

Ottawa

Room 1130, The Valour Building
Ottawa, Ontario K1A 0A6
Tel.: 613-992-3594
Fax: 613-992-3616
matt.jeneroux@parl.gc.ca



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

Constituency

#204, 596 Riverbend Square
Edmonton, AB T6R 2E3
Tel.: 780-495-4351
Fax: 780-495-4485
matt.jeneroux.c1@parl.gc.ca

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,

Matt Jeneroux, MP
Edmonton Riverbend

MJ/eh

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