

Automated Telephone Inquiry Menu Options

1-866-866-0800

If you are receiving ministry services and have an 8-digit Person ID (PID) number and a 3-digit Personal Identification Number (PIN) or a Social Insurance Number (SIN), please have it ready, so we may serve you faster.

Client Enquiries

For persons receiving ministry services who have a PID and PIN or SIN

Press 1

For information about ministry services, cheque issue dates, and contact information <i>OR</i> If you are a client who has received a Person ID and PIN card in the mail and you want to hear about your income assistance cheque	Press 1
To connect with an office providing Employment and Income Assistance services	Press 2
For BC Bus Pass Program, Senior's Supplement, Dental and Optical information, T-5 inquiries, debt inquiries, Canada Pension Plan Application processes, or for Personal Supports <i>(See Provincial Services Menu Options listed below)</i>	Press 3
For My Self Serve	Press 4
Repeat Options	Press *

Provincial Services Menu Options

For the BC Bus Pass Program	Press 1
For Senior's Supplement	Press 2
For Dental and Optical Information	Press 3
For T-5 or Debt calls	Press 4
For information regarding Canada Pension Early Retirement and Canada Pension Disability processes	Press 5
For Personal Supports	Press 6



Ministry of
Social Development
and Social Innovation

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All Other Enquiries

Including persons receiving ministry services who do not have a PID and PIN or SIN

Press 2

For information about ministry services, applications for ministry assistance, contact information and Person ID/PIN resets or if you are calling on behalf of someone receiving ministry services	Press 1
For Provincial Services, such as; BC Bus Pass Program, BC Healthy Kids, Senior's Supplement, Dental and Optical information, T-5 inquiries, debt inquiries, cheque verification, Personal Supports or for Specialized Intake – including youth transition, hospitals, Corrections and facilities <i>(See Provincial Services Menu Options listed below)</i>	Press 2
Repeat Options	Press *

Provincial Services Menu Options

For the BC Bus Pass Program	Press 1
For BC Healthy Kids	Press 2
For Senior's Supplement	Press 3
For Dental and Optical Information	Press 4
For Specialized Intake – including youth transition, hospitals, Corrections and facilities	Press 5
For T-5 inquiries, debt inquiries, cheque verification	Press 6
For Personal Supports	Press 7



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