



2026 CRA Call Back Service for EFilers - Frequently Asked Questions

The EFile Association of Canada has long advocated for a better process for EFilers to connect with a CRA agent. Finally, we have some progress in this regard. The CRA recently announced the introduction of a Call Back service for EFilers. This initiative will go a long way to reducing the frustration and time wasted by tax preparers waiting on hold on the General Enquiries phone line.

- **What does the call back initiative cover?**

The system allows you to request a call back from a CRA agent. It is an alternative to calling the 1-800-959-8281 GE phone line and waiting in the queue for an agent to be available.

- **When does the callback initiative go live?**

At the start of the 2026 tax season.

- **How is a call back request made?**

When the program is launched, a link will be sent to all EFilers from the CRA that connects to a call back request form. This is the form you use to request a call back when you need assistance from CRA. Make certain to bookmark/save the link to the call back request form when you receive it from CRA.

By completing and submitting the form, you are requesting a call back from CRA. Information required on the form includes: a phone number for CRA to contact you, your time zone and language preference. Note: only one call back phone number can be provided on the webform. The phone number must be a direct line (the system does not support phone number extensions).

- **Can I share the call back form link with others?**

The call back form and call back service is exclusively designed for EFilers. The link should be kept confidential and never shared.

- **What is the call back process?**

Once a call back form is submitted, the CRA system will automatically generate an outgoing call to the Efiler once an agent is available. The Efiler must accept the call and answer a prompt before being connected to the CRA agent. The prompt is expected to be similar to “you are receiving a call from CRA, to accept press 1”.

The system will make up to 3 attempts within the same day to reach the call back requestor. You can have only one call back request in the system at any time. The CRA will ask for your RepID when they call back.

For taxpayer specific enquiries, the requestor must be authorized on the account to discuss taxpayer specific issues.

- **When can you expect a call back?**

This is not a scheduled call back service. The call back form offers two options: CRA agent to call back ASAP or wait at least 5 minutes before calling (to accommodate individuals on dial up internet service).

- **What will the call back look like on my call display?**

The call back from the CRA will appear as: GOC <8009598281>.



- **How many call back requests can I submit per day?**

To ensure fairness of access for all participants, the CRA has a daily limit of 5 call back requests, per tax preparer. Each call back request will generate up to 3 attempts to call back by CRA.

- **Will the callback be from a Tier 2 agent?**

The call back initiative aims to have Tier 2 agents call back, although this is not a guarantee.

- **Are call back requests given priority for call back or do requests queue in the line with all other GE calls?**

Call back requests will be prioritized within their own queue and not be added to the GE phone line queue with all the other calls.

- **Does the call back service cover both the Individual and Business General Enquiries phone lines?**

The call back service is for Individual queries only and will cover the same assistance as is provided through the 1-800-959-8281 GE phone line number.

- **If a call back cannot be completed before the end of the workday, will it automatically carry forward to the next day?**

There is no carry forward of queued requests. The queue is cleared at the end of the day. Also, call back requests cannot be submitted at the end of the day for the next day.

- **Is there a protocol to let the Efiler know that a callback attempt was made and missed?**

There is no call confirmation process for missed calls. The CRA will make up to 3 attempts to call back within the same day. The 3 attempts apply to each call back request submitted. If all 3 attempts are missed, a new call back request will be required.

- **What are the call back hours of service?**

Same as the individual 1-800-959-8281 GE phone line, currently 8AM to 8PM (eastern time), Monday to Friday.

- **Does the call back initiative affect the EFILE Helpdesk?**

There is no change to the EFILE Helpdesk. It will continue to operate and is unaffected by this initiative.

Continue to contact the EFILE Helpdesk for issues related to: EFILE error messages for initial and/or amended T1 returns, software block issues, EFILE registration, renewal, account maintenance and/or view transmission history processes, EFILE suitability screening, EFILE monitoring programs and authentication problems related to EFILE numbers/passwords.

Your designated EFILE Helpdesk is indicated on your EFILE Renewal Confirmation page.

Stay in the loop, join the EFile Association of Canada at www.efile.ca

Membership includes participation in our **Annual Survey of EFilers**, access to our ***IMPACT* Newsletter** (published in January, July, and November) as well as a copy of annual **Tax Preparer's Reference Sheet** and **2026 Efiler's Resource Guide**.