

Frequently Asked Questions

Q: I've lost my Membership card, can I get a new one?

A: Absolutely. Just give us a call at 1-887-485-2422 and we'll be happy to issue a new one right away.

Q: Why does my tax receipt not match the amount of my membership gift?

A: Due to Canada Revenue Agency regulations, TLC is not able to issue tax receipts for the first \$35 of your membership gift (\$50 for family memberships, \$250 for business memberships). You will receive a full tax receipt for the remainder of your gift.

Q: If I make monthly membership gifts, when do I receive my tax receipt?

A: Each February, you will receive a consolidated tax receipt for all your membership gifts from the previous year. You will also receive your new Membership card at this time.

Q: What if I want to make a change in my monthly giving?

A: Monthly giving is flexible: if you want to increase, decrease, pause, or stop your gifts at any time, please give us a call.

Other questions? New address? Want to make a change?

Call Member Care any time at 1-887-485-2422.

We're here to help!