



Minister Jean-Pierre Blackburn makes changes to the Agency's call centres

Montréal, Quebec, May 19, 2009... The Honourable Jean-Pierre Blackburn, Minister of National Revenue and Minister of State (Agriculture and Agri-Food), today announced changes to the way agents respond to enquiries received on the Canada Revenue Agency (CRA) tax and benefit enquiries lines. The new policy will allow taxpayers who call for information to find out the identity of the call agent on the phone. The policy will help reinforce the agents' accountability while also ensuring greater consistency in the way they greet callers.

"The Government is committed to streamlining services and making the tax system more accessible and flexible to respond to the needs of Canadians," stated Minister Blackburn. "Now, anyone calling a call centre will be greeted by an agent who provides his or her name, which means better service for taxpayers."

As an example, enquiries agents at the different CRA call centres throughout the country will now be providing their first name in their greeting as follows: "Canada Revenue Agency, Individual Income Tax Enquiries, Natalie speaking." Agents will also have an individual CRA employee identification number and regional suffix that can be requested, for example: "My name is Natalie and my agent reference number is 12345, QC," for a call taken at the Quebec Region call centre.

"This new policy will help to improve the interactions between Canadian taxpayers and businesses with the CRA. From our point of view, this will make our dealings with the Agency even more user-friendly overall, and we fully support that," indicated Corinne Pohlmann, Vice-President of National Affairs, from the Canadian Federation of Independent Business.

From April 2008 to April 2009, CRA call centres answered approximately 14.6 million calls; more than 11.1 million calls through their Individual Enquiries Services lines; more than 3.5 million calls through their Business Enquiries Services lines; and over 1 million calls through the Electronic Services Helpdesk.

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