# SERVING 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.



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
- S 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** 

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
- 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!"





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





"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



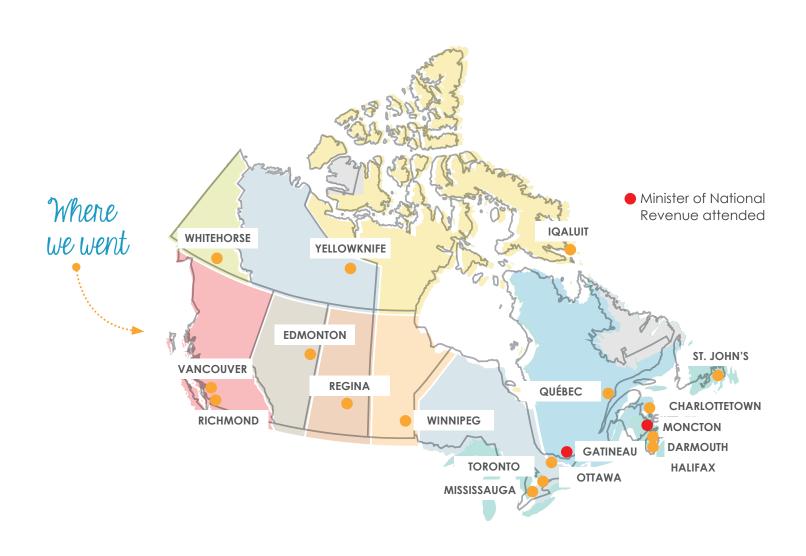




Accountants

Small and medium businesses

CRA employees



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

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