

What to expect when the Canada Revenue Agency contacts you

Scammers posing as the Canada Revenue Agency (CRA) continue to mislead Canadians.

How to know it's really the CRA:

The CRA may...

- ✓ Ask for personal information (e.g. name, date of birth, social insurance number).
- ✓ Ask for details about your account (business enquiry).
- ✓ Call you or write to you to begin an audit process.
- ✓ Notify you by email when something is available for you to view in CRA's digital services.
- ✓ Email you a CRA link, form, or publication when you request one during a call or a meeting with an agent.
- ✓ Ask for financial information such as the name of your bank and its location.
- ✓ Send you a notice of assessment or reassessment.
- ✓ Ask you to pay an amount you owe through any of the CRA's payment options.
- ✓ Take legal action to recover the money you owe, if you refuse to pay your debt.

The CRA will never...

- ✗ Ask for information about your passport, health card, or driver's license.
- ✗ Demand **immediate** payment.
- ✗ Accept payment by bitcoin, prepaid credit cards or gift cards.
- ✗ Use aggressive language or threaten to arrest or deport you.
- ✗ Send you an email with a link to your refund.
- ✗ Leave voicemails that are threatening or give personal or financial information.
- ✗ Give or ask for personal or financial information by email and ask you to click on a link.
- ✗ Email you a link asking you to fill in an online form with personal or financial details.
- ✗ Set up a meeting in a public place to take a payment.

The CRA never uses text messages or instant messaging such as Facebook Messenger or WhatsApp to communicate with taxpayers.



Check your tax account

Confirm your tax account information through one of the CRA's digital services.

Call the CRA's Individual Tax Account Balance Automated Service at **1-866-474-8272**.

Call **1-800-959-8281** for individuals or **1-800-959-5525** for businesses to verify if the CRA contacted you.

To report

Go to **antifraudcentre.ca** or call **1-888-495-8501**.

If you think you may be the victim of fraud or you unknowingly provided personal or financial information, contact your local police service, financial institution, and credit reporting agencies.

More information on tax scams and fraud can be found at canada.ca/taxes-fraud-prevention.



Canada Revenue Agency

Agence du revenu du Canada

Canada