

## INTRODUCING THE FINANCIAL RELIEF NAVIGATOR

### A tool to help vulnerable Canadians get COVID-19 benefits and financial relief

#### What to expect from the Financial Relief Navigator

The Financial Relief Navigator (FRN) is designed to help vulnerable Canadians access critical emergency benefits and financial relief from governments, financial institutions, telecoms and internet providers. While some other tools focus on only government emergency benefits, the FRN acts as a one-stop portal where Canadians can access relief measures from all of these entities. Visit <https://financialreliefnav.prospercanada.org/> to get started.

#### Today, the Financial Relief Navigator includes

#### It does not include

All federal and provincial/territorial benefits created as a result of the COVID-19 pandemic that can help individuals and families <b>increase their incomes or lower their expenses</b>	<ul style="list-style-type: none"> <li>• Municipal or local benefits and supports</li> <li>• Broader funding allocations</li> <li>• Supports that do not give a direct financial benefit</li> <li>• <b>Pre-existing</b> (non-COVID) benefits</li> </ul>
Benefits and relief offered by <b>many</b> financial institutions, telecom companies, and utilities	<ul style="list-style-type: none"> <li>• <b>All</b> institutions</li> </ul>
Simple selections to describe your situation	<ul style="list-style-type: none"> <li>• A precise list of all benefits you qualify for</li> </ul>
Overviews of each benefit	<ul style="list-style-type: none"> <li>• Answers to every possible question</li> </ul>
Available in English now and in French, later this month	<ul style="list-style-type: none"> <li>• Not available in any other languages</li> </ul>

#### Tips for using the Financial Relief Navigator

- Check all situations that might apply – when you check more boxes you will get more benefit results.
- “Senior” has a broad age-range associated with it. If you are a 55+ we recommend that you check this box.
- CERB and income supports interact in very important and specific ways. Some provinces count the CERB as income, others have partial exemptions, and others do not count it as income for disability benefits. The FRN has a section on these details if you indicate that you are on some form of Income Assistance.
- Expired benefits get deleted from the site.
- Payment deferrals may have long-term financial consequences, as they can add up.
- If you don’t get any results, look through the full list of benefits.
- Use links provided to dig deeper into benefits if needed.
- Help share the tool. Embed and share options are available.

**We need your help to keep this tool relevant, accurate, and useful**

We are extremely grateful for the generous support of TD Bank Group, United Way Centraide Canada, United Way Greater Toronto, Maple Leaf and Bridgeable for their early support of the FRN. We also thank all of our financial empowerment partners for helping us test and refine the tool.

We value your input. If there are ways to improve the FRN or if you notice any errors or omissions, please do let us know by emailing [frn@prospercanada.org](mailto:frn@prospercanada.org). Thank you for your support.