

15 October 2026

RE: CRA Mail Delivery Changes

The Canada Revenue Agency (CRA) now delivers most business correspondence electronically through the CRA My Business Account by default, and CRA correspondence is generally considered received on the date it is posted to your online account. Failing to receive or act on CRA correspondence may result in missed deadlines, penalties, interest, and other negative consequences.

You are responsible for reviewing and responding to CRA correspondence by the applicable deadlines. We recommend ensuring your email address is registered with the CRA to receive notifications of new correspondence.

Please note that Rolfe Benson does not receive all of your CRA correspondence and does not routinely monitor your CRA accounts. If you receive a notice from the CRA and would like us to assist, please forward it to us promptly.

To continue receiving paper mail, if you haven't done so, please complete and return to us a signed copy of the attached RC681 "Request to Activate Paper Mail for my Business" form. *A copy of the form is on the following page.*

At this time, we also recommend you review your business information and ensure that CRA has the correct mailing address on file. Once processed by CRA you will continue to receive paper mail for the **next two years**, after which you will need to complete this form again.

If you are happy to transition to online mail we **highly** recommend you do the following:

1. Ensure that you have access to your My Business Account through your CRA account, and if not, register (see the attached document for details).
2. On your My Business Account, ensure your email is registered to receive notifications when new mail is delivered to you. You can complete this on My Business Account by viewing the business **Profile** and then selecting **Manage notification preferences**.

If you have any questions, please reach out to us and we can assist in determining how this will impact you.

ROLFE, BENSON LLP



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. 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. 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.

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.

CRA My Business Account Registration Instructions

We are encouraging all of our corporate clients to register for CRA My Business Account. My Business Account is a secure online portal that provides an opportunity to interact electronically with CRA on various business accounts (corporate tax, payroll, etc.). It will allow you to track your company's tax payments, refund, instalments, view notifications from CRA and notice of assessments, etc.

We cannot access the CRA records for your company until you complete the following registration steps. Once you have completed the registration, you could also add us as representatives so we can have access to your corporate records, and we could speak to CRA on your behalf.

Here is the link for the CRA site on which to begin the process:

<https://www.canada.ca/en/revenue-agency/services/e-services/cra-login-services/register-cra-sign-in-services.html>

The following are steps for creating a My Business Account.

Step #1 – Decide if you need to register

If you already have a My Account or My Business Account, you cannot register again and must use the same sign-in information that was previously registered.

If you are registered for a My Account and need to link your business account, please proceed as follows:

- Sign into your My Account.
- From the “Welcome” screen, your name is showing at the top right corner – click your name and select “+ Add account”.
- Select “Business account”.
- Enter your corporate business account number – xxx xxx xxx, and select “Add”.
- After getting your confirmation, return to the Welcome page and select your Business account to access My Business Account for your company.
- Proceed to Step #9 below to authorize Rolfe Benson as a representative.

If you have not registered for My Account or My Business Account previously, follow the remaining steps.

Step #2 – Gather your documents

You will be prompted to enter the following pieces of personal information, **please note that this information should be for the person who signs the corporate returns (i.e. president, director, etc.):**

- Social Insurance Number (SIN)
- Date of Birth (DOB)
- Amounts reported on your most recent personal tax return

Optional – For fastest access to your CRA account, you will also need a mobile device with a working camera and one of the following:

- Canadian passport
- Canadian driver's license
- Provincial or territorial photo ID card

Step #3 – Choose a sign-in option to register with

Select “CRA user ID and password” to begin registration process:



On the next screen, enter the information gathered under Step #2 (SIN, DOB, and Tax Information) and select “Next”.

Step #4 – Verify your identity

Select which verification method you would like to use then select “Next”

Option 1: Submit a photo of yourself and your ID document gathered under Step #2 (passport, licence, or photo ID card) to obtain immediate access. If you select this option, follow the steps as prompted to upload a photo of yourself and a copy of your photo ID.

Option 2: Wait for your CRA security code to arrive in the mail within 10 business days of registering. If you select this option, enter your postal code on the next web page.

Step #5 – Create user ID and password

Create a user ID and password to log into CRA. Follow the instructions for user ID and password requirements regarding length, special characters, etc. Make these easy to remember and hard for others to guess as they will be needed each time you log onto CRA.

Step #6 – Enroll in multi-factor authentication (MFA)

When you sign into CRA, you will be required to enter a one-time passcode in addition to your password. There are three options to obtain a code:

- With an authenticator app
- By phone (*recommended*)
- With a passcode grid

Select the by phone option and provide your cell phone number. This number will be used to receive a one-time passcode via text message every time you log into CRA.

Step #7 – Enter business number

Enter your business number. The business number should be nine-digit number + RC0001 and you should have received a letter from CRA when you registered for your company's account.

Step #8 – Complete identity verification

Once all of the steps above are completed, if you selected Option 2 under Step #4, the CRA will mail you a security code – it will take up to 10 business days. The next time you log into your My Business Account, after the registration process outlined above, you will be asked to enter the security code.

Step #9 – Authorizing Rolfe Benson as a representative

Please log into the My Business Account and add Rolfe Benson as a third-party representative. Go to the "Profile" page and under "Authorized representative" click "Add". Our business number is 121684690.