

## **CRA Will Stop Sending Business Paper Mail on June 16, 2025**

### **IMPORTANT – PLEASE READ**

*See page 3 of newsletter for details.*

Option 1: Do nothing. If you are currently receiving CRA paper mail and want to stop receiving CRA business mail by paper, do nothing. CRA will automatically switch you to electronic mail on June 16, 2025. (Check your email address on file with CRA so CRA can send you online mail notifications. Log onto your My Business Account and select Profile, Manage Notification Preferences to check the email address or to add your email address.)

Option 2: Get a CRA MY BUSINESS ACCOUNT (if you don't already have one, set up instructions on reverse) and change your mail preference to "paper mail" on your CRA My Business Account to receive/continue to receive CRA Business paper mail. **This must only be done after June 16, 2025. If you do so before June 16, 2025, you will automatically be switched to online mail on June 16, 2025.** After June 16, 2025 log onto your My Business Account and select Profile, Manage Mail for My Business, select "online" when asked "Select the mail delivery method that you want to opt out of". (You will still be able to see/print your CRA assessments, notices and letters online. Online will just not be your mail delivery method.)

Option 3: Fill out the attached RC681 form to receive/continue to receive CRA Business paper mail. Sign and mail it to CRA, 66 Stapon Road, Winnipeg MB R3C 3M2. (RepID for delegated authority on the form can be left blank as it does not apply if the director or owner signs the form.) This form cannot be uploaded to CRA by you or by us. It cannot be faxed to CRA either. It cannot be signed by the accountant. (You will still be able to see/print your CRA assessments, notices and letters online, online will just not be your mail delivery method.)

## **LINK CRA BUSINESS ACCOUNTS IF YOU ALREADY HAVE A CRA SIN MY ACCOUNT ONLINE:**

1. Sign in to your CRA My Account as normal.
2. On the “Welcome” screen, click “+ add account” (top right), “add business account”, “add a business number”, “add another business”, enter the 9 digit business number. If this does not work, you must call CRA at 1-800-959-5525 and press 1 for “online assistance” when prompted to inquire what the issue is—there are usually problems and it can be one of many issues. A common issue is CRA may not have your SIN listed as an authorized director of the company. CRA then requires a Notice of Directors from the company minute book as proof. If you provide us with that document, we can upload that to CRA for you.

## **SETTING UP CRA SIN MY ACCOUNT IF YOU DO NOT HAVE A CRA ONLINE ACCOUNT**

*You must first set up a CRA Account under your SIN. CRA online accounts only belong to an individual, who can then add their corporations. After the individual SIN account is set up, you then add your businesses to that same account (see above). If you have tried to set up a CRA online account and gotten part way through the set up only to have given up, you may need to call CRA to have them reset your login or assist you. (Call CRA at 1-800-959-5525, when prompted press 1 for “online assistance” – phone wait times can be very long. Best time to call 7:00am Thursdays & Fridays. Worst days to call Monday & Tuesday)*

### **PART A – Set up CRA My Account online**

1. Google “CRA My Account login” and select “Sign in to your CRA account”, then “Register for a CRA account”. We recommend “CRA user ID and password” option.
2. To validate your identity, enter your social insurance number.
3. Enter date of birth and the amounts requested from your personal tax return for the prior year. (see most recent notice of assessment)
4. Delivery method for the CRA security code: mail (takes 10-14 days to receive) OR identification (drivers license gives instant access). We recommend identification validation vs waiting for a code in the mail.
5. Confirm your current postal code.
6. Create a CRA user ID and password and write it down.
7. Select and answer five security questions. Save or print a copy of the Answers. Try to keep the answers simple and avoid choosing questions that could have two possible answers.
8. Click the “Do not ask me security questions each time on this device” and then “next”
9. Review and agree to the terms and conditions of use by entering your password and selecting “I agree”. Must enter password that you just set up.
10. Select a passcode option you want to use for multi-factor authentication (will be required each time you login).
  - a. Choose phone, you will enter your cell phone number.
  - b. Enter the code that you receive to your cell phone into the website.
11. Review and agree to terms and conditions of use.
12. Authorize/validate with your drivers license and cell phone—follow the prompts.

### **PART B – Link your business numbers to your CRA MY Account**

1. You now have a MY ACCOUNT set up and can link your business number or multiple business numbers if you have multiple corporations.
2. Follow the steps at the top of the page for **LINK CRA BUSINESS ACCOUNTS IF YOU ALREADY HAVE A CRA SIN MY ACCOUNT ONLINE**



## Request to Activate Paper Mail for my Business

Use this form if you choose to receive paper mail instead of online mail through the My Business Account portal from the Canada Revenue Agency (CRA). Use this form to update all your program accounts. If you do not want to update all your program accounts, go to [canada.ca/cra-sign-in-services](http://canada.ca/cra-sign-in-services). Do not use this form to change your address information. Once the request is processed, all paper mail will be sent to the address the CRA already has on file.

Since the CRA will only process the most recent version of this form, make sure to use the latest version available at [canada.ca/cra-forms-publications](http://canada.ca/cra-forms-publications). Once this form is filled in, send it to your tax centre within **six months** of the date it was signed or it will not be processed. To get a list of tax centres, go to [canada.ca/tax-centres](http://canada.ca/tax-centres).

### Step 1 – Business identification

Business number

Business name

### Step 2 – Acknowledgements

- I understand that my business correspondence is available in the CRA's secure My Business Account portal and that my authorized representatives can also access it. I also understand that it is possible to sign up for email notifications indicating when I receive business correspondence in the portal.
- I understand that my business must have valid mailing addresses to receive paper mail. I also understand that I must keep my business addresses updated with the CRA, and that any returned mail to the CRA may result in a switch from paper mail to online mail and require a newly signed request to re-activate paper mail.
- I understand that this request to activate paper mail is valid for a two-year period from the date that it is processed and that I will need to re-apply to continue to receive paper mail once this request expires.
- I understand that this request to activate paper mail applies to all program accounts for which I have signing authority.
- I understand that I will not receive a confirmation that this request has been processed.

### Step 3 – Certification

**You must have signing authority** for this business to sign this form. Forms that cannot be processed will be returned to the business. The CRA may contact you for more information.

Choose the appropriate option:

- I am the:  owner (such as the sole proprietor or a partner of a partnership)
- corporate director or corporate officer, delegated authority, legal representative, or officer of a non-profit organization

First name:

Last name:

Telephone number:

Social insurance number (SIN):

ReplID for delegated authority:

The CRA **will not process this form** if your name does not match the one in the CRA's records. To avoid processing delays, verify that the CRA has complete and valid information on file for you **before** signing this form.

By signing this form, you confirm that you are requesting to receive paper mail for your business.

Signature:  Date (YYYYMMDD):

Personal information (including the SIN) is collected and used to administer or enforce the Income Tax Act and related programs and activities including administering tax, benefits, audit, compliance, and collection. The information collected may be disclosed to other federal, provincial, territorial, aboriginal or foreign government institutions to the extent authorized by law. Failure to provide this information may result in paying interest or penalties, or in other actions. Under the Privacy Act, individuals have a right of protection, access to and correction of their personal information, and to file a complaint with the Privacy Commissioner of Canada regarding the handling of their personal information. Refer to Personal Information Banks CRA PPU 005, CRA PPU 015, CRA PPU 047, CRA PPU 063, CRA PPU 094, CRA PPU 140, CRA PPU 178, CRA PPU 218, and CRA PPU 223 on Info Source at [canada.ca/cra-info-source](http://canada.ca/cra-info-source).