

SERVING YOU BETTER

Consultation with small and medium businesses at a glance

In the fall of 2016, the Canada Revenue Agency (CRA), received feedback from small and medium businesses and accountants that will help make our programs and services more helpful and easier to use.



Over
1,500
comments
and suggestions

What you want us to do



Modernize and raise awareness of the CRA's digital services



Make tax information easier to access, understand, and use



Clarify information about payment options



Improve services related to the audit, collections, and appeals processes

THE CRA'S 2017 TO 2019 SERVING YOU BETTER ACTION PLAN

Contains Over

50

action items to improve services for businesses.

Top 10

things you will be able to do

- 1 Receive a CRA security code by email
- 2 Call a new dedicated telephone service for tax preparers that helps with more complex technical issues
- 3 Request a Liaison Officer visit
- 4 Provide T4 information slips to your employees in electronic format (certain conditions apply)
- 5 Use T2 Auto-fill through commercial software
- 6 Create your own filing and balance confirmation letters online
- 7 View short "how-to" videos that explain the services on My Business Account
- 8 Experience telephone service improvements as we transition to the Government of Canada telephony platform over the next four years
- 9 Share feedback about your audit experience in a new post-audit survey
- 10 Resolve objections faster

What you told us



"Really appreciate CRA is giving us such a platform to give our feedback!"

- Shared by an online participant



"Registering for My Business Account is not an easy process."

- Heard from a small business owner



"The vast majority of Canadians do everything right."

- Heard from a CRA employee



"Both my clients and I are frustrated that we are not able to obtain remittance forms online."

- Heard from an accountant



"Objections are a nightmare just to get assigned."

- Heard from an accountant

How we consulted



In-person



Online

Who we consulted



Accountants



Small and medium businesses



CRA employees

Where we went



Thank You!
To learn more
Canada.ca/cra-serving-you-better

Our partners

Chartered Professional Accountants of Canada

Canadian Chamber of Commerce



Canada Revenue Agency

Agence du revenu du Canada

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