



"We take your taxes personally!!"

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PTC Canada Update Bulletin

*****For General Information and Distribution*****

AI, Taxes and The Way Forward

Hello Friends and Clients!

Happy Autumnal Equinox! In English, Fall's here and the tumbling leaves (with early snow in some regions) confirm summer's officially over. Most Canadian taxpayers have signed up for a [CRA on-line account](#) with [Direct deposit](#) and are using some form of ["E-Services"](#) which I highly recommend. Last year, CRA launched the [GenAI chatbot beta](#) and while it's pretty basic, it helps with the backlog of phones, mail, etc. The AI will no doubt move forward to take on more of the routine tasks but the "judgement heavy" decisions will still be done by specialized agents like in the past. I realized there's been much controversy over AI and the massive amount of data centers they want to build but personally I've not been worried about it. I'll speak about this more in my fall newsletter but we've had data centers for decades with little resistance and all real intelligence is natural, so while the AI could be infiltrated by a belligerent "ghost in the machine", its real purpose is to help humanity progress to a better world.

If you've been in business, you may already know that you "MUST" have a [My Business Account](#) in order to authorize your representative as of 2023 since the [previous method](#) no longer works and this will be the general direction for all CRA interaction. Last year it's rolled over for personal returns, and you MUST have an online account to [take on a legal representative](#). Tax pros like me had quite a few setbacks for those who aren't online yet, but CRA is working out the kinks which hopefully will be solved by next year.

Whether you're following up on tax refunds, GST Credits, all types of Benefits, T-slips, RRSP limits and more, it is now on-line up to 10 years back for most taxpayers. Same applies with businesses for corporate, GST, payroll, sub-contractors, dividends, and more types of enquiries. Ideally CRA does not want to write any more cheques, eliminate all mail, and move many of the call center functions on-line. I realized a very small minority of taxpayers still want to do it the old fashion, hard copy way but be prepared for that to be eliminated by next decade. I

have been doing everything on-line now for you since 2020 and there's no reason why you shouldn't be. For further information contact CRA general enquiries at 1-800-959-8281 or business line at 1-800-959-5525, <https://www.canada.ca/en/revenue-agency.html>.

Always at your tax service,

Neel



Neel Roberts

President & Founder—PTC Canada

P.S: *Have you got write offs on the job? Check out our [“Employment & Commission Expense Tax Booklet”](#)!*

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