

Family allowance benefit offices assist you before and after the birth or adoption of your child

The family allowance benefit offices pay families a **birth allowance** or an **adoption grant** (a one-off amount when the child is born or adopted) and **family allowances** (an amount paid each month).

There are 5 family allowance benefit offices in Wallonia

Camille.

➔ www.camille.be

KidsLife

➔ www.kidslife.be

INFINO

➔ www.infino.be

parentia

Wallonie

➔ www.parentia.be



➔ www.famiwal.be

Parents can submit their grant application after the **6th month** of pregnancy.

The choice of benefit office is without obligation.



What are the procedures for choosing a family allowance benefit office ?

Simply contact the benefits office of your choice by **email**, **telephone** or via its **website**.

What are the differences between the family allowance benefit offices ?

None! The amounts of family allowances are regulated by decree and are the same for all Walloon benefit offices. Only **the accessibility** and **quality of services** granted to families can make the difference. The benefit offices cannot provide you with financial or in-kind benefits.

WARNING !

The family allowance benefit offices are responsible for paying you the exact amount of allowances **according to your situation**.

For all questions relating to family allowances, please contact your benefit office directly.

Can I change benefit office ?

Yes and the change is free.

You must contact your new benefit office to have them explain the steps to take.

But, once your file is managed by a benefit office, you must wait two years before changing benefit offices.

How to change benefit office ? Is it complicated ?

No. You must make the request to your new benefit office in writing or via the online form.

And the role of AVIQ for family allowances ?

AVIQ is the **regulatory body** for the 5 family allowance benefit offices in Wallonia.

Its role is to support and check the work of the benefit offices that pay family allowances and to guarantee compliance with the regulations.

Its goal is that everyone receives the right amount according to their actual situation.

**Any questions ?
AVIQ answers you!**

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👍 www.facebook.com/aviq.be 🌐 www.aviq.be

Any questions about the family allowance ?

✉ mediationfamilles@aviq.be