

FAQs – Canadian Emergency Wage Subsidy

Direct deposit for business allows employers to receive the Canada Emergency Wage Subsidy (CEWS) quickly and securely. Businesses can now register their business payroll accounts for direct deposit through financial institutions.

Q1: What is a direct deposit payment?

Direct deposit is a secure electronic transfer of funds deposited directly into your bank account at a financial institution of your choice. Direct deposit replaces the need to issue payments by paper cheque.

Q2: Why should I sign up for direct deposit?

Direct deposit allows you to access your money faster. It's reliable and your payment will always be deposited on time in the account that you select when you sign up for direct deposit.

For those eligible for the [Canada Emergency Wage Subsidy \(CEWS\)](#), we encourage you to sign up for direct deposit for your payroll account (RP) as soon as possible to receive your business payments on time.

Q3: Who is eligible to enrol for CEWS direct deposit for business with the CRA?

To be eligible to enrol, your business must have:

- A valid 15 digit business number
- Payroll account (RP)

Registration is only required once – if you have already registered with the CRA, there is no need to do so again.

Q4: Who is ineligible?

Trusts and non-residents are ineligible to sign up via financial institution. They can still sign up for direct deposit directly with CRA through CRA [My Business Account](#) or [Represent a Client](#).

Q5: How do I apply for the Canada Emergency Wage Subsidy?

[Canada Emergency Wage Subsidy \(CEWS\)](#): Eligible employers will be able to apply in [CRA My Business Account](#) or through a [web-based application](#) as of April 27.

Q6: How do I sign up for My Business Account?

To register for [My Business Account](#), you will need to provide personal information such as your:

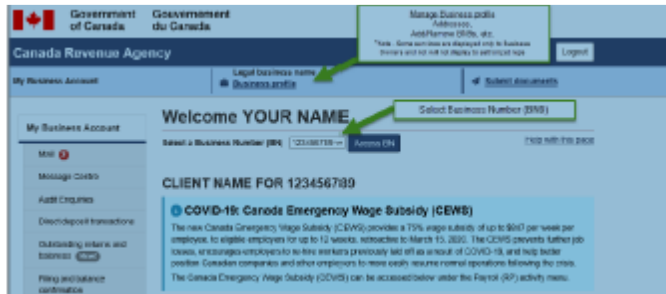
- Social insurance number
- Date of birth
- Current postal code or zip code

- Tax returns from the current and previous year
- Business number

Once complete, you will gain limited access until you receive and enter your CRA security code.

Q7: How do I update the bank account information for my business that CRA currently has on file?

Log in through your online banking or mobile or visit Canada.ca/taxes and sign up through [My Business Account](#). The screen shot below indicates where on the Government of Canada site this is located.



Q8. How quickly will CRA update my account selection for my business?

It can take between 24-48 hours for the changes to be reflected in [CRA My Business Account](#), but processing times may vary. CRA will also notify you when you important changes are made to your account, such as direct deposit.

For more information, please visit the CRA website: [Email notifications from the CRA – Businesses](#).

Q9: What if I don't see the updated bank account information for my business after 48 hours?

You can contact the CRA at 1-800-959-5525.

Q10: What CRA business payments are captured in the direct deposit enrolment?

You can receive business payments such as your corporation income tax refund, goods and services tax/harmonized sales tax refund and refund of payroll deductions.

If you are eligible to receive it, you will also receive your Canada Emergency Wage Subsidy (CEWS) through the Government of Canada as a direct deposit payment to your payroll account (RP).

For a complete list, please visit [CRA Direct Deposit Enrolment](#).

Q11: What information is needed to sign up for direct deposit for businesses?

You will need to enter your 15-digit Business Number and identify the payroll account for the funds to be deposited into.

Q12: Can I have the payments go into my USD account?

No, the payments are paid in CAD and must be directed to a CAD account.

Q13: What if I updated my information but haven't received my payments?

If you are expecting to receive your CEWS payment through direct deposit and have not received a payment within 10 days of submitting your application, you can contact the CRA at 1-800-959-5525. Please note that if you have [CRA My Business Account](#), you can monitor your account to check for your CEWS payment.

Q14: How can I revoke my enrolment in direct deposit for my business with the CRA?

You can revoke your enrolment by accessing the [CRA My Business Account](#). If you do not have a CRA My Business Account, you can contact the CRA at 1-800-959-5525.

Q15: How will I know if my enrolment for direct deposit with CRA for my business was successful?

You can confirm that your account has been updated by visiting the CRA website and accessing [CRA My Business Account](#). If you do not have a CRA My Business Account, you can contact the CRA at 1-800-959-5525.

In addition, with account alerts the CRA will also notify you when important changes are made to your account, such as direct deposit. For more information please visit the CRA website: [Email Notifications from the CRA – Businesses](#).

Q16: What happens if my enrolment for direct deposit with CRA for my business isn't successful?

You can attempt to enrol again in direct deposit with your financial institution or via the [CRA My Business Account](#).

Q17: When can my business apply for direct deposit through my financial institution?

Starting April 27, 2020 eligible clients will be able to [apply for CEWS through the Government of Canada](#).

The CRA will collect applications throughout this week. As of May 4, we will process applications through our automated verification system. As such, employers can apply at a time that's convenient for them during this week.

All claims that are approved through our automated verification process will be sent for payment on May 5, so that payments being made through direct deposit should begin to appear in employers' accounts as of May 7.

For questions and information about CEWS, please visit the Government of Canada's website.

Q18: What about businesses who are unable to bank online or through an app?

The CRA can still issue cheques for CRA business payments. For any questions related to your CEWS payments, please contact the CRA directly at 1-800-959-5525.

Q19: Does enrolling for direct deposit for my business automatically sign me up for the Canada Emergency Wage Subsidy (CEWS)?

No, this sign up is only for choosing your method of receiving your CEWS payment.

For questions and information on how to apply for the CEWS, please visit the [Government of Canada's website](#).

Q20: What is the benefit of enrolling in direct deposit with the Canada Revenue Agency?

Signing up for direct deposit will help ensure your payments are delivered more quickly. If your payroll account (RP) is signed up for direct deposit, you should receive your Canada Emergency Wage Subsidy payment within 3-5 business days.

Q21: When will I receive my Canada Emergency Wage Subsidy payments?

Payments for the Canada Emergency Wage Subsidy being made through direct deposit should begin to appear in employers' accounts by May 7. Sign up for direct deposit for your payroll account (RP) to ensure you get your payment more quickly.

Q22: How will I know my information has been set up with the Canada Revenue Agency?

At the end of the enrolment process, you'll be given a reference number to confirm that your information has been shared with the Canada Revenue Agency.

You can also verify that your profile was updated by visiting the [CRA My Business Account](#) two business days after enrolling.

Q23: I'm already signed up for direct deposit with the Canada Revenue Agency for my payroll account (RP). Do I need to enrol again?

No, You do not need to sign up again. The Canada Revenue Agency will use the account information that you have already provided for your direct deposit payments.

Q24: I've already signed up for direct deposit with another bank. If I sign up again, will it update what I have on file with the Canada Revenue Agency?

The most recent enrolment you complete will become the account on file with the Canada Revenue Agency. Direct deposits for CEWS payments will only be made into one payroll account (RP), at one financial institution.

Q25: How will the deposit show up in my account?

The deposits will show as being made by the Receiver General. The description on your statement will read Federal Payment FED.

Q26: Can I change my direct deposit bank account for my business?

Yes, by following the sign up process again and selecting a different account. The last account information you provide will be used for your direct deposit for your business. You can also update your bank account information for your business via the [CRA My Business Account](#).

Q27: How do I check which bank I might be already signed up with and/or switch payment accounts for my business?

Please visit Canada.ca/taxes and log in to your CRA My Business Account and verify your banking details. If you don't have an account, you can create one through the CRA. To change the account you receive a payment in, follow the sign up process and select the account you'd like to have deposits made to. The most recent payroll account (RP) submitted will be used for CEWS direct deposit.

Q28: What number do I call if I have questions about the Canada Emergency Wage Subsidy?

If you are calling for [Canada Emergency Wage Subsidy \(CEWS\)](#) information or to speak with an agent about CEWS eligibility requirements, calculating the CEWS, or how to apply, call the dedicated CEWS number: 1-833-966-2099.

If you are calling for account-specific information such as My Business Account access, payment requirements, or GST and corporate income tax filing information, call the CRA's Business Enquiries line: 1-800-959-5525.

Q29: How will I receive my payment if it is \$25 million or more?

If you are expecting a payment of \$25 million or more, you will have to get your payment through the large value transfer system (LVTS). To do this, you have to be enrolled in direct deposit on your payroll account and be registered for the LVTS. If you are not already set up for LVTS, begin the registration process.