

**Tax Information
Phone Service
T.I.P.S. and T.I.P.S.
Online**

T.I.P.S. and T.I.P.S. Online

- Telerefund
- GST/HST credit
- Canada Child Tax Benefit
- RRSP deduction limit
- Info-Tax
- Bulletin Board
- Business Information

**Call T.I.P.S. at 1-800-267-6999 or
visit the T.I.P.S. Online Web site at
www.ccra.gc.ca/tips/.**

Think recycling!



Printed in Canada

What is T.I.P.S.?

T.I.P.S. is the automated tax information phone service of the Canada Customs and Revenue Agency (CCRA).

You can use T.I.P.S. from any push-button telephone that has touch-tone service.

You can also get answers to your income tax questions from our T.I.P.S. Online Web site at www.ccra.gc.ca/tips/, or by calling your CCRA tax services office. The telephone numbers for your tax services office are listed in the government section of your telephone book.

T.I.P.S. and T.I.P.S. Online are:

- **Convenient** – The services are available before, during, and after regular office hours and on weekends.
- **Easy to use** – Call T.I.P.S. at 1-800-267-6999, select the official language of your choice, then choose the service you want to use, or visit our Web site and select the personal or general information service you want to use.
- **Easy to understand** – The instructions are simple and straightforward.
- **Accessible** – You'll get through to T.I.P.S. and T.I.P.S. Online on your first attempt.
- **Timely** – T.I.P.S. and T.I.P.S. Online give you up-to-date information.
- **Secure** – The CCRA uses sophisticated security techniques and procedures to protect your personal information at all times.

What services are available?

When you call T.I.P.S. or access T.I.P.S. Online, you have several different services to choose from, depending on the time of year:

■ **Telerefund**

Telerefund lets you know if your income and benefits return has been processed and when you can expect your refund. This service is available from mid-February to the end of December.

■ **GST/HST credit**

The **GST/HST credit** service tells you if you're eligible for the goods and services tax/harmonized sales tax (GST/HST) credit and the date you can expect to receive your payment. This service is available from three weeks before through two and one-half weeks after each GST/HST credit payment is issued. Payments are issued quarterly on about the 5th day of January, April, July, and October.

■ **Canada Child Tax Benefit (CCTB)**

The **Canada Child Tax Benefit** service will tell you if you're eligible for the CCTB and the date you can expect to receive your payment. This service is available from one week before through one week after each CCTB payment is issued. Payments are issued on about the 20th of each month.

■ **RRSP (registered retirement savings plan) deduction limit and General Information**

By selecting this menu option, you can access the following three services:

– **RRSP deduction limit**

The **RRSP deduction limit** service lets you know the amount of RRSP contributions you can deduct on your current-year return and, if it applies, any unused contributions available for you to claim. This service is available from mid-September through the end of April.

– **Info-Tax**

Info-Tax gives information on a number of tax topics to help you file your current-year return. It's available 24 hours a day, 7 days a week, from mid-January to the end of December.

– **Bulletin Board**

Bulletin Board contains recent tax and benefit information that may interest you. It's available 24 hours a day, 7 days a week, all year.

■ **Business Information**

The **Business Information** service gives information to help individuals who operate a business or are thinking of starting a business. It's available 24 hours a day, 7 days a week, all year.

How to use T.I.P.S.

Call T.I.P.S. at 1-800-267-6999.

When you make your call, you'll be greeted and asked to:

- choose the official language you'd like to use, English or French;
- choose a T.I.P.S. service. The number for each service is shown in the following tables.

Main Menu T.I.P.S. Services			
	Service Number		Service
Press	1	for	Telerefund
Press	2	for	GST/HST credit
Press	3	for	Canada Child Tax Benefit
Press	4	for	RRSP deduction limit and General Information
Press	5	for	Business Information

If you choose the **RRSP deduction limit and General Information** service from the main menu, you will be asked to choose a service from the sub-menu.

Sub-menu RRSP deduction limit and General Information Service			
	Service Number		Service
Press	1	for	RRSP deduction limit
Press	2	for	Info-Tax
Press	3	for	Bulletin Board

How to use T.I.P.S. Online

To get personal and general tax information from **T.I.P.S. Online**, visit our Web site at www.cra.gc.ca/tips/ and select the services you want to use.

Personal information services

- Telerefund
- GHT/HST credit
- Canada Child Tax Benefit
- RRSP deduction limit

General information services

- Info-Tax
- Bulletin Board
- Business Information

Identification information

If you choose the **Telerefund, GST/HST credit, Canada Child Tax Benefit, or RRSP deduction limit** service, be ready to give:

- your social insurance number;
- your month and year of birth; and
- the total income you entered on line 150 of your return.

If you call before **May 1**, you'll need the total income amount you entered on line 150 of last year's return.

If you call after **April 30**, you'll need the total income amount you entered on line 150 of your current-year return.

Example

If you call before **May 1, 2001**, you'll need the total income amount you entered on line 150 of your **1999 return**.

If you call after **April 30, 2001**, you'll need the total income amount you entered on line 150 of your **2000 return**.

Keep a copy of your return handy so that you have this information available.

If you choose the **Info-Tax, Bulletin Board, or Business Information** service, you do not need to give identification information.

We review and update T.I.P.S. and T.I.P.S. Online regularly to provide information on policy and legislation that's relevant to the **current** filing season, GST/HST credit payment, and CCTB payment.

Example

The information provided by the Info-Tax service relates to filing the current-year return.

Information provided by the Info-Tax service during 2001 relates to filing the 2000 return only.

The information provided by the GST/HST credit service during the period three weeks before and two and one-half weeks after we issue the July GST/HST credit payment relates only to the July payment. Information about previous payments is only available through your tax services office.

The information provided by the CCTB service during the week before and week after we issue the March CCTB payment relates only to the March payment. Information about previous payments is only available through your tax services office.

Changes and new services

From time to time, we may change existing services or introduce new ones that are not listed in this pamphlet. We will implement improvements to the services as we develop them.

We may add or delete messages to make sure that the Info-Tax and Business Information services are up-to-date. Therefore, the messages available when you call may be different from those listed in this pamphlet.

If you have access to the Internet, you can download most of our forms and publications from our Web site at www.ccra.gc.ca/.

You can also get copies of our forms and publications by calling or by visiting your tax services office. The address and telephone numbers of your tax services office are listed in the government section of your telephone book.

On occasion, you may be asked to participate in a survey on T.I.P.S. and T.I.P.S. Online. This is one way for us to determine if our services are providing you with timely, useful information.

Message numbers for Info-Tax

104	Other employment income
121	Interest income
126	Rental income
127	Capital gains
128	Support payments received
130	Other income
147	Non-taxable income
208	RRSP deduction
214	Child care expenses
215	Attendant care expenses
219	Moving expenses
220	Support payments made
221	Carrying charges and interest expenses
229	Other employment expenses
232	Other deductions
254	Capital gains deduction
255	Northern residents deductions
301	Age amount
303	Spousal amount
305	Equivalent-to-spouse amount
306	Amounts for infirm dependants age 18 or older
314	Pension income amount
315	Caregiver amount
316	Disability amount
319	Interest paid on student loans
323	Tuition and education amounts
324	Tuition and education amounts transferred from a child
326	Amounts transferred from your spouse
330	Medical expenses
349	Donations and gifts
400	GST/HST credit
500	Canada Child Tax Benefit
601	EFILE
602	Filing or making changes to a previous year's return
603	Your appeal rights
604	Voluntary disclosures
605	Authorizing representatives
606	Refunds
607	TELEFILE
608	NETFILE

609	Exchange rates
610	Do you have to file a return?
611	Missing information
612	Newcomers to Canada
630	Enhanced income tax services
631	Services for persons with disabilities
632	Community Volunteer Income Tax Program
655	Home Buyers' Plan
702	Instalment information
703	Making payment arrangements
705	Interest on refunds and unpaid taxes
706	Late-filing penalties
707	Interest rate
882	Direct deposit
883	Problem Resolution Program
899	Info-Tax survey
999	Main menu (phone only)

Main categories of information for Business Information

- Prescribed interest rates
- Requirements to register for a Business Number
- Goods and services tax/harmonized sales tax
- Employers' responsibilities
- Individuals who are self-employed and partnerships

Your opinion counts!

If you have any comments or suggestions that would help us improve the explanations in this pamphlet, we would like to hear from you.

Please send your comments to:

Client Services Directorate
Canada Customs and Revenue Agency
Place Vanier, Tower A
Ottawa ON K1A 0L5