

Ministry of Social Development and Poverty Reduction

Seniors Supplement FAQ

Overview

The Seniors Supplement is a monthly benefit (financial) provided by the Government of British Columbia through the *BC Employment and Assistance Act*. This benefit is issued on or before the 29th of every month to seniors who are eligible.

Frequently Asked Questions:

What are the eligibility criteria for the Seniors Supplement?

Seniors may be eligible for the Seniors Supplement if they receive the federal Old Age Security (OAS) and the Guaranteed Income Supplement (GIS), or the Federal spouse's allowance. The Ministry of Social Development and Poverty Reduction (SDPR) issues the Seniors Supplement based on the financial assistance amount of the OAS and GIS that a senior receives. If a senior is a recipient of federal OAS and GIS they will receive the Seniors Supplement automatically, providing they meet eligibility, i.e. a senior does not need to apply for the Seniors Supplement.

What is considered income in establishing the Seniors Supplement payment rate?

Service Canada determines the rate of Old Age Supplement (OAS) and Guaranteed Income Supplement (GIS) based on all income reported by a senior when they file their income tax return. If a senior has questions about income or assets and how they might affect OAS and GIS, they should contact Service Canada (see contact information below).

Where can I find information about BC Seniors Supplement Rates?

Updated Seniors Supplement rate information can be found online at:

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-employment-and-assistance-rate-tables/senior-s-supplement-rate-table>

Ministry of Social Development and Poverty Reduction

Seniors Supplement FAQ

If eligible for Seniors Supplement, when will payments begin?

The Seniors Supplement will be provided to seniors who are 65 years of age and about to receive federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS) or if the senior is the spouse of a federal pensioner about to receive Federal Allowance. The Seniors Supplement will be effective the month following the first OAS and GIS benefit (financial) or Federal Allowance payment.

If a senior receives a retroactive payment of Old Age Security (OAS) and/or Guaranteed Income Supplement (GIS), will they also receive a retroactive Seniors Supplement payment?

Before an assessment can be made to determine if retroactive Seniors Supplement payments should be made the ministry requires confirmation of monthly benefit amounts from Service Canada.

Why would a senior, who is single, over 65 years of age and on Federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS), be receiving less income than what the Seniors Supplement rates indicate?

The Federal Old Age Supplement (OAS) and Guaranteed Income Supplement (GIS) rate is determined by the income reported to Service Canada (through income tax) for the previous year. The Seniors Supplement payment is calculated based on the amount of federal OAS and GIS received. If a senior's situation changes in the current year, adjustments may be made, as reported to Service Canada.

PLEASE NOTE: If a senior has experienced a loss of certain types of income in the current year, an adjustment in Federal GIS rate may be possible. Federal GIS adjustments should be requested to Service Canada for loss or reduction of the following: employment earnings, retirement pensions, reductions in Canada Pension Plan or Quebec Pension Plan and reductions or loss of alimony or private disability payments.

Ministry of Social Development and Poverty Reduction

Seniors Supplement FAQ

Am I eligible for Seniors Supplement if I receive a partial federal Old Age Pension?

You need to apply for Federal Guaranteed Income Supplement (GIS) first. The Seniors Supplement will be paid automatically if you are deemed eligible.

Who do I inform when I have an address change?

Please contact Service Canada toll-free in Canada - 1 800 277-9914 and advise them of your change of address. Seniors Supplement cheques are mailed to the same address as that shown on the Federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS) cheques. Returned cheques will be reissued once an address update has been communicated to the Seniors Supplement Program by Service Canada.

Who do I inform when I have changed my bank account information?

Please contact Service Canada toll-free in Canada - 1 800 277-9914 and advise them of your change of bank account information. Seniors Supplement payments are deposited into the same account as Federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS) payments. Returned payments will be reissued once an account update has been communicated to the Seniors Supplement Program by Service Canada.

Is there a residence requirement for the Seniors Supplement?

Yes. Recipients of Seniors Supplement must be permanent residents and living in British Columbia to be eligible for provincial benefits. Seniors Supplement benefits are not payable outside of the Province of British Columbia.

Can I receive Seniors Supplement payments while vacationing out of the Province of B.C.?

Please contact the Provincial Services Contact Centre toll-free in B.C. - 1-866-866-0800 and provide departure and return dates. You are entitled to Seniors Supplement for a maximum of 6 months if on vacation outside of British Columbia. The Seniors Supplement will automatically be cancelled after the 6 month period.

Ministry of Social Development and Poverty Reduction

Seniors Supplement FAQ

Am I still eligible for the Seniors Supplement payment when I enter a Long Term Care Facility?

Yes. Seniors Supplement is payable in these facilities.

PLEASE NOTE

This information sheet refers only to the Provincial Seniors Supplement benefits (financial assistance), that is, benefits paid to those over 65 years and receiving Old Age Security (OAS) and Guaranteed Income Supplement and to those between 60-64 years and receiving the federal allowance.

This information sheet does not apply to individuals designated as Persons With Disabilities (PWD) through the Ministry of Social Development and Social Innovation (SDSI) or to persons 60 years old and older who are not receiving Federal Old Age Security (OAS) or Federal Allowance.

Who can I contact for more information on the Seniors Supplement?

Phone:

Toll-free in B.C.:

1-866-866-0800

Monday - Friday 9:00 a.m. - 4:00 p.m.

Press option 2, enter your 10 digit phone number, then press option 2, and then press option 3

Peak call volume occurs between 9:00am – 9:30am and 1:00pm – 2:00pm each day

PLEASE NOTE

If you are calling on behalf of someone, the Ministry of Social Development and Poverty Reduction (SDPR) staff requires the individual's verbal or written consent. Please use the [Consent to Disclosure of Information Form](#) and submit via email, or mail.

Ministry of Social Development and Poverty Reduction Seniors Supplement FAQ

E-mail:

FASBSENI@gov.bc.ca

Mail:

Seniors Supplement Program

PO BOX 9950 STN PROV GOVT

Victoria BC V8W 9R3