



June 16, 2023

Mr. Yves Giroux
Parliamentary Budget Officer
Office of the Parliamentary Budget Officer
99 Bank Street, 9th Floor
Ottawa ON K1A 0A9

Re: Information Request: IR0690

Dear Mr. Giroux,

This is a follow up response to your letter dated May 8, 2023 in which you requested data relating to the:

- Cost to implement the Canada Revenue Agency's (CRA) e-services, including any ongoing maintenance costs and any savings realized from implementing these services digitally.
- Cost to integrate sign-in partners and provincial partners, including any ongoing maintenance costs and any savings realized.
- Cost to link the CRA My Account for individuals with Employment and Social Development Canada's (ESDC) My Service Canada Account, including any ongoing maintenance costs and any savings realized from the digital services.
- Any data regarding the cost per manual application and cost per online application for the services provided by CRA.
- Cost to process a paper tax return.
- Cost to process a tax return that is filed electronically, using efile.

Please note that the data are subject to change as more information becomes available and further analysis is performed.

As you will note our answers to questions 4, 5 and 6 do not provide specific data as requested. We would be more than pleased to sit down with you and your team to further define the request so to ensure we can provide an appropriate response that meets your needs.

In addition, if desirable, CRA officials would also be pleased to offer you or your officials a more detailed briefing on the table to facilitate an accurate interpretation of the statistics and to communicate any data limitations.

Should you require additional information, please do not hesitate to contact me or Mr. Maxime Guénette, Assistant Commissioner, Service, Innovation and Integration Branch, at 613-769-4249.

Please accept, Sir, my best regards,



Bob Hamilton