

# WHAT HAPPENS AFTER DROP-OFF?

After you have dropped off your tax return with our office we will prepare your return and have it ready for you 24 hours\*\* after you drop it off **UNLESS** we call you for additional information. Once we have received all the information required, your tax return goes back into the line up for preparation and will be ready 24 HOURS\*\* after we have received the final information requested. We will not be calling you when the return is completed.\*\*

\*\*If your return involves a business, self-employment, rental properties, final or trust information, your return will be completed within 1 – 2 weeks and we will call you when it is ready.

We cannot discuss your personal information over the telephone due to the privacy act.

## PICKING UP YOUR RETURN:

We can only release income tax return results to **you** once you have presented us with valid photo identification. We will review in detail your return results and explain the differences from last year. Due to government regulation and the privacy act, you **CANNOT** pick up returns for any other family members or individuals unless you have written authorization from that individual. You can obtain an authorization form from one of our representatives OR on our website at [www.cvtax.ca](http://www.cvtax.ca) You will find the "Authorization to Release Information" form under the Resource tab. Please remember that **we only accept cash or debit payments.**

## INSTANT REFUNDS:

After we have reviewed your return with you, you may wish to have your refund at that time. **YOU PAY NOTHING** out of pocket; we take all the fees and charges out of your refund and you get the balance of your refund instantly. To qualify, your refund must be \$300 or more and free of government debts and liens. The fee would be an additional 5% of your refund in excess of \$300. If your refund is \$300 you will pay no extra charges; only the \$45\* fee would come off your cheque. If your refund were \$500, it would only cost an additional \$10 ( $\$500 - \$300 = \$200 \times 5\%$ ). The total cost of \$55\* would come off your refund and you would receive a cheque for \$445. \*+ applicable HST

## E-FILING:

Once you have signed your T183 "Authorization to E-File" we will E-File your tax return to Canada Revenue Agency and your return will start to process through the government system within 24 hours. Within 10 – 15 business days (2- 3 weeks) you will receive your Notice of Assessment containing your refund or bill from CRA. Sometimes CRA will want to review items on an E-Filed return before they process it. Within 3 weeks from E-filing the return, we will receive a letter from CRA requesting the documentation. We will contact you to advise you of the status and may need you to supply the additional information that CRA is requesting. This will hold up the processing of the return until the documentation is provided and reviewed by CRA. The processing time could be lengthy, especially during peak seasons.

## PAPER FILING:

If you paper file your tax return, we hand deliver your tax return(s) to Canada Revenue Agency's Office @ 451 Talbot Street in London to ensure speed and security in the delivery of your paper filed return. From there your return is couriered through CRA's internal mailing system to the applicable Tax Centre. Paper File returns take anywhere from 8 – 12 weeks to process. **SOMETIMES**, you may not have requested to paper file a tax return but when you come into pick up your return, we may have converted it to a Paper Filed Return because of a source of income or expense that CRA must confirm by paper. There are other times that we won't know until we attempt to E-File the return and CRA has declined it for E-File and request a Paper Filed Return. If it is converted to a paper file return an additional \$10.00\* fee is added and we will need you to return to our office to sign a paper file return. \*+ applicable HST

Have more questions? Visit [www.cvtax.ca](http://www.cvtax.ca)