



## Appendix Third-Party Help Guide

### Low-Income Senior Benefit (LISB) 2024

If the applicant is within one of the below following categories, please carefully read the [Third-Party Help Guide](#) to avoid delays in your application for the **Low-Income Senior Benefit (LISB) 2024**

- Vulnerable: Mental or Physical Disability and impairment
- Applicant is at Nursing Home
- Temporary or permanent Illness
- Other

#### *Who is qualified as a Third Party*

- POA (Power of Attorney)
- POA (Power of Attorney) Office of Public Trustee
- Executor of the Will
- Tax Agents
- Nursing Homes / Social Workers
- Any company or Individual authorized by the main applicant with knowledge of confidential info (SIN#, Address, DOB, Name) who will act on behalf of the main applicant.

<i>Circumstance</i>	<i>Required Documentation</i>	<i>Processing Times</i>
<p><b>Application with no Changes:</b></p> <p>If the information in the application form is the same as the information SNB has currently recorded</p>	- We do not require any extra documentation.	- The application will be processed within the next four (4) weeks once SNB receives the application form.
<p><b>Application with residential address changes:</b></p> <p>- If the applicant's address is different in the application form what SNB has currently recorded</p>	- Power of Attorney (POA)	- It will take up to four (4) weeks once SNB receives copy of the POA.
<p><b>Application with marital status changes:</b></p> <p>- If the applicant's marital status is changed to Widowed</p>	- Power of Attorney (POA) - Spouse's Death Certificate	- It will take up to four (4) weeks once SNB receives the documentation required.

<i>Circumstance</i>	<i>Required Documentation</i>	<i>Processing Times</i>
<b>Application with marital status changes:</b> - If the applicant's marital status has changed	- Power of Attorney (POA)	- The application will be processed within the next four (4) weeks once SNB receives the required documentation.
<b>Application with Direct Deposit changes:</b> - If the applicant's Bank Account information needs changes or updates	- Power of Attorney (POA) - Direct Deposit form filled out and signed by the POA - Void Cheque from the Banking Institution	- The application will be processed within the next four (4) weeks once SNB receives the required documentation.
<b>Application other changes:</b> - Telephone # changes - Type of Federal Benefit	- We do not require any extra documentation.	- The application will be processed within the next four (4) weeks once SNB receives the application form.

### *How can I submit the required documentation?*

Please submit the supporting documents along with the original application form via one of the following methods:



Mail to: Service New Brunswick, Accounts Payable, P.O Box 1900, Fredericton, NB, E3B 5G4



Email to: LISB-PAFR@snb.ca



In Person: At any of the Service New Brunswick Service Centres

If you require further clarification, please do not hesitate to contact us at 1-833-796-094 Monday to Friday from 8:00 am to 4:15 pm