

How to Recognize a Scam

There are many fraud types, including new ones invented daily. Taxpayers should be vigilant when they receive, either by telephone, mail, text message or email, a fraudulent communication that claims to be from the Canada Revenue Agency (CRA) requesting personal information such as a social insurance number, credit card number, bank account number, or passport number.

By phone

The CRA may

- verify your identity by asking for personal information such as your full name, date of birth, address and account, or social insurance number
- ask for details about your account, in the case of a business enquiry
- call you to begin an audit process

The CRA will never

- ask for information about your passport, health card, or driver's license
- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others
- use aggressive language or threaten you with arrest or sending the police
- leave voicemails that are threatening or give personal or financial information

Have question? Contact US



(905) 771-1131



info@accplus.ca



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By email

The CRA may

- notify you by email when a new message or a document, such as a notice of assessment or reassessment, is available for you to view in secure CRA portals such as My Account, My Business Account, or Represent a Client
- email you a link to a CRA webpage, form, or publication that you ask for during a telephone call or a meeting with an agent (this is the only case where the CRA will send an email containing links)

The CRA will never

- 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
- send you an email with a link to your refund
- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others
- threaten you with arrest or a prison sentence

By mail

The CRA may

- 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
- write to you to begin an audit process

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- set up a meeting with you in a public place to take a payment
- demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others
- threaten you with arrest or a prison sentence

By text messages/instant messaging

The CRA **never** uses text messages or instant messaging such as Facebook Messenger or WhatsApp to communicate with taxpayers under any circumstance. If a taxpayer receives text or instant messages claiming to be from the CRA, they are scams!

When in doubt, ask yourself

- Why is the caller pressuring me to act immediately? Am I certain the caller is a CRA employee?
- Did I file my tax return on time? Have I received a notice of assessment or reassessment saying I owe tax?
- Have I received written communication from the CRA by email or mail about the subject of the call?
- Does the CRA have my most recent contact information, such as my email and address?
- Is the caller asking for information I would not give in my tax return or that is not related to the money I owe the CRA?
- Did I recently send a request to change my business number information?
- Do I have an instalment payment due soon?
- Have I received a statement of account about a government program I owe money to, such as employment insurance or Canada Student Loans?

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