



100-day final infographic

Over the past 100 days, the Canada Revenue Agency (CRA) has made significant progress in delivering enhanced and more accessible services to Canadians.



Top service improvements

Increased ability to answer calls

- Increased unique calls answered for unique callers from 35% to more than 70%
- Implemented a scheduled callback solution to increase the ability to answer calls related to CRA account access or online business registration



Expanded digital self-service options

- Enabled users to quickly regain access to their CRA account if they are locked out because they lost their sign-in information
- Introduced “Manage balance” helping Canadians make a payment or set up a payment arrangement in their CRA Account without speaking to an agent
- The GenAI chatbot beta can now answer a wider range of questions, including more complex ones for businesses, such as tax credits and compliance information



Addressed root causes of service issues

- Working to reduce wait times for: tax adjustments, Disability Tax Credit applications, Canada Child Benefit claims, and the Service Feedback Program
- New systems enhancements will enable CRA to automatically process an additional 115,000 tax adjustment requests annually



Accelerated service modernization

- Enhanced the telephone service to redirect payment enquiries to subject matter experts in collections, with expected call reduction to the contact centres of 95,000/year



Looking Ahead: Continuous and new service improvements

- Retain existing and hire additional service representatives to help manage demand
- Continue improving the accuracy and clarity of information provided to Canadians on Canada.ca and in correspondence
- Strengthen identity validation, security, and easier access to a CRA account
- Streamline processes to improve service efficiency and reduce call wait times
- Use technology, such as artificial intelligence and automation, for faster, responsive service delivery

Next

- Continue to update progress tracker in your CRA account and enhance it by expanding the programs and files, making it easier to monitor and share status updates efficiently
- Work is being accelerated on a new contact platform that will give Canadians a more modern, consistent service experience by summer 2026
- Introduce a mandatory backup option for multi-factor authentication to reduce account lockouts