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HOUSE OF COMMONS  
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*Matt Jeneroux*

Member of Parliament  
Edmonton Riverbend

EDMONTON  
September 18, 2017

The Honourable Diane Lebouthillier  
Minister of National Revenue  
House of Commons  
Ottawa, Ontario  
K1A 0A6

Dear Minister Lebouthillier:

I am writing this letter on behalf of my constituents, who have expressed concern regarding their ability to contact CRA by telephone.

I have been advised by multiple constituents that they waited for hours on the general phone line, only to be eventually advised to call back later, and the call disconnected. My office has become involved in many files, for simple tasks that could have easily been resolved by the constituents themselves, had they been able to speak to a CRA agent personally.

CRA's website contains a great deal of information and is user friendly for many Canadians; however, there are still many tax payers who lack the ability or skills to navigate the website for the information they require and therefore need to speak with an agent personally. Could you please review this matter and advise what is being done to address the volume of calls received, and the service provided by CRA?

Thank you for reviewing this matter – I look forward to your response. If I can be of any assistance, please do not hesitate to contact my office directly.

Yours truly,

A handwritten signature in black ink, appearing to read "Matt Jeneroux", written over a horizontal line.

Matt Jeneroux, MP  
Edmonton Riverbend

MJ/eh

Cc. Mr. Pat Kelly, Shadow Minister for National Revenue