

TELEFILE:

File your income tax
return by telephone

What is TELEFILE?

TELEFILE is an interactive system that allows eligible individuals to file their tax return electronically, using a touch-tone telephone.

Who can use TELEFILE?

Generally, you can use TELEFILE if you received one of our tax packages designed for individuals with less-complicated tax situations. Your tax package contains an access code and more information.

If you did not receive one of these packages and your tax situation is not complicated, call **1-800-714-7257** to find out if you can use TELEFILE.

Why use TELEFILE?

It is free, easy, and available seven days a week. It takes only minutes, refunds take as little as eight business days, and you do not have to send in a paper return.

How do you use TELEFILE?

Using TELEFILE takes just four steps.

1. Complete your return.
2. Call **1-800-959-1110**.
3. Enter your social insurance number, TELEFILE access code, and tax information using your telephone keypad.
4. Confirm that you want to file the information as your return and keep the confirmation number.

What is an access code?

This is a four-digit number printed on the label sheet that is included in the tax package that we sent you. If you did not receive a tax package, see "Who can use TELEFILE?" above.

Is TELEFILE secure and confidential?

Yes. However, certain electronic devices can pick up wireless communications. To ensure your privacy, you should not use a cordless or cellular telephone.

What if you owe money?

If you have a balance owing, you may be able to use TELEFILE. Your payment is due by April 30. If you want to pay your balance due before you receive your *Notice of Assessment*, you have some options:

- You may be able to pay using telephone or Internet banking or an automated teller machine if your financial institution offers these services.
- You can pay in person at your financial institution.
- You can mail your payment to us. Make sure you print your social insurance number on the back of your cheque or money order.

For the last two options, use the remittance form included in your tax package.

If you use TELEFILE, is your return more likely to be selected for review?

No. The same selection criteria for verifying tax returns are used for both paper and electronic versions. Keep all your supporting documents for six years after you file your return.

What if you need to change your return?

You cannot use TELEFILE to change your return after you file it. Instead, send a letter to your tax center, explaining the changes. With your letter, include supporting documents, both for your original claim and for the change you want to make.

For more information

Your tax package may provide more information and instructions. If you still have questions about TELEFILE, call 1-800-714-7257. You also can visit our www.ccra.gc.ca/telefile Web page.

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