



## CRA Online Mail for Businesses Scams & Frauds - CRA

### CRA Online Mail – by default for businesses

Maybe you missed CRA's Tax Tip in November 2024 advising that all businesses would, starting in Spring 2025, be receiving any CRA correspondence in their My Business Account instead of by mail. You will receive an email to indicate that you have received mail and to go view it on the portal.

**While CRA hasn't given a specific date for implementation, it is essential that your email address in your My Business Account is up to date. Don't ignore following up on CRA's online mail as there can be tax consequences if you don't respond on time.** This change will apply to:

- Any new business number and program account registrations;
- Existing businesses registered for My Business Account; or
- Businesses who have a representative that accesses the CRA's services on their behalf via Represent a Client

### Scams & frauds – CRA

Scammers may send text messages pretending to be from CRA and provide links where you need to input personal details or bank details. **CRA will never send you a text message unless it's for multi-factor authentication for one of their sign-in services.** They may contact you by phone, automated message, letter, or by email.

If you receive an email, the CRA will advise you that you have a new message in your CRA My Account portal. **The CRA will never ask you to reply to an email or provide a link to enter personal or financial information in an email.**

If you receive a phone call, they may ask you to confirm your SIN, they may ask for supporting documents or receipts, or they may ask your bank's name and location.

Before your respond:

- 1 – Never give personal information to the caller unless you've verified they are with the CRA.
- 2 – Don't trust the Caller ID display. You should ask for the caller's name, office location, and the phone number to call them back.
- 3 – Verify the number. CRA has developed a website where you can now validate the number, but it only works if the number is listed on it's website. [Verify it's the CRA calling - Scams and fraud - CRA - Canada.ca](#) It does not include individual CRA employee numbers if they have a direct line, so **we recommend you register for your CRA My Account portal to facilitate secure communication.**



Padgett Business Services is dedicated to meeting the tax, government compliance, profit & financial reporting and payroll needs of businesses with fewer than 20 employees in the retail and service sector of the economy. This publication suggests general business planning concepts that may be appropriate in certain situations. It is designed to provide complete and accurate information to the reader. However, because of the complexities of the tax law and the necessity of determining whether the material discussed herein is appropriate to your business, it is important you seek advice from your Padgett office before implementing any of the concepts suggested in this newsletter.