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Contacts and links

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Telephone numbers

Dedicated help line for volunteers

1-866-398-3488

For any questions related to income tax topics covered by the CVITP, the UFile CVITP tax software or to order forms.

Note

This number is for CVITP volunteers and organizations only.

Do not share this number with individuals outside of the CVITP.

<p>EFILE Helpdesk support</p> <p>Find the phone number for your location’s designated EFILE Helpdesk if you need help with EFILE registration or renewal, to retrieve your EFILE number and/or password, or for EFILE error messages.</p>	<p><u>EFILE Helpdesk support page</u></p>
<p>CRA individual tax enquiries line</p> <p>For questions about income tax topics, including CRA COVID-19 benefits, beyond what is covered by the CVITP.</p>	<p>1-800-959-8281</p> <p>Yukon, Northwest Territories and Nunavut: 1-866-426-1527</p> <p>Outside Canada/U.S. call collect: 613-940-8495</p>
<p>CRA child and family benefits enquiries</p> <p>For CRA-administered child and family benefit questions beyond what is covered by the CVITP including the Canada child benefit (CCB) and the Goods and services tax/harmonized sales tax credit (GST/HST).</p>	<p>1-800-387-1193</p> <p>Yukon, Northwest Territories and Nunavut: 1-866-426-1527</p>

<p>Ordering forms</p> <p>Such as:</p> <ul style="list-style-type: none"> • T1 Income tax package • T2201, Disability Tax Credit Certificate • RC66, Canada Child Benefits Application • T777S, Statement of Employment Expenses for Working at Home Due to COVID-19 <p>Note for volunteers and organizations</p> <p>Ensure to specify that your order is related to the CVITP.</p> <p>Alternate formats for persons with disabilities</p> <p>The CRA provides accessible forms, publications and personalized correspondence in alternate formats for persons with disabilities.</p>	<p>1-800-959-8281</p> <p>1-855-330-3305 (automated service)</p> <p>Note that orders made through the automated service cannot exceed 9 copies.</p>
<p>CRA automated line</p> <p>An automated service where individuals can get information by phone, such as:</p> <ul style="list-style-type: none"> • Proof of income statement (Option C print-out) • Requesting a remittance voucher • Eligibility for benefits and credits, payment dates and amounts 	<p>1-800-267-6999</p>
<p>Check status of current year tax return as well as estimated amount and date of refund (automated)</p>	<p>1-800-959-1956</p>

<p>Check tax account balance</p>	<p>1-866-474-8272</p>
<p>Payment arrangements</p> <p>Individuals can make a payment arrangement for personal income tax.</p>	<p>1-888-863-8657</p> <p>1-866-256-1147 (automated service)</p>
<p>CRA telephone number for Teletypewriter (TTY)</p> <p>Individuals may call this number if they have a hearing or speech impairment and use a TTY.</p>	<p>1-800-665-0354</p>
<p>Service Canada - Public pensions</p> <p>For all questions about the Canada Pension Plan, Old Age Security pension and Guaranteed Income Supplement.</p>	<p>1-800-277-9914</p> <p>TTY 1-800-255-4786</p>
<p>Service Canada - Employment Insurance</p> <p>For all enquiries related to employment insurance and CERB (Canada Emergency Response Benefit) payments issued by Service Canada.</p>	<p>1-800-206-7218</p> <p>TTY 1-800-529-3742</p>
<p>Employment and Social Development Canada - Social Insurance Number</p> <p>For general information about the Social Insurance Number (SIN) program.</p>	<p>1-866-274-6627</p> <p>TTY 1-800-926-9105</p>
<p>General information on Government of Canada programs, services and initiatives</p>	<p>1-800-O-Canada (1-800-622-6232)</p>

Mailing addresses

Use the following addresses only to mail income tax and benefit returns.

Mail your return to:	For individuals who live in the following provinces, territories or areas of Ontario or Quebec as shown below:
Winnipeg Tax Centre Post Office Box 14005, Station Main Winnipeg MB R3C OE3	Alberta, British Columbia, Manitoba, Saskatchewan, Northwest Territories or Yukon Ontario: Hamilton, Kitchener, Waterloo, London, Thunder Bay or Windsor
Sudbury Tax Centre Post Office Box 20000, Station A Sudbury ON P3A 5C1	New Brunswick, Newfoundland and Labrador, Nova Scotia, Nunavut or Prince Edward Island Ontario: Barrie, Belleville, Kingston, Mississauga, Ottawa, Peterborough, St. Catharines, Sudbury or Toronto Quebec: Montreal, Gatineau or Sherbrooke
Jonquière Tax Centre 2251 René-Lévesque Boulevard Jonquière QC G7S 5J2	Quebec: All areas other than Montreal, Gatineau or Sherbrooke

Helpful links

Related to income tax and benefits

General information – CRA	<u>Personal income tax</u>
Information on benefits and credits available to families	<u>Overview of child and family benefits</u>
Old Age Security pension	<u>Old Age Security</u>
Tax credits and deductions available for persons with disabilities, their supporting family members and their caregivers	<u>Tax credits and deductions for persons with disabilities</u>
Income tax packages, guides and alternate formats for persons with disabilities	<u>Get a T1 income tax package</u> <u>Order alternate formats for persons with disabilities</u>
Information on the 16 rights in the Taxpayer Bill of Rights and what you can do if you believe the CRA has not respected your rights	<u>Taxpayer Bill of Rights Guide: Understanding your rights as a taxpayer</u>
An online course to learn about the Canadian tax system	<u>Learn about your taxes</u>

Technical support

Chapter 2 of the guide RC4018, Electronic Filers Manual, lists the most common EFILE error messages.	<u>EFILE error codes</u>
To download the free tax software for CVITP volunteers	<u>UFile CVITP</u>
For error messages with no suggested fix, try one of the UFile support links	<ul style="list-style-type: none"> • <u>Ask UFile</u> • <u>UFile Forums page</u> (posts from previous users who may have encountered your error and found solutions)

Related to registration

You must meet certain requirements before participating as a volunteer with the CVITP. Depending on your role, you may have different registration requirements. Confirm with your organization or CRA coordinator what requirements apply to you.

To register as a CVITP volunteer and for more information about the different requirements to become a volunteer	<u>Register to volunteer</u>
Log in to the portal to obtain your RepID	<u>Represent a Client</u>
To register for EFILE or to renew your account	<u>EFILE for electronic filers</u>

Other links

Annual exchange rates on the Bank of Canada website	<u>Exchange rates</u>
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