



## Interactive Voice Response (IVR) Shortcuts (January 2026)

### Individual Income Tax Enquiries IVR Navigation Shortcuts

1-800-959-8281

#### Online Services

- CRA Account registration, CRA Account lockout, and MFA - **Path:** Language selection, then 1, 1
- All other online service enquiries - **Path:** Language selection, then 1, 2

#### Forms & Publications

- Income statement - **Path:** Language Selection, then 2, 1
- Remittance voucher - **Path:** Language Selection, then 2, 2
- Other forms and publications such as income tax packages - **Path:** Language selection, then 2, 3
- All other personal documents - **Path:** Language selection, then 2, 4

#### Registered Plans

- Personalized RRSP information - **Path:** Language selection, then 3, 1, 2
- HBP balance - **Path:** Language selection, then 3, 2, 2
- TFSA account - **Path:** Language selection, then 3, 3, 2
- All other registered plans enquiries - **Path:** Language selection, then 3, 4

#### Account Balance & Tax Returns

- Account balance - **Path:** Language selection, then 4, 1, 1
- Payment options - **Path:** Language selection, then 4, 1, 2 \*
- Misallocated payments - **Path:** Language selection, then 4, 1, 3 \*
- Income tax refund - **Path:** Language selection, then 4, 2
- How to file a tax return - **Path:** Language selection, then 4, 3
- How to change a tax return - **Path:** Language selection, then 4, 4
- All other tax return enquiries - **Path:** Language selection, then 4, 5

\* There are temporary Menu Options related to payments to the CRA. This will replace the starred options (noted above) in the Account Balance & Tax Returns section when Option 6 is active. Option 6 paths are:

- Misallocated payments - **Path:** Language selection, then 6, 1
- Payment arrangements or how to make a payment - **Path:** Language selection, then 6, 2
- All other payment enquiries - **Path:** Language selection, then 6, 3

#### Estates and Trusts, Update Personal Information & Other Enquiries

- Suspected identity theft - **Path:** Language selection, then 5, 1
- Update personal information (Ex. address change) - **Path:** Language selection, then 5, 2
- Estates and trusts - **Path:** Language selection, then 5, 3
- All other enquiries - **Path:** Language selection, then 5, 4

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



## Benefit Enquiries IVR Navigation Shortcuts

1-800-387-1193

### Canada Child Benefit

- Personalized information about CCB payment – **Path:** Language selection, then 1, 1
- Eligibility - **Path:** Language selection, then, 1, 2, 1
- Application - **Path:** Language selection, then 1, 2, 2
- Post-application - **Path:** Language selection, then 1, 2, 3
- Account changes - **Path:** Language selection, then, 1, 2, 4
- Child disability - **Path:** Language selection, then 1, 2, 5

### GST/HST Credit

- Personalized payment information - **Path:** Language selection, then 2, 1, 1
- Eligibility - **Path:** Language selection, then 2, 2, 1
- How to apply - **Path:** Language selection, then 2, 2, 2
- Impacts to GST/HST credit payments - **Path:** Language selection, then 2, 2, 3

### Online Services

- CRA Account registration, lockout and MFA - **Path:** Language selection, then 3, 1
- All other online services enquiries - **Path:** Language selection, then 3, 2

## Business IVR Navigation Shortcuts

1-800-959-5525

### Online Services

- CRA Business Account lockout or registration - **Path:** Language selection, then 1, 1
- All other online services enquiries - **Path:** Language selection, then 1, 2

### Business Number

- Issues with registering for a Business Number - **Path:** Language selection, then 2, 1
- Update Business Account information - **Path:** Language selection, then 2, 2

### Payroll Deductions Accounts

- Taxable benefits - **Path:** Language selection, then 3, 1
- All other payroll enquiries - **Path:** Language selection, then 3, 2

### GST/HST Accounts

- GST/HST enquiries - **Path:** Language selection, then 4

### Corporate & Self-Employed

- Self-Employed Income Tax Accounts - **Path:** Language selection, then 5, 1
- Corporation Income Tax Accounts - **Path:** Language selection, then 5, 2

### Other Enquiries

- All other enquiries - **Path:** Language selection, then 6