EFILE Association of Canada /
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(A federally registered non-profit corporation)

Individual Income Tax Enquiries IVR Navigation Shortcuts
1-800-959-8281

eServices
- MyAccount Registration - **Path:** Language Selection, then 1, 1, 1
- MyAccount Lockout - **Path:** Language Selection, then 1, 2, 1

Forms & Publications
- Income Statement - **Path:** Language Selection, then 2, 1, 1
- Remittance Voucher - **Path:** Language Selection, then 2, 2, 1
- Other Forms and Publications - **Path:** Language Selection, then 2, 3, 1

Registered Plans
- Personalized RRSP information - **Path:** Language selection, then 3, 1, 1, 1
- Other RRSP Information - **Path:** Language Selection, then 3, 1, 2, 1
- HPB Balance - **Path:** Language Selection, then 3, 2, 1, 1
- Other HBP Information - **Path:** Language Selection, then 3, 2, 2, 1
- Personalized TFSA Information - **Path:** Language Selection, then 3, 3, 1, 1
- Other TSFA Information - **Path:** Language Selection, then 3, 3, 2, 1
- Other Plans - **Path:** Language Selection, then 3, 4, 1

Account Balance & Tax Returns
- Account Balance - **Path:** Language Selection, then 4, 1, 1, 1
- How to make a payment - **Path:** Language Selection, then 4, 1, 2, 1
- Misallocated payments - **Path:** Language Selection, then 4, 1, 3, 1
- Income Tax Refund - **Path:** Language Selection, then 4, 2, 1
- How to file a Tax Return - **Path:** Language Selection, then 4, 3, 1
- How to Change Tax Return - **Path:** Language Selection, then 4, 4, 1
- Other Tax Return Enquires - **Path:** Language Selection, then 4, 5, 1

Covid-19 Benefits & Other Enquiries
- Suspected Identity Theft - **Path:** Language Selection, then 5, 1, 1
- Update Personal Information (Ex. Address Change or Direct Deposit) - **Path:** Language Selection, then 5, 2, 1
- T4A for Canada Emergency or Recovery Benefits - **Path:** Language Selection, then 5, 3, 1
- Covid-19 related Benefit Enquiries - **Path:** Language Selection, then 5, 4, 1

Note: Mondays, Tuesdays and Wednesdays are the highest call volume days to the CRA.
Thursdays and Fridays are lower call volume days.

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2022
Not for public
distribution

Benefit Enquiries IVR Navigation Shortcuts
1-800-387-1193

Canada Child Benefit
- Eligibility - **Path:** Language Selection then, 1, 2, 1, 1
- Application - **Path:** Language Selection, then 1, 2, 2, 1
- Post-Application - **Path:** Language Selection then, 1, 2, 3, 1
- Impacts to Payment - **Path:** Language Selection, then 1, 2, 4, 1
- Child Disability - **Path:** Language Selection, then 1, 2, 5, 1
- CCB Self Service - **Path:** Language Selection, then 1, 1, 1

GST/HST Credit
- GST/HST Self Service - **Path:** Language Selection, then 2, 1, 1
- Eligibility - **Path:** Language Selection, then 2, 2, 1, 1
- Application – **Path:** Language Selection, then 2, 2, 2, 1
- Impacts to Payment – **Path:** Language Selection, then 2, 2, 3, 1

MyAccount Issues
- MyAccount Lockout - **Path:** Language Selection, then 3, 1, 1
- MyAccount Registration and Information - **Path:** Language Selection, then 3, 2, 1

Business IVR Navigation Shortcuts
1-800-959-5525

Online Services
- My Business Account Lockout or Registration - **Path:** Language Section, then 1, 1, 1
- All other Online Services - **Path:** Language Section, then 1, 2, 1

Business Number
- Business Number Registration - **Path:** Language Selection, then 2, 1, 1
- Business Account Update - **Path:** Language Selection, then 2, 2, 1
- GST/HST RT Account - **Path:** Language Section, then 2, 2, 1, 1
- Payroll Deductions RP Account - **Path:** Language Section, then 2, 2, 2, 1
- Corporate Income Tax RC Account - **Path:** Language Section, then 2, 2, 3, 1

Payroll Deductions Accounts
- Covid-19 Benefit Enquiries for Businesses - **Path:** Language Selection, then 3, 1, 1
- Other Payroll Enquiries - **Path:** Language Selection, then 3, 2, 1

GST/HST Accounts
- GST/HST Queries - **Path:** Language selection, then 4, 1

Corporate & Self-Employed
- Self-Employed Business Accounts - **Path:** Language selection, then 5, 1, 1
- Corporation Income Tax Accounts - **Path:** Language selection, then 5, 2, 1
- Other Enquiries - **Path:** Language selection, then 6, 1