



## NEWS RELEASE

### **Taxpayers' Ombudsman continues national outreach tour in Vancouver**

**Vancouver, British Columbia, January 22, 2009** ... Mr. Paul Dubé, Canada's first Taxpayers' Ombudsman, arrived in Vancouver yesterday, continuing a national outreach tour that is taking him to several cities across Canada. This tour is an opportunity for him to tell Canadians that they now have someone independent and impartial to review their service complaints about the Canada Revenue Agency (CRA). "My mandate is to see that Canadians get the professional service and fair treatment they are entitled to from the CRA," explained Mr. Dubé.

On his first day, Mr. Dubé toured the Burnaby-Fraser Tax Services Office, made a presentation to the Greater Vancouver Home Builders' Association, and met with an interest group for scientific research and experimental development tax incentives. Before leaving on Friday, January 23, he will meet with business and financial associations, accountant groups, as well as other Canadians who receive services from the CRA. "The response to the tour so far has been remarkable, with a friendly reception from various associations and a lot of useful feedback," said Mr. Dubé.

The objective of the tour is to ensure that Canadians learn about the services that the Office of the Taxpayers' Ombudsman offers, and to hear comments that could help identify current or emerging service-related issues within the CRA that may have a negative impact on taxpayers, benefit recipients, or small businesses. "I look forward to working with taxpayers and the CRA in order to resolve conflicts and improve service," added Mr. Dubé.

Subsequent visits are scheduled as follows, although dates are subject to change:

Calgary:	February 18–20, 2009
Montreal, Shawinigan:	April 21–24, 2009
Halifax:	May 4–8, 2009

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More information, including Mr. Dubé's biography, can be found on the Taxpayers' Ombudsman Web site at [www.taxpayersrights.gc.ca](http://www.taxpayersrights.gc.ca)