

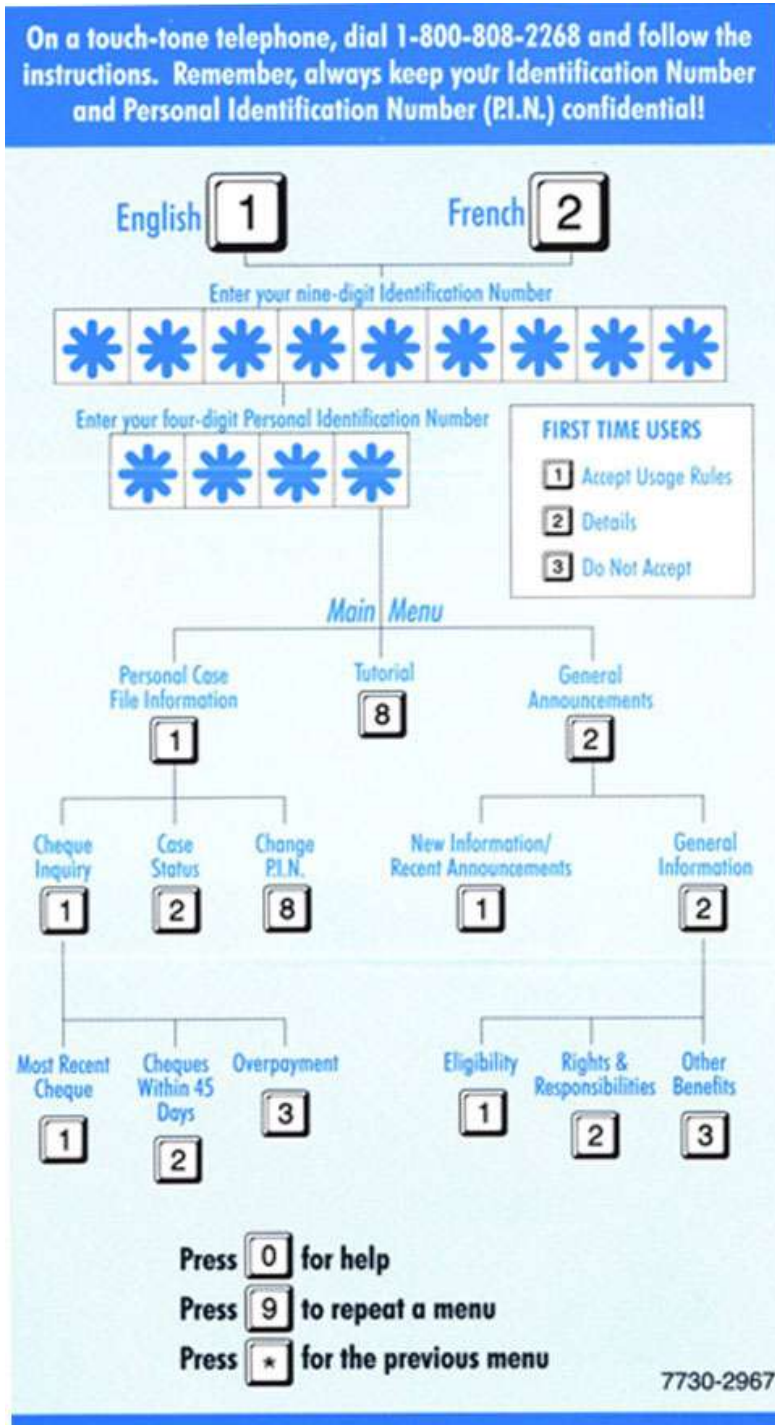
## WHAT IS INTERACTIVE VOICE REPONSE?

It's toll-free, convenient and easy to use! The Interactive Voice Response (IVR) telephone system allows you to get specific information about your case and general information about social assistance using a touch-tone phone. IVR lets you get information during and after regular business hours without having to contact your casemanager.

## IS THE IVR SYSTEM SECURE?

The IVR system is secure and confidential. Each time you call the IVR system you will need to enter your 9-digit ID number (your Member ID) and your 4-digit PIN. Remember to keep both of these numbers private. A temporary PIN will be mailed to you. The first time you use IVR the system will ask you to change your temporary PIN to a new number. **Do not share your new PIN with anyone.**

*For privacy and security reasons, the use of cellular and cordless phones is not recommended.*



## Helpful Hints

### What's my Identification Number?

Your Identification Number (or Member ID) appears on all documents mailed to you from our office.

### Can't remember your PIN or been locked out?

Press "0" for help,  
Monday to Friday between  
8:00 am to 5:00 pm  
or  
Call your Case Manager and  
request a new temporary PIN.

## IVR Hours

Mon – Fri, 8am – 9pm

Sat – Sun, noon – 5pm

IVR can be accessed anywhere in Ontario using a touch-tone phone.