



Canada Revenue Agency's

Electronic services for individuals



More Ways to Serve You!
Pour vous servir encore mieux!



Canada Revenue
Agency

Agence du revenu
du Canada

RC4359 Rev. 05

Canada

Getting information

The Canada Revenue Agency (CRA) Web site has the answers to your questions! The information on our site is organized by topic and client group—making your search easier. With a wealth of information that is easy to access, specialized tools, and improved search capabilities, our Web site is a convenient self-service resource, 24 hours a day, 7 days a week—visit us at **www.cra.gc.ca**.

Forms

You can find electronic versions of most of our forms, some of which you can complete, then print, others you can download, print, and complete by hand. You can also ask that forms and publications be sent to you by completing our convenient online order form. To make them easier to find, tax forms are listed by topic and client group. For more information, visit **www.cra.gc.ca/forms**.

Secure electronic services

Take advantage of the growing line of secure electronic services that we offer. To ensure the privacy and security of your information, we use measures such as firewalls and one of the most secure forms of encryption available in North America (the same level of encryption used by North American financial institutions).

You can contribute to the security of your personal information by:

- making sure you keep your personal information confidential, so that someone else cannot access your online account
- clearing your browser's cache
- not sending confidential information to us by email

Filing your income tax return

Over the Internet – NETFILE

Our fastest growing electronic filing option lets you send us your current income tax return over the Internet. To use this service, you need NETFILE-certified commercial tax preparation software or a NETFILE-certified Web application. For more information, visit www.netfile.gc.ca.

By telephone – TELEFILE

If you are eligible and your return is simple, you can file your current income tax return using a touch-tone telephone. Our TELEFILE service requires no special equipment or skills and it is free. To ensure privacy and security, you should not use a cordless or cellular telephone. For more information, visit www.cra.gc.ca/telefile.

We also offer **Service for Seniors**, which allows eligible seniors to file their tax return using a touch-tone telephone. It is free, easy to do, and only requires you to identify yourself and answer a few *yes* or *no* questions. For more information on Service for Seniors, visit www.cra.gc.ca/telefile or call 1-800-959-8281.

Through an electronic service provider – EFILE

You can use the services of an approved electronic service provider, such as a tax professional, to file your current income tax return. Approved electronic service providers send us your income tax return electronically using our EFILE service. For more information on EFILE, visit www.cra.gc.ca/efile.

Refunds and making payments

Direct deposit

Instead of receiving an income tax refund, Canada Child Tax Benefit payment, or goods and services tax/harmonized sales tax (GST/HST) credit payment by mail, enjoy the convenience of direct deposit. To begin direct deposit, you complete the “Direct deposit” area on the last page of your income tax return, or complete and send Form T1-DD(1), *Direct Deposit Request – Individuals*, to one of our tax

centres (addresses are listed on the form). For more information, visit www.cra.gc.ca/dd-ind.

Electronic banking services

Many financial institutions now offer telephone and Internet banking services that let you make electronic payments to us. For a list of the electronic services offered by certain financial institutions, and links to their Web sites, visit www.cra.gc.ca/electronicpayments.

Managing your taxes online (My Account)

My Account is a secure online service that lets you manage your personal tax information at a time and place of your choosing. You quickly get the information you need about your tax return, refund, balance owing, registered retirement savings plan limit, instalments, Canada Child Tax Benefit or GST/HST credit payments, and much more! You can also use My Account to change your tax return, change your address, or register a formal dispute.

To use My Account, you have to register for a user ID and password and enter the CRA activation code that will be mailed to you. For more information on the My Account registration process, visit www.cra.gc.ca/myaccount.

My Account continues to grow all the time, so check back often to see what's new!

Calculating child and family benefits online

You can use the Child and Family Benefits Online Calculator to determine how much your Canada Child Tax Benefit (and any related provincial or territorial benefit) or GST/HST credit payments will be, by simply entering your marital status, family net income, province or territory of residence, and the number and ages of your children. For more information, visit www.cra.gc.ca/benefits-calculator.

Online list of Canadian registered charities

We make information on registered charities readily available to you on our Web site. Our online list of charities lets you confirm if an organization is registered with us as a charity. As stated in the *Income Tax Act*, a charity must be registered in order to issue a donor a tax receipt for a gift of money or goods. For more information, visit [**www.cra.gc.ca/tax/charities**](http://www.cra.gc.ca/tax/charities).