



# 100-day Service Improvement Plan



Our plan focuses on four key areas:



Increase ability to answer calls



Addressing the root causes of service issues



Expanding digital self-service options



Accelerating service modernization

## Progress



Since September 8, 2025, we have increased the number of service representatives.



As of September 29, 2025, we are extending the CRA Online Chat with service representatives from 8 a.m. to 8 p.m. (Eastern time).

## By the numbers

Where we were:

**37%**

of Canadian callers answered  
(Period of June 23 to July 4)

Where we are now:

**57%**

of Canadian callers answered  
(Period of September 1 to September 5)

Where we want to be:

**70%**

of Canadian callers answered  
(By mid-October)

We are on track to deliver improved results for Canadians by December 11, 2025.