Internet filing is available from January 5, 2015.

### Representatives – Request or delete authorizations online

Representatives can now:

- submit authorization requests online; and
- delete authorizations online.

Our goal is to:

- authorize a representative within five business days from the date we receive the signed document; and
- cancel an authorization immediately.

Representatives can access these new services at [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives). For more information, see “Representatives – Request or delete authorizations online” on page 15.

### Transition from paper to electronic filing

Even if you do not have special software, you can file your return electronically. Our Web Forms application is available for free. All you need is access to the Internet and the application will walk you through the steps.

For more information, see “Filing by Web Forms” on page 6.

### Filing by CD, DVD, USB key, or diskette

Starting in January 2015, you will have to send your XML files by Internet file transfer or through our Web Forms application. We will no longer accept CDs, DVDs, USB keys, or diskettes.

For more information about filing information returns electronically, go to [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref).

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## Chapter 1 – General information

This guide does not deal with every tax situation. For a list of publications that explain certain situations in greater detail see “References” on page 14.

If you are filing your T5007 information return electronically, see “Chapter 5 – Filing methods” on page 6.

### T5007 slip

Use T5007 slips to identify recipients of workers’ compensation benefits and social assistance payments, and to report the amount of benefits and assistance paid to them.

There are three individual T5007 slips on each page. These can be printed with laser or ink jet printers or the information can be typed or filled out by hand.

The T5007 slips make it easier for recipients of these benefits or assistance payments to determine the amounts they received during the year. The income shown on the T5007 slip is not taxable, but the recipients must include the amounts in their net income. The recipients need this information if they want to claim the guaranteed income supplement and certain tax credits and payments to which they may be entitled. These include the Canada child tax benefit, the goods and services tax/harmonized sales tax credit, some provincial or territorial tax credits and benefits, and some non-refundable tax credits such as the age amount, the spouse or common-law partner amount, and medical expenses.

### T5007 Summary

The T5007 Summary is a one-part form you use to total all the amounts you are reporting on the T5007 slips. Do not send us a paper copy of the T5007 Summary if you file your information return electronically.

### Due date

You have to file a T5007 information return on or before **the last day of February following the calendar year to which the information return applies**. If the last day of February is a Saturday, Sunday, or a public holiday, your information return is due on the **next business day**. Note that several provinces and territories have their own unique holidays. Therefore, due dates may be affected depending on where you reside. For a list of public holidays, go to [www.cra.gc.ca/duedates](http://www.cra.gc.ca/duedates).

We consider your return to be filed on time if we receive it or if it is postmarked on or before the due date. You can send recipients an electronic copy of their T5007 slips. The recipient must have consented in writing or by email to receive the slips electronically.

Send the recipients’ copies of the T5007 slips to their last known address or deliver them in person. You have to do this on or before the day you have to file the T5007 information return.

## Chapter 2 – Who has to file a T5007 information return?

The following agencies or bodies have to file a T5007 information return:

- any provincial, territorial, or municipal agency or similar body that makes social assistance payments based on a means, needs, or income test; and
- any provincial or territorial workers’ compensation board or similar body that pays an amount or determines a claim for compensation under a federal, provincial, or territorial employees’ or workers’ compensation law for injury, disability, or death.

Employers who continue to pay an employee’s salary before and after a workers’ compensation board claim is decided do not have to file the T5007 information return. For more information, see “Box 10 – Workers’ compensation benefits” on page 8.

## Chapter 3 – Benefits and assistance you have to report

Paragraphs 56(1)(u) and 56(1)(v) of the *Income Tax Act* describe social assistance payments and workers’ compensation benefits that the recipient has to include in their income. The following list describes the most common types of workers’ compensation benefits and social assistance payments. Although the list is not complete, it can help you determine what types of payments you should report.

### Workers’ compensation benefits

Workers’ compensation benefits include the following types:

#### Injury

This is compensation paid under a federal, provincial, or territorial employees’ or workers’ compensation law for an injury. These amounts include benefits that are a wage-loss replacement for time lost from employment due to a compensable injury or condition.

## Disability

This is compensation paid under a federal, provincial, or territorial employees' or workers' compensation law for a disability. These amounts include:

- wage-loss replacement income paid to an injured worker who suffered a partial, total, temporary, or permanent disability as a result of a work-related accident; and
- compensation for future loss of earnings made to an injured worker who suffers from an injury resulting in permanent impairment or temporary disability.

## Death

This is compensation paid under a federal, provincial, or territorial employees' or workers' compensation law as a result of death. These amounts include:

- survivor benefits that are periodic payments to a dependent spouse or common-law partner, dependent children, or orphans; and
- wage-loss replacement income periodically paid to a surviving spouse or common-law partner to replace the income that a worker who died in a work-related accident or as a result of an industrial accident would have earned.

## Social assistance payments

Social assistance payments are payments made to beneficiaries or third parties based on a means, needs, or income test. They include payments for food, clothing, and shelter requirements to:

- individuals;
- impaired individuals in nursing homes or similar accommodations; and
- elderly individuals (generally 65 years of age or older) whether or not they live in nursing homes or similar accommodations.

These amounts can also include actual rental or mortgage amounts paid for accommodation.

## Chapter 4 – Benefits and assistance you do not have to report

### Workers' compensation benefits

Do not report a payment or an award for:

- medical expenses incurred by or for the employee;
- funeral expenses for the employee;
- legal expenses for the employee;
- job training or counselling for the employee that is not paid as part of, or in lieu of, wage replacement benefits; or

- the death of the employee, other than periodic payments made after the death of the employee.

#### Note

Do not include the interest part of retroactive workers' compensation payments in the benefit amount you report on the T5007 slip. This interest, which accumulates to the date the award is made, is not included in income. Do not issue a T5007 slip or a T5 slip for these interest payments.

## Social assistance payments

Do not report a payment:

- that is made in a year as part of a series of payments totalling \$500 or less in the tax year;
- that is not part of a series of payments;
- for medical expenses (other than amounts paid for shelter in a nursing home) incurred by or for the payee;
- for child-care expenses that include baby-sitting services, day-nursery services, or services provided at a boarding school or camp, if the cost for these services would otherwise qualify for a deduction under section 63 of the Act;
- for funeral expenses for a person related to the payee;
- for legal expenses incurred by or for the payee or a person related to the payee; or
- for job training or counselling for the payee or a person related to the payee.

#### Note

Do not prepare a T5007 slip for social assistance payments for amounts (often called **bed reservation fees**) paid to individuals to keep their residences available for use by a foster person.

## Chapter 5 – Filing methods

Internet filing is available from January 5, 2015.

**I**You **must** file information returns by Internet if you file more than 50 information returns (slips) for a calendar year.

If you use commercial or in house-developed software to manage your business, you can file up to **150 MB** by Internet file transfer. For example, a service bureau can file multiple returns in one submission, provided the total submission does not exceed the 150 MB restrictions.

#### Note

If your return is more than 150 MB, you can either compress your return or divide it so that each submission is no more than 150 MB.

## Filing by Web Forms

Our Web Forms application is free and secure. To use it, all you need is access to the Internet. With Web Forms you can complete an information return easily, following the step-by-step instructions.

Web Forms lets you:

- file **up to 100 slips** (original, additional, amended, or cancelled) from our website;
- calculate all of the totals for the summary;
- create an electronic information return containing slips and a summary, which can be saved and imported at a later date;
- print all your slips and your summary; and
- validate data in real time.

After you submit your information return, you will receive a confirmation number that will be your proof that we received it.

To use the Web Forms application, you must have a web access code. If you do not have a web access code, you can easily get one online or by calling us. For more information, see “Web access code” on this page.

To start using this application or to get more information about Web Forms, go to [www.cra.gc.ca/webforms](http://www.cra.gc.ca/webforms).

## Filing by Internet file transfer

Internet file transfer allows you to transmit an original or amended return with a maximum file size of **150 MB**. All you need is a web browser to connect to the Internet and your software will create, print, and save your electronic information return in XML format. For information about this filing method, contact your software publisher or go to [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref).

## Web access code

To file your return over the Internet using either the Internet file transfer or Web Forms services, you will need a web access code (WAC), unless you are filing through My Business Account or Represent a Client. For information about My Business Account or Represent a Client, see “Online services” on page 15. The CRA is no longer mailing web access code letters; as a result, you can use the WAC that was issued for the 2012 tax year to file future information returns. If you have misplaced or do not have a WAC, you can obtain one at [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref) by selecting “Need a Web access code.” If you cannot obtain your WAC online or would like to change it, you can call the e Services Helpdesk at **1-877-322-7849**.

## Filing without a Web access code

You can also file information returns online without a Web access code using the “File a return” service at:

- [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives), if you are an authorized representative or employee; or
- [www.cra.gc.ca/mybusinessaccount](http://www.cra.gc.ca/mybusinessaccount), if you are the business owner.

## Filing by CD, DVD, USB key, or diskette

Starting in January 2015, you will have to send your XML files by Internet file transfer or through our Web forms

application. We will no longer accept CDs, DVDs, USB keys, or diskettes.

For more information about filing information returns electronically, go to [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref).

## Filing using computer-printed (customized) forms

For those who complete a large number of slips, we accept certain slips other than our own. To ensure accuracy, follow the guidelines for the production of customized forms at [www.cra.gc.ca/customized](http://www.cra.gc.ca/customized) or see Information Circular IC97-2, *Customized Forms*.

## Filing on paper

If you file 1 to 50 slips, we strongly encourage you to file over the Internet using Internet file transfer or Web Forms. However, you can still file up to 50 slips on paper.

If you choose to file your return on paper, mail it to:

Data Assessment and Evaluation Programs Division  
Ottawa Technology Centre  
P.O. Box 9633, Station T  
Ottawa ON K1G 6H3

# Chapter 6 – Penalties and interest

## Late filing and failure to file the T5007 information return

You have to file the T5007 information return (slips) and give the T5007 slips to the recipients on or before **the last day of February following the calendar year to which the information return applies**. If the last day of February is a Saturday, Sunday, or public holiday, your information return is due the **next business day**. Note that several provinces and territories have their own unique holidays. Therefore, due dates may be affected by where you reside. For a list of public holidays, go to [www.cra.gc.ca/duedates](http://www.cra.gc.ca/duedates).

We consider your return to be filed on time if we receive it or if it is postmarked on or before the due date.

The minimum penalty for late filing the T5007 information return (slips) is \$100 and the maximum penalty is \$7,500. For the complete penalty structure, go to [www.cra.gc.ca/penaltyinformationreturns](http://www.cra.gc.ca/penaltyinformationreturns).

## Failure to provide information on a return

Anyone who prepares an information return has to make a reasonable effort to get the necessary information, including the social insurance numbers from the individuals that will receive the slips. If you do not do this, you may be liable to a \$100 penalty for each failure to comply with this requirement.

## Failure to provide a social insurance number (SIN) on a return

Make sure the social insurance number (SIN) and name you enter on the T5007 slip for each recipient are correct.

If the individual does not give you his or her SIN, you should be able to show that you made a reasonable effort to get it. For example, if you contact a recipient by mail to ask for his or her SIN, record the date of your request and keep a copy of any correspondence that relates to it. If you do not make a reasonable effort to get a SIN, you may be subject to a penalty of \$100 for each failure. If you cannot get a SIN from the recipient, file your information return, without the SIN, no later than the last day of February. If you do not, you may be subject to a **penalty**.

For more information, see Information Circular IC82-2, *Social Insurance Number Legislation that Relates to the Preparation of Information Slips*, or visit the Service Canada website at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

## Interest on penalties

We charge interest, compounded daily at the prescribed rate, on the total amount of penalties and interest outstanding. Interest and penalties are payable to the receiver general. For the prescribed interest rates, go to [www.cra.gc.ca/interestrates](http://www.cra.gc.ca/interestrates).

## Cancelling or waiving penalties and interest

The taxpayer relief provisions of the *Income Tax Act* give us some discretion to cancel or waive all or part of any interest charges and penalties. This allows us to consider extraordinary circumstances that may have prevented you from fulfilling your obligations under the Act. For more information, go to [www.cra.gc.ca/taxpayerrelief](http://www.cra.gc.ca/taxpayerrelief) or see Information Circular IC07-1, *Taxpayer Relief Provisions*.

## Failure to provide a social insurance number

Individuals have to give their social insurance number (SIN) on request to anyone who has to prepare an information slip for them. A person who does not comply with this requirement is liable to a \$100 penalty for each failure.

An individual who does not have a SIN has 15 days from the date of an information request to apply for one at any Service Canada Centre office. Application forms and instructions are available on their website at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca). After receiving the SIN, the individual has 15 days to provide it to the person who is preparing an information return.

For more information about SIN reporting requirements, see Information Circular IC82-2, *Social Insurance Number Legislation that Relates to the Preparation of Information Slips*.

## Using the social insurance number

If you have to prepare an information return, or if you are an officer, employee, or agent of someone who does, you cannot **knowingly** use or communicate a social insurance

number, or allow it to be communicated, without the written consent of the individual, other than as required or authorized by law or for the purpose for which it was provided.

If you use a social insurance number for unauthorized purposes, you may be guilty of an offence. If convicted, you are liable to a maximum fine of \$5,000, or imprisonment of up to 12 months, or both.

## Notice of assessment

We will issue a notice of assessment for the T5007 information return only if we apply a penalty.

## Chapter 7 – Completing the T5007 slip

### General information

Before completing the T5007 slips, see “Chapter 5 – Filing methods” on page 6. We can process your T5007 information return more efficiently if you follow those instructions.

### Year

Enter the four digits of the calendar year in which the workers’ compensation benefits or social assistance payments were paid.

### Box 10 – Workers’ compensation benefits

There are three methods of payment:

- **direct payment** to a claimant;
- **full-salaried employee award**, when the workers’ compensation board repays the awarded amount to the employer who has advanced the money to the employee in anticipation of the award; and
- **self-insured employee award**, when the workers’ compensation board determines the eligibility of the claim and the amount of the award, but full responsibility for payment rests with the employer, or with an insurance company.

**Direct payment to claimant** – Enter in box 10 the total amount (dollars and cents) of workers’ compensation benefits paid to the recipient in the year.

**Full-salaried employee award and self-insured employee award** – Enter in box 10 the total amount (dollars and cents) of the workers’ compensation award for the calendar year. The total payment must be reported in the year in which it is paid.

### Example 1

**When the claim and the benefit payments occur in different calendar years** – An employee is injured and files a claim in year A. The board accepts the claim and reimburses the employer in the next year (year B). In this case, the board has to file a T5007 slip for year B for the full amount of the award.



## Example 2

**When reimbursements of wage-loss replacement plan benefits are deductible** – An employee received \$5,000 as wage-loss replacement plan benefits in year A. This amount is included in income in year A. In year B, the employee receives another \$5,000 in wage-loss replacement plan benefits and workers' compensation benefits of \$15,000. It is later determined that he is required to reimburse \$8,000 of the wage-loss replacement plan benefits. For year B, he would include both the \$5,000 wage-loss replacement and the \$15,000 workers' compensation benefits in his income. Assuming these are his only sources of income, his total income would be \$20,000. He is entitled to an \$8,000 deduction representing the reimbursement of the wage-loss replacement plan benefits as other employment expenses (repayment of salary or wages). He can also deduct the \$15,000 of workers' compensation benefits which he added to his income. After deducting these amounts from net income, he has a non-capital loss of \$3,000. This can be carried back 3 years and forward 20 years and deducted from income from all sources. If it is carried back to the previous tax years, the employee should send to his tax centre a completed Form T1A, *Request for Loss Carryback*, or a signed letter providing the details of the request.

## Example 3

**When an insurance company pays the immediate benefits** – A worker is injured or sick and files a claim. The insurance company pays \$500 to the worker, and the worker assigns workers' compensation board rights to the insurance company. The board awards \$400 to the worker and pays that amount to the insurance company. The insurance company issues a T4A slip to the worker for \$100, which is the amount of unrecovered benefit payments to the worker. The board should issue a T5007 slip to the worker for the full \$400 benefit awarded.

### Note

Employers who continue to pay an employee's salary before and after a workers' compensation board claim is decided have to withhold amounts for income tax, Canada Pension Plan, and employment insurance. The employee has to report his or her salary on their individual income tax and benefit returns in the year he or she received it. For more information, see guide RC4120, *Employers' Guide – Filing the T4 Slip and Summary*.

## Interim assistance from a social services agency

Individuals could face financial difficulties while waiting for the workers' compensation board to accept their claims. During this waiting period, they may rely on a social services agency for financial support. In this case, they might be required to assign their rights to income receivable from the workers' compensation board to a social services agency in exchange for interim financial support. The assignment could cover the entire amount of income or part of it.

**Assignment of benefits** – The amount the workers' compensation board has to report in box 10 is the total workers' compensation benefits paid in the calendar year. In addition, the social services agency has to issue a

T5007 slip for the amount of social assistance paid, less the workers' compensation benefits assigned to the agency.

### Note

A T5007 slip should never show a negative amount.

## Box 11 – Social assistance payments or provincial or territorial supplements

Enter the total amount (dollars and cents) of assistance paid to the recipient in the calendar year.

**When there is a legal transfer of certain income amounts** – In some circumstances, individuals can formally assign their rights to receive certain income, or a province or territory can transfer their rights to receive such income (for example, child support and alimony payments). Once an individual transfers his or her rights to support payments to a provincial or territorial authority, the province or territory then has the legal right to collect these payments. In this case, report in box 11 the total social assistance payments paid to the recipient in a calendar year, minus the money recovered through a formal assignment or transfer.

**When certain income amounts are assigned to repay assistance** – Individuals could face financial difficulties while waiting for certain income amounts (for example, workers' compensation benefits, employment insurance benefits, and Canada Pension Plan payments). During these waiting periods, they may rely on a social services agency for financial support. In such situations, they could sign agreements to repay any assistance they receive. In these agreements, they could assign their rights to all or part of any income amounts to the social services agency.

In such a situation, you have to issue a T5007 slip for the amount of social assistance advanced to the individual less any amounts recovered by assignments. The income that is received from the other agencies in repayment for the social assistance advances keeps its identity and those agencies will issue the applicable information slip to the individual for whom the payments were made.

Child support payments paid under an order or agreement made or varied after April 1997 are neither included in the recipient's income nor deductible by the payer.

## Box 12 – Social insurance number

Enter the individual's social insurance number (SIN). You **have to** make a reasonable effort to get the SIN from each recipient. If the individual does not have a SIN, he or she has to apply for one.

If you have not received the SIN by the time you prepare the T5007 slip, do not delay completing the T5007 information return beyond the required filing date. Instead, leave this box blank and file the return on time. If an individual gives you his or her SIN after you have sent the T5007 information return to us, the individual does not need to receive an amended T5007 slip with the correct SIN but a copy should be sent to us. For more information, see "Chapter 9 – After you file" on page 11.

For more information about SIN reporting requirements and the related penalties, see "Failure to provide a social

insurance number” and “Using the social insurance number” on page 8. For more information, see Information Circular IC82-2, *Social Insurance Number Legislation that Relates to the Preparation of Information Slips* or visit the Service Canada website at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

### Box 13 – Report code

Enter on each slip one of the following codes to indicate whether the slip is:

- “O” original;
- “A” amended (changing the financial data or identification information); or
- “C” cancelled.

When using code “A” or “C,” enter a description at the top of the slip (for example, “AMENDED” or “CANCELLED”) and include a written explanation of the reason for filing the slip. For more information, see “Chapter 9 – After you file” on page 11.

### Recipient’s name and address

Enter the last name of the recipient first, in capital letters, followed by the first name and initials. Enter the recipient’s full mailing address.

### Payer’s name and address

Enter on each T5007 slip the complete name and address of the workers’ compensation board, the social services agency, or similar body that paid the benefits or assistance, or determined an award to the recipient.

### Distributing the T5007 slips

You can send recipients an electronic copy of their T5007 slips on or before **the last day of February following the calendar year to which the information return applies**, but they must have consented in writing or by email to receive the slips electronically.

#### Note

If you file your information return over the Internet or on electronic media, **do not** send us the paper copy of the forms that make up the return.

If you are filing on paper, send us each T5007 slip (three slips printed per sheet), along with the T5007 Summary, on or before **the last day of February following the calendar year to which the information return applies**. Send these forms to:

Data Assessment and Evaluation Programs Division  
Ottawa Technology Centre  
P.O. Box 9633, Station T  
Ottawa ON K1G 6H3

Send two copies of the T5007 slip to the recipient on or before the last day of February following the calendar year to which the information return applies.

You do not have to keep a copy of the T5007 slips. However, you have to keep the information from which you prepared the slips in an accessible and readable format.

#### Note

When a business or activity ends, you have to send the appropriate copies of the T5007 slips to the recipients and us no later than 30 days after the date the business or activity ended.

## Chapter 8 – Completing the T5007 Summary

### General information

Before completing the T5007 Summary, see “Chapter 5 – Filing methods” on page 6. We can process your T5007 information return more efficiently if you follow those instructions.

You can get a blank T5007 Summary by going to [www.cra.gc.ca/forms](http://www.cra.gc.ca/forms) or order one by calling 1-800-959-5525.

#### Note

An address change cannot be done using the T5007 Summary. To update an address, contact your tax centre. The addresses of our tax centres are listed on page 14.

### If you file your T5007 information return on electronic media

If you file your T5007 information return on electronic media, do not send us a paper copy of the T5007 Summary.

### Information return for the year ending December 31

Enter the four digits of the calendar year to which this information return relates.

### Account number

Enter the 15 characters of your account number. The account number consists of three parts—the business number (BN), the program identifier, and the reference number.

- The nine-digit BN identifies the business.
- The two-letter program identifier identifies the type of BN account, in this case, “RZ.”
- The four-digit reference number identifies each account a business may have.

Note that in order to create or maintain account numbers, you must be authorized to do so.

### Amendments

If you are filing an amended slip, you must do so using the account number you indicated in the original information return.

### If this is an additional T5007 Summary

Enter a “✓” to show that you are filing an additional T5007 information return.

## Name and address of payer

Enter the name and complete address of the workers' compensation board, social services agency, or similar body filing this information return.

## Language

Enter a "✓" to show your preferred language for correspondence.

## T5007 slip totals

### Box 10 – Workers' compensation benefits

Enter the total amount (dollars and cents) of workers' compensation benefits paid or awards determined. This amount corresponds to the total of all the amounts reported in box 10 of all the T5007 slips you are submitting with this T5007 Summary.

### Box 11 – Social assistance payments or provincial or territorial supplements

Enter the total amount (dollars and cents) of social assistance payments or provincial or territorial supplements paid. This amount corresponds to the total of all the amounts reported in box 11 of all the T5007 slips you are submitting with this T5007 Summary.

### Box 31 – Total number of T5007 slips attached

Enter the total number of T5007 slips you are submitting with this T5007 Summary.

## Contact person

Print the name and telephone number of the person who will be able to answer any questions we may have about this information return.

## Certification

### Name of authorized person

Print the name of the officer who has signing authority.

### Signature of authorized person and date

A person with signing authority has to sign and date the information return.

### Position or title

Enter the position or title of the person who has signing authority.

## Chapter 9 – After you file

When we receive your information return, we verify to see if you have prepared it correctly. After an initial review, we enter your return into our processing system, which captures the information and performs various validity and balancing checks. If there are any problems, we may contact you.

## Amending, cancelling, adding, or replacing slips

After filing your information return, you may notice an error on the T5007 slips. If so, you will have to prepare amended slips to correct the information.

### Amending or cancelling slips over the Internet

To amend a slip over the Internet, change only the information that is incorrect and retain all of the remaining information that was originally submitted. Use summary report type code "A" and slip report type code "A."

To cancel a slip, do not change any information that was contained on the original slip. Use summary report type code "A" and slip report type code "C."

For more information about amending or cancelling information returns using the Internet, go to [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref).

### Amending or cancelling slips on paper

Clearly identify the new slips as amended or cancelled by writing "AMENDED" or "CANCELLED" at the top of each slip. Make sure you fill in all the necessary boxes, including the information that was correct on the original slip. Send two copies of the slips to the employee. Send one copy of the amended or cancelled slips with a letter explaining the reason for the amendment or cancellation to any tax centre. The addresses of our tax centres are listed on page 14. Do not file an amended or cancelled Summary.

### Adding slips

After you file your information return, you may discover that you need to send us additional slips. If you have original slips that were not filed with your information return, file them separately either electronically or on paper.

If you file additional slips on paper, clearly identify the new slips by writing "ADDITIONAL" at the top of each slip. Send one copy of the additional slips to your tax centre. The addresses of our tax centres are listed on page 14.

We also accept additional original slips in electronic format. For more information, see "Chapter 5 – Filing methods" on page 6 or go to [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref).

#### Note

Any additional T5007 slips that are filed after the due date may result in a late filing penalty. For the penalty structure, see "Late filing and failure to file the T5007 information return" on page 7 or go to [www.cra.gc.ca/penaltyinformationreturns](http://www.cra.gc.ca/penaltyinformationreturns).

### Replacing slips

If you issue T5007 slips to replace copies that were lost or destroyed, do not send us copies of these slips. Clearly identify them as "DUPLICATE" copies and keep a copy for your records.

## Chapter 10 – Recovery of benefit and assistance overpayments

The following guidelines address recoveries of overpayments of benefits or assistance made to an individual by mistake. We do not consider an amount paid in error as assistance or a benefit for the individual receiving it. Therefore, you should not include it in the individual's income for the year he or she received it. If the individual has to repay it in the same or another year, we do not allow a deduction from income for the repayments made (whether made by deduction from the individual's benefits or assistance, or in some other manner). The following guidelines apply if the individual has repaid amounts you have reported on a T5007 slip for a previous year.

### Note

A T5007 slip should never show a negative amount.

## Workers' compensation benefits

### Self-insured employee award

You should issue an amended T5007 slip for the year the overpayment was paid, not the year the workers' compensation board discovered or recovered the overpayment.

### Example

A worker receives in year A, a total of \$1,000 in wages, consisting of \$600 in benefits and \$400 in salary. A T5007 slip was issued for \$600, as well as a T4 slip reporting the \$400 salary and \$600 (the amount of benefit reimbursed to the employer) in the "Other information" area with a code 77. This allows the employee to claim the other employment expense deduction. In the following year (year B), the board discovers that the worker should have received \$550 in benefits and \$450 in salary for year A. Consequently, year A benefits were overpaid by \$50. You should reflect this change by issuing an amended T5007 slip for year A in the amount of \$550.

To calculate the individual's refundable tax credits and benefits (for example, goods and services tax/harmonized sales tax credit, Canada child tax benefit, and provincial or territorial tax credits or benefits), the individual's **net income** stays at \$1,000. The increase in salary is offset by the \$50 reduction in benefits. However, you have to amend the T5007 slip because there is an increase in the individual's **taxable income**, equivalent to the increase in salary of \$50.

For more information, see guide T4001, *Employers' Guide – Payroll Deductions and Remittances* or call 1-800-959-5525.

## Direct payment to claimant

### Example 1

Using the previous example in which the individual only received benefits in year A, you should amend the T5007 slip for year A to report \$550 in paid benefits.

### Example 2

When an individual is still receiving benefits in year B, and his or her benefits for that year are reduced to recover the overpayment, or if he or she directly repays the overpayment, you should only report the net amount on the T5007 slip for year B. Once year B's benefits have been reduced to nil, you can reduce year A's benefits by any amount of the recovery that is more than year B's benefits. In this case, you should also prepare an amended T5007 slip for year A.

### Note

When an identified overpayment has not been recovered, do not amend any T5007 slips.

## Social assistance payments

### Example 1

In year A, an individual receives \$3,000 in assistance. In the following year (year B), it is discovered that the individual should have received only \$2,500 in total payments. The individual is not receiving assistance in year B, but the agency recovers the overpayment of \$500 in assistance in year B. In this case, you should amend the T5007 slip for year A to report \$2,500 in paid assistance.

### Example 2

When an individual is still receiving assistance in year B, and his or her assistance payments for that year are reduced to recover the overpayment, or he or she directly repays the overpayment, you should only report the net amount on the T5007 slip for year B. Once year B's assistance has been reduced to nil, you can reduce year A's assistance by any amount of recovery that is more than year B's assistance. In this case, you should also prepare an amended T5007 slip for year A.

### Note

When an identified overpayment has not been recovered, do not amend any T5007 slips.

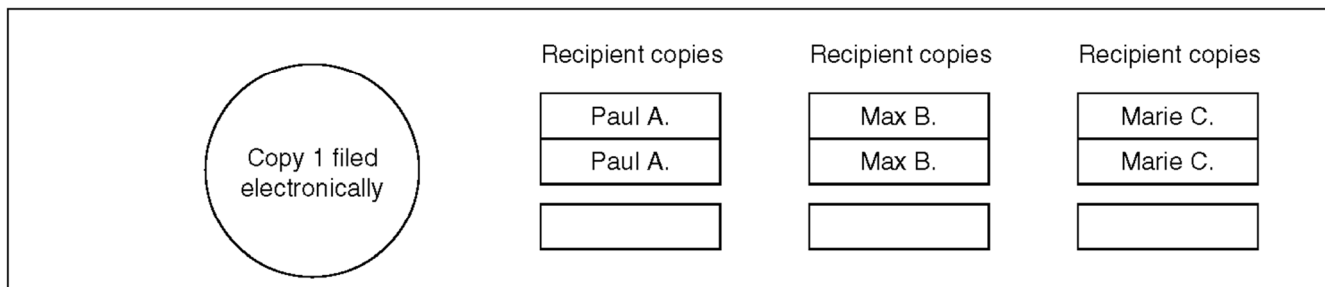
## Distributing your copies

### How to prepare, distribute and file your T5007 slips with your T5007 Summary

You can use this form whether you file your information return electronically or on paper. For more information on how to complete the T5007 slip and the T5007 Summary, see "Chapter 7 – Completing the T5007 slip" on page 8 and "Chapter 8 – Completing the T5007 Summary" on page 10.

**When filing electronically:** Follow the instructions and technical specifications at [www.cra.gc.ca/iref](http://www.cra.gc.ca/iref) to file your information return. Produce two paper copies for the recipient and one copy (optional) for your records.

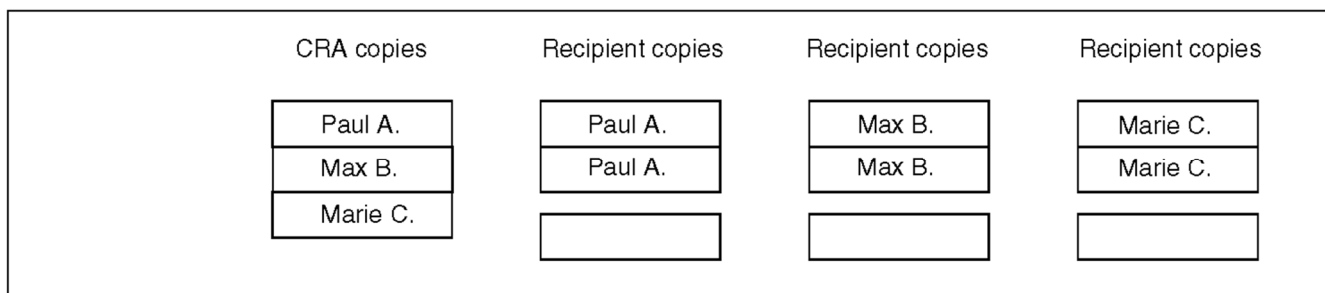
#### Example



#### When filing on paper:

- Use one sheet for three different recipients for the copy you are sending to the CRA. Do not separate the slips when you send them with your T5007 Summary.
- Use a separate sheet for the two copies you are giving to the recipient and the copy you are keeping in your records.

#### Example



## References

The following publications relate to topics in this guide and are available at [www.cra.gc.ca/forms](http://www.cra.gc.ca/forms), or by calling 1-800-959-5525.

### Interpretation Bulletins

IT-202R2 *Employees' or Workers' Compensation*  
 IT-428 *Wage Loss Replacement Plans*

### Information Circulars

IC07-1 *Taxpayer Relief Provisions*  
 IC82-2R2 *Social Insurance Number Legislation that Relates to the Preparation of Information Slips*

## Addresses of tax centres

Filers served by a tax services office on the left side of the following list should communicate with the corresponding office on the right.

Bathurst, Nova Scotia, Kingston, Moncton, Newfoundland and Labrador, Peterborough, Saint John, St. Catharines, and Sydney	<b>St. John's Tax Centre</b> 290 Empire Avenue St. John's NL A1B 3Z1
Chicoutimi, Montérégie-Rive-Sud, Outaouais, Québec, Rimouski, and Trois-Rivières	<b>Jonquière Tax Centre</b> 2251 René-Lévesque Boulevard Jonquière QC G7S 5J1
Laval, Montréal, Ottawa, Rouyn-Noranda, Sherbrooke, and Sudbury (Northeastern Ontario* only)	<b>Shawinigan-Sud Tax Centre</b> 4695 12th Avenue Shawinigan-Sud QC G9P 5H9
Belleville, Charlottetown, Hamilton, and Kitchener/Waterloo	<b>Summerside Tax Centre</b> 275 Pope Road Summerside PE C1N 6A2
Toronto Centre, Toronto East, Toronto North, Toronto West, and Sudbury (Sudbury/Nickel Belt** only)	<b>Sudbury Tax Centre</b> 1050 Notre Dame Avenue Sudbury ON P3A 5C1
Calgary, Edmonton, Lethbridge, London, Red Deer, Saskatoon, Thunder Bay, Windsor, and Winnipeg	<b>Winnipeg Tax Centre</b> 66 Stapon Road Winnipeg MB R3C 3M2
Burnaby-Fraser, Northern B.C. and Yukon, Regina, Southern Interior B.C., Vancouver, and Vancouver Island	<b>Surrey Tax Centre</b> 9755 King George Boulevard Surrey BC V3T 5E1
* Northeastern Ontario includes all areas outside Sudbury/Nickel Belt that are served by the Sudbury Tax Services Office.	
** The Sudbury/Nickel Belt area includes all postal codes beginning with P3A, P3B, P3C, P3E, P3G, P3L, P3N, P3P, and P3Y, as well as postal codes beginning with POM and ending with 1A0, 1B0, 1C0, 1E0, 1H0, 1J0, 1K0, 1L0, 1M0, 1N0, 1P0, 1R0, 1S0, 1T0, 1V0, 1W0, 1Y0, 2C0, 2E0, 2M0, 2R0, 2S0, 2X0, 2Y0, 3A0, 3B0, 3C0, 3E0, and 3H0.	

## Online services

### Handling business taxes online

Save time using the CRA's online services for businesses. You can do many things online, including:

- authorize a representative for online access to your business accounts;
- authorize the CRA to send you an email to let you know that your notice of assessment is available online, instead of getting it in the mail;
- change mailing and physical addresses, as well as the address where you keep your books and records;
- file or amend information returns without a web access code;
- view the status of filed returns;
- view mail (for example, a notice of assessment); and
- view direct deposit transactions.

To register or log in to our online services, go to:

- [www.cra.gc.ca/mybusinessaccount](http://www.cra.gc.ca/mybusinessaccount), if you are a business owner; or
- [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives), if you are an authorized representative or employee.

For more information, go to [www.cra.gc.ca/businessonline](http://www.cra.gc.ca/businessonline).

### Authorizing online access for employees and representatives

You can authorize your employees and representatives to have online access to your business accounts. First, they have to register at [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives) and give you their representative identifier (RepID) or their business number.

Then, to give them online access to your business accounts, you can:

- use the "Authorize or manage representatives" service at [www.cra.gc.ca/mybusinessaccount](http://www.cra.gc.ca/mybusinessaccount), which may give instant access; or
- fill out Form RC59, *Business Consent*, and send it to us.

You can do **one authorization** for a group of employees. For more information, go to [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives).

### Representatives – Request or delete authorizations online

Representatives can use online services to:

- submit an authorization request on behalf of a business; and
- delete authorizations.

### What are the benefits of using these services?

By using the online services, you can get access to your clients' business accounts sooner.

You can also easily delete authorizations for clients that you no longer represent.

### Are there any situations when I cannot use these services?

Yes. You cannot cancel an authorization for a specific program account online when more than one program account has been authorized. In this situation, you need to fill out Form RC59, *Business Consent*, and send it to us.

### How do I access these services?

Log in at [www.cra.gc.ca/representatives](http://www.cra.gc.ca/representatives) and select the following options:

- Review and update;
- Manage clients; and
- Authorization request or delete an authorization.

For an authorization request, use the "Submit documents" service to submit the certification page.

### What if there has been a change of owners or directors?

We will not process an authorization request if the name of the authorized person of the business does not match our records. Ask your business client if there has been a change in owners, partners, directors, officers, or trustees; and, if so, if the official documentation of the change was sent to the tax centre.

### How will I know when the authorization has been given?

You will see your clients' name when you view your client list.

### Receive your CRA mail online

You can choose to receive some of your CRA mail online.

When you register for this service, we will no longer mail you some correspondence items. Instead, we will send you an email to notify you when there is new mail in your secure online account.

To register, select the "Manage online mail" service and the accounts for which you would like to receive online mail.

Using our online mail service is faster and easier than managing paper correspondence.

### View direct deposit transactions

To help you reconcile your direct deposits with the information related to your CRA program accounts, you

can now select the “View direct deposit transactions” service and a time period, and see the following information:

- the deposit date;
- the program account number;
- the filing period end date; and
- the CRA refund amount.

It can take up to 24 hours for refunds to display.

For more information, or to sign up for direct deposit, go to [www.cra.gc.ca/dd-bus](http://www.cra.gc.ca/dd-bus).



## For more information

### What if you need help?

If you need more information after reading this guide, visit [www.cra.gc.ca](http://www.cra.gc.ca) or call 1-800-959-5525.

### Direct deposit

Did you know that the Government of Canada is switching to direct deposit for payments that it issues?

Direct deposit is a faster, more convenient, reliable, and secure way to get your refund directly into your account at a financial institution in Canada.

To enrol for direct deposit or to update your banking information, go to [www.cra.gc.ca/directdeposit](http://www.cra.gc.ca/directdeposit).

### Forms and publications

To get our forms and publications, go to [www.cra.gc.ca/forms](http://www.cra.gc.ca/forms) or call 1-800-959-5525.

### Electronic mailing lists

We can notify you by email when new information on a subject of interest to you is available on our website. To subscribe to our electronic mailing lists, go to [www.cra.gc.ca/lists](http://www.cra.gc.ca/lists).

### Tax Information Phone Service (TIPS)

For personal and general tax information by telephone, use our automated service, TIPS, by calling 1-800-267-6999.

### Teletypewriter (TTY) users

TTY users can call 1-800-665-0354 for bilingual assistance during regular business hours.

### Our service complaint process

#### Step 1 – Talk to us

If you are not satisfied with the **service** that you have received from us, you can file a formal complaint. Before you do this, we recommend that you try to resolve the matter with the CRA employee you have been dealing with or call the telephone number that you were given.

If you are not pleased with the way your concerns are addressed, you can ask to discuss the matter with the employee's supervisor.

#### Step 2 – Contact the CRA Service Complaints Program

The Service Complaints Program is available to individuals and businesses. This program gives you another level of review if you are not pleased with the results from the **first step** of our complaint process. Generally, service-related complaints refer to the quality and timeliness of our work.

To file a complaint with the Service Complaints Program, complete Form RC193, *Service-Related Complaint*, which you can get by going to [www.cra.gc.ca/complaints](http://www.cra.gc.ca/complaints).

#### Step 3 – Contact the taxpayers' ombudsman

If, **after following steps 1 and 2**, you are still not satisfied with our service, you can file a complaint with the Office of the Taxpayers' Ombudsman.

For information about the taxpayers' ombudsman and how to file a complaint, visit [www.oto-boc.gc.ca](http://www.oto-boc.gc.ca).

### Reprisal complaint

If you believe that you have been subject to reprisal, complete Form RC459, *Reprisal Complaint*. For more information about reprisal complaints, go to [www.cra.gc.ca/reprisalcomplaints](http://www.cra.gc.ca/reprisalcomplaints).

### Tax information videos

We have a number of tax information videos for small businesses on topics such as business income and expenses, GST/HST, and payroll. To watch our videos, go to [www.cra.gc.ca/videogallery](http://www.cra.gc.ca/videogallery).

### Your opinion counts

If you have comments or suggestions that could help us improve our publications, send them to:

Taxpayer Services Directorate  
Canada Revenue Agency  
395 Terminal Avenue  
Ottawa ON K1A 0L5