



Canada Revenue
Agency

Agence du revenu
du Canada

T5 Guide – Return of Investment Income 2014

Available electronically only

Is this guide for you?

If you make certain payments to a resident of Canada, or if you receive certain payments as a nominee or agent for a person resident in Canada, you have to prepare a T5 information return. This guide explains how to complete the T5 information return.

“Chapter 4 – T5 slip”, starting on page 7, describes the payments for which a T5 information return is required.

Note

In certain situations, the *Income Tax Act* treats payments in a specific way. For example, you have to report some interest payments as dividends and some dividend payments as interest. This guide explains these and other rules.

If you make certain payments to a non-resident of Canada, see “Chapter 7 – Payments to non-residents of Canada” on page 14.

In this guide, the term “filer” refers to the person (that is, an individual or organization) that, under the *Income Tax Act*, must prepare and file a T5 information return. A filer is different from a service bureau or anyone else who may be filing the return for a filer.

Do not use the T5 information return to report debt obligations in bearer form. For more information on reporting debt obligations in bearer form, see Guide T4091, *T5008 Guide – Return of Securities Transaction*, and RC4268, *Handbook on Securities Transactions – A Summary of the Reporting Requirements Under the Income Tax Regulations*. The RC4268 is only available electronically at www.cra.gc.ca/forms.

Are you acting as a trustee?

If you are acting as a trustee and you own and control property for another person, you have to file a *T3 Trust Income Tax and Information Return*. If the beneficial owner keeps ownership and control of the property, you should report any income earned on a T5 information return (as described under the first heading of Chapter 4).

If you are acting as a trustee and you are not sure if you should complete a T3 or a T5 information return, see the T4013, *T3 Trust Guide*. The information in that publication and in this guide will help you decide which return to complete. If you still have questions, visit www.cra.gc.ca or call 1-800-959-5525.

If you are blind or partially sighted, you can get our publications in braille, large print, etext, or MP3 by going to www.cra.gc.ca/alternate. You can also get our publications and your personalized correspondence in these formats by calling 1-800-959-8281.

Confidentiality of information

Under the *Privacy Act*, the personal information you provide on the T5 information return and related forms can be used only for the purposes authorized by law.

Income Tax Act references

Unless otherwise noted, all legislative references are to the *Income Tax Act* and the *Income Tax Regulations*.

La version française de ce guide est intitulée *Guide T5 – Déclaration des revenus de placements*.

What's new?

Adjusted taxable gross-up amount rate for Box 11 of the T5 slip

Subparagraph 82(1)(b)(i) of the act adjusts the taxable gross-up amount rate applicable to non-eligible dividends from 25% to 18% for non-eligible dividends paid **after** 2013. The new rate applies to the amount entered into the T5 slip at Box 11 - Taxable amount of dividends other than eligible dividends. For more information, see "Boxes 10, 11, 12, 24, 25, and 26 – Dividends from Canadian corporations" on page 8.

Adjusted dividend tax credit (DTC) rate for Box 12 of the T5 slip

Subsection 121(a) of the Act adjusts the DTC rate for dividends other than eligible dividends from 2/3 of the taxable gross-up amount to 13/18, or 11.0169% of the amount you entered in box 11. The adjusted DTC rate applies to non-eligible dividends paid **after** 2013. This change affects the amount entered into the T5 slip at Box 12 - Dividend tax credit for dividends other than eligible dividends. For more information, see "Boxes 10, 11, 12, 24, 25, and 26 – Dividends from Canadian corporations" on page 8.

Transition from paper to electronic filing

Even if you do not have special software, you can file your return electronically. Our Web Forms application is available for free. All you need is access to the Internet and the application will walk you through the steps.

For more information, see "Filing by Web Forms" on page 6.

Filing by CD, DVD, USB key, or diskette

Starting in January 2015, you will have to send your XML files by Internet file transfer or through our Web Forms application. We will no longer accept CDs, DVDs, USB keys, or diskettes.

For more information about filing information returns electronically, go to www.cra.gc.ca/iref.

Representatives – Request or delete authorizations online

Representatives can now:

- submit authorization requests online; and
- delete authorizations online.

Our goal is to:

- authorize a representative within five business days from the date we receive the signed document; and
- cancel an authorization immediately.

Representatives can access these new services at www.cra.gc.ca/representatives. For more information, see "Representatives – Request or delete authorizations online" on page 26.

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Chapter 1 – General information

To help us process your T5 returns quickly and accurately, we would prefer that you file over the Internet. Moreover, this might be a requirement for you. For more information, see “Chapter 3 – Filing methods” on page 6.

Use the current versions of the T5 slip and T5 Summary when you file your T5 information return.

Note

You **cannot** combine amounts when you provide T5 slips to the recipients. For example, when you submit three T5 slips to us for the same recipient, you have to issue three separate slips to the recipient. We accept consolidated T5 slips **only if** your corporation amalgamated with one or more corporations during the year. The new corporation can prepare a consolidated T5 information return for itself and the predecessor corporation(s).

Do not file a blank or nil T5 information return. You do not have to file a T5 return for a year during which you did not pay or credit any amounts.

This guide does not deal with every tax situation. For a list of publications that explain certain situations in more detail, see page 23.

Due date

You have to file a T5 information return by the **last day of February following the calendar year to which the information return applies**. If the last day of February is a Saturday, a Sunday or a public holiday, your information return is due on the **next business day**. Note that several provinces and territories have their own unique holidays. Therefore, due dates may be affected depending on where you reside. For a list of public holidays, go to www.cra.gc.ca/duedates.

You can send recipients an electronic copy of their T5 slips. The recipient must have consented in writing or by email to receive the slips electronically.

Send the recipients’ copies of the T5 slips to their last known address or deliver them in person. You have to do this on or before the day you have to file the T5 information return.

Penalties

Late filing and failure to file the T5 information return

We consider your return to be filed on time if we receive it or if it is postmarked on or before the due date.

The minimum penalty for late filing the T5 information return is \$100 and the maximum penalty is \$7,500. For the complete penalty structure, go to www.cra.gc.ca/penaltyinformationreturns.

Failure to provide information on a return

Anyone who prepares an information return has to make a reasonable effort to get the necessary information,

including identification numbers, from the individuals, corporations, or partnerships that will receive the slips. If you do not do this, you may be liable to a \$100 penalty for each failure to comply with this requirement.

Failure to provide an identification number

Individuals, trusts (See note under “Box 22 – Recipient identification number” on page 11), corporations, or partnerships have to give their social insurance number (SIN), trust account number or business number (BN) on request to anyone who has to prepare an information slip for them. A person or partnership that does not do so is liable to a \$100 penalty for each failure to comply with this requirement. This penalty does not apply if the person or partnership had applied for, but had not yet received, a SIN, a BN or account number at the time the return was filed.

A person who does not have an identification number must apply for one within 15 days of the date of an information request. After receiving the identification number, the person has 15 days to provide it to the person who is preparing an information return.

Failure to provide a social insurance number (SIN) on an information return

Make sure the SIN and name you enter on the T5 slip for each recipient are correct.

If the individual does not give you his or her SIN, you have to be able to show that you made a reasonable effort to get it. For example, if you contact a recipient by mail to ask for his or her SIN, be sure to record the date of your request and keep a copy of any correspondence that relates to it. If you do not make a reasonable effort to get a SIN, you may be subject to a penalty of \$100 for each failure. If you cannot get a SIN from the recipient, file your information return, without the SIN, no later than the **last day of February following the calendar year to which the information return applies**. If you do not, you may be subject to a **penalty**.

A person who does not have a SIN can apply for one at any Service Canada Centre.

For more information, see Information Circular IC82-2, *Social Insurance Number Legislation that Relates to the Preparation of Information Slips*, or visit Service Canada at www.servicecanada.gc.ca.

Using the identification number

If you have to prepare an information return, or if you are an officer, employee, or agent of someone who does, you cannot **knowingly** use or communicate an identification number, or allow it to be communicated, without the written consent of the individual, taxpayer, or partnership, other than as required or authorized by law or for the purpose for which the number was provided.

If you use an identification number for unauthorized purposes, you may be guilty of an offence. If convicted, you are liable to a maximum fine of \$5,000 or imprisonment of up to 12 months, or both.

Interest

If you fail to pay an amount, we can apply interest from the day your payment was due. The interest rate we use is the prescribed rate that is determined every three months. Interest is compounded daily. We also apply interest to unpaid penalties. For the prescribed interest rates, go to www.cra.gc.ca/interestrates.

Cancelling or waiving penalties and interest

The taxpayer relief provisions of the Act give us some discretion to cancel or waive all or part of any interest charges and penalties. This allows us to consider extraordinary circumstances that may have prevented you from fulfilling your obligations under the Act. For more information, go to www.cra.gc.ca/taxpayerrelief or see Information Circular IC07-1, *Taxpayer Relief Provisions*.

Notice of assessment

We will issue a notice of assessment for the T5 information return only if we apply a penalty.

Chapter 2 – T5 information return

A T5 information return consists of T5 slips and the related T5 Summary.

T5 slip

Use this slip to report the various types of investment income that residents of Canada have to report on their income tax and benefit returns. Do not report on a T5 slip investment income paid to non-residents of Canada. For information about payments to non-residents, see “Chapter 7 – Payments to non-residents of Canada” on page 14.

The T5 slip has three individual slips printed on each T5 sheet. A fillable version is also available at www.cra.gc.ca/forms.

For information on how to complete the T5 slip, see “Completing the T5 slip” on page 8. For a sample of the T5 slip, see page 20.

T5 Summary

Use this form to total all the amounts you report on the related T5 slips.

For information on how to complete the T5 Summary, see “Completing the T5 Summary” on page 12. For a sample of the form, see page 21.

Chapter 3 – Filing methods

Internet filing is available from January 5, 2015. You **must** file information returns by Internet if you file more than

50 information returns (slips) for a calendar year.

If you use commercial or in-house developed software to manage your business, you can file up to **150 MB** by Internet file transfer. For example, a service bureau can file multiple returns in one submission, provided the total submission does not exceed the 150 MB restriction.

Note

If your return is more than 150 MB, you can either compress your return or divide it so that each submission is no more than 150 MB.

Filing by Web Forms

Our Web Forms application is free and secure. To use it, all you need is access to the Internet. With Web Forms you can complete an information return easily, following the step-by-step instructions.

Web Forms lets you:

- file up to **100 slips** (original, additional, amended, or cancelled) from our website;
- calculate all of the totals for the summary;
- create an electronic information return containing slips and a summary, which can be saved and imported at a later date;
- print all your slips and your summary; and
- validate data in real time.

After you submit your information return, you will receive a confirmation number that will be your proof that we received it.

To use the Web Forms application, you must have a web access code. If you do not have a web access code, you can easily get one online or by calling us. For more information, see “Filing by Web Forms” on this page.

To start using this application or to get more information about Web Forms, go to www.cra.gc.ca/webforms.

Filing by Internet file transfer

Internet file transfer allows you to transmit an original or amended return with a maximum file size of **150 MB**. All you need is a Web browser to connect to the Internet, and your software will create, print, and save your electronic information return in XML format. For information about this filing method, contact your software publisher or go to www.cra.gc.ca/iref.

Web access code

To file your return over the Internet using either the Internet file transfer or Web Forms services, you will need a web access code (WAC), unless you are filing through My Business Account or Represent a Client. For information about My Business Account or Represent a Client, see “Online services” on page 26. The CRA is no longer mailing web access code letters; as a result, you can use the WAC that was issued for the 2012 tax year to file future information returns. If you have misplaced or do not have a WAC, you can obtain one at www.cra.gc.ca/iref by selecting “Need a Web access code.” If you cannot obtain

your WAC online or would like to change it, you can call the e Services Helpdesk at 1-877-322-7849.

Filing without a Web access code

You can also file your T5 return without a Web access code using Internet file transfer (up to 150 MB) or Web Forms (up to 100 slips). Choose the “File a return” service at:

- www.cra.gc.ca/representatives, if you are an authorized representative or employee; or
- www.cra.gc.ca/mybusinessaccount, if you are a business owner.

Filing by CD, DVD, USB key, or diskette

Starting in January 2015, you will have to send your XML files by Internet file transfer or through our Web Forms application. We will no longer accept CDs, DVDs, USB keys, or diskettes.

For more information about filing information returns electronically, go to www.cra.gc.ca/iref.

Filing on paper

If you file 1 to 50 slips, we strongly encourage you to file over the Internet using Internet file transfer or Web Forms. However, you can still file up to 50 slips on paper.

If you choose to file your return on paper, mail it to:

Ottawa Technology Centre
PO Box 9633, Station T
Ottawa ON K1G 6H3

Filing using computer-printed (customized) forms

For those who complete a large number of slips, we accept certain slips other than our own. To ensure accuracy, follow the guidelines for the production of customized forms at www.cra.gc.ca/customized or see Information Circular IC97-2, *Customized Forms*.

Chapter 4 – T5 slip

When do you have to prepare a T5 slip?

If you make certain payments to a resident of Canada, or if you receive certain payments as a nominee or agent for a person resident in Canada, you have to prepare a T5 slip.

These payments include:

- eligible dividends and dividends other than eligible dividends (including most deemed dividends);
- interest from:
 - a fully registered bond or debenture;

- money loaned to or on deposit with, or property of any kind placed with, a corporation, association, organization, or institution;
- an account with an investment dealer or broker;
- an insurance policy or annuity contract (when the interest is paid by an insurer); or
- an amount owing as compensation for expropriated property;
- certain amounts distributed from an eligible funeral arrangement (see “Box 14 – Other income from Canadian sources” on page 9);
- amounts that have to be included in a policyholder’s income under section 12.2 of the Act;
- royalties from the use of a work, an invention, or a right of production from natural resources;
- blended payments of income and capital made by a corporation, association, organization, or institution. For more information, see “Blended payments” on page 16.

For investment contracts acquired **before** 1990, you have to report accrued interest every three years, unless the recipient has elected to report annually. This calculation is based on the calendar year. For more information, see “Contracts acquired after November 12, 1981, and before 1990” on page 15.

For investment contracts acquired **after** 1989, you have to report accrued interest every year. Base this calculation on the date the investment contract was issued. We will consider an investment contract acquired before 1990 to be a new contract acquired after 1989 if certain material changes were made after 1989. For details, see Interpretation Bulletin IT-448, *Dispositions – Changes in Terms of Securities*, and its Special Release.

We explain special accrual rules for indexed debt obligations in “Indexed debt obligations issued after October 16, 1991” on page 16.

When do you not have to prepare a T5 slip?

You **do not** have to prepare a T5 slip to report:

- amounts paid to one recipient when the **total** amount for the year is less than \$50;
- the interest part of a blended payment made by an individual;
- interest one individual pays to another, such as interest paid on a private mortgage (this does not include investment dealers or brokers making payments for client accounts);
- interest paid on loans from banks, financial houses, or other institutions whose usual business includes lending money;
- capital dividends, as described in Interpretation Bulletin IT-66, *Capital Dividends*;

- amounts paid or credited to non-residents of Canada (see “Chapter 7 – Payments to non-residents of Canada” on page 14);
- interest on an investment contract accrued or payable during the year to a corporation, partnership, unit trust, or any trust of which a corporation or partnership is a beneficiary;
- an amount distributed from an eligible funeral arrangement, if the amount is a return of contributions only;
- interest paid to farmers under the AgriStability and AgriInvest programs, Fund 2 (these amounts are reported on an AGR-1 slip).

Completing the T5 slip

Before completing the T5 slips, see “Chapter 3 – Filing methods” on page 6. We can process your return more efficiently if you follow these instructions.

Recipient’s name and address

Enter the information in the white area provided.

If more than one recipient is entitled to the investment income (for example, interest credited to a joint account), you only need to complete one T5 slip. If there are two recipients, enter both names. For a corporation, enter the name of the corporation (see “Box 23 – Recipient type” on page 11).

Where there are multiple (more than two) account holders for the same account, the onus is on the account holders to ensure that each individual reports their fair share of the income. You have to prepare the T5 slip with the name of the individual(s) who represent the group of investors. The T5 slip should indicate the primary representative or the secondary representative, if known, as well as the primary representative’s SIN in box 22. In addition, code 2 must be entered in box 23 (see “Box 23 – Recipient type” on page 11), which advises the CRA that the account is a joint account.

If the payment is made to an association, organization, or institution, enter that name. Do not enter the name of the secretary-treasurer or any other individual who has signing authority. If the payment is made to the registered holder of an investment (for example, broker or trustee of an RRSP), enter the name of the registered holder, not the name of the individual. If the payment is made to a trust, enter the name of the trust and not the name of the individual beneficiaries of this trust.

First line – Enter the individual’s last name first, first name(s) and initials, or enter the name of the recipient corporation, association, organization, institution, or trust. For “Estate of” or “in Trust for,” enter the usual last name, followed by the first name(s) and initials followed by “Estate of” or “in Trust for.”

Second line – Enter the second recipient’s last name, first name(s), and initials. If there is only one recipient, leave this line blank.

In all cases, enter the recipient’s full mailing address as follows:

Third, fourth, and fifth lines – Enter the recipient’s full address, including city, province or territory, and postal code. For the province or territory, use the two-letter abbreviations from the list on page 23. As some addresses are longer than others, we have provided extra space in this area. You can leave some lines blank if they are not required.

Payer’s name and address

Complete this area on each T5 slip. Enter the payer’s full name and address.

Year

Enter the four digits of the calendar year during which the recipient earned the investment income.

Boxes 10, 11, 12, 24, 25, and 26 – Dividends from Canadian corporations

Dividends include all payments in cash or kind (including stock dividends) and all amounts deemed to be dividends. For more information on deemed dividends, see “Deemed dividends” on page 16. For more information on unclaimed dividends, see page 16.

Dividends from taxable Canadian corporations paid to an individual (other than a trust that is a registered charity) are eligible for a federal dividend tax credit.

If the dividends paid are dividends other than eligible dividends, read the following instructions for boxes 10, 11, and 12.

If the dividends paid are eligible dividends, read the instructions for boxes 24, 25, and 26 on page 11. For more information about eligible dividends, see Guide T4012, *T2 Corporation – Income Tax Guide*.

Note

Dividends that pass through a corporation retain the character they had, as eligible dividends or dividends other than eligible dividends, when they were initially paid.

Box 10 – Actual amount of dividends other than eligible dividends

For dividends paid after 2005, enter the actual amount of dividends other than eligible dividends, or the amount we deem to be dividends other than eligible dividends, paid by a Canadian corporation.

For dividends paid before 2006, enter the actual amount of dividends, or the amount we deem to be dividends, paid by a Canadian corporation.

For recipients who are individuals resident in Canada (other than a trust that is a registered charity), the dividends must be paid by a taxable Canadian corporation.

Do not include:

- dividends paid or payable by a credit union to a member who has a share in the credit union, if the share is not listed on a designated stock exchange (we treat these amounts as interest, see “Box 13 – Interest from Canadian sources”);

- dividends paid to individuals who are not eligible for the federal dividend tax credit (see “Box 14 – Other income from Canadian sources”);
- eligible dividends (see “Box 24 – Actual amount of eligible dividends”);
- taxable dividends, paid by a mortgage investment corporation to any of its shareholders (we treat these amounts as interest, see “Box 13 – Interest from Canadian sources”);
- capital gains dividends (see “Box 18 – Capital gains dividends”).

Note

You do **not** need to submit a T5 slip if capital gains dividends are the only dividends.

Box 11 – Taxable amount of dividends other than eligible dividends

Complete box 11 **only** for individuals resident in Canada (other than a trust that is a registered charity). Enter in box 11 the total of the amount from box 10 **plus** the taxable gross-up amount. For dividends paid in 2014, the taxable gross-up amount is 18% of the amount of dividends reported in box 10. For dividends paid in 2013 and preceding tax years, the taxable gross-up amount is 25% of the dividends paid. Do not enter an amount in box 11 if the dividends entered in box 10 are paid to a corporation.

Box 12 – Dividend tax credit for dividends other than eligible dividends

Complete box 12 **only** for individuals resident in Canada (other than a trust that is a registered charity). The amount you enter in box 12 is 13/18 of the taxable gross-up amount, or 11.0169% of the amount you entered in box 11. For dividends paid in 2013 and preceding years, the rate is 2/3 of the taxable gross-up amount calculated for box 12, or 13.3333% of the amount in box 11. Do not enter an amount in box 12 if the dividends entered in box 10 are paid to a corporation.

Box 13 – Interest from Canadian sources

Enter the following amounts, as long as you did not previously report them:

- interest on a fully registered bond or debenture;
- interest on money loaned to or on deposit with, or interest on any kind of property placed with, a corporation, association, organization, or institution;
- interest on an account with an investment dealer or broker;
- interest an insurer paid in connection with an insurance policy or annuity contract;
- interest on an amount owing as compensation for property that has been expropriated;
- the interest part of blended payments (see “Blended payments” on page 16);

- dividends paid or payable by a credit union to a member who has a share in the credit union, if the share is not listed on a designated stock exchange;
- taxable dividends that a mortgage investment corporation paid to any of its shareholders.

Do not include:

- interest from a source outside Canada (see “Box 15 – Foreign income”);
- the interest part of a blended payment made by an individual;
- interest one individual pays to another, such as interest paid on a private mortgage (this does not include investment dealers or brokers making payments for client accounts);
- interest paid on loans from banks, financial institutions, or other institutions whose usual business includes lending money;
- the accrued income from an annuity described under former paragraph 56(1)(d.1), or accrued income of certain life insurance policies (see “Box 19 – Accrued income: Annuities”).

For more information on accrued interest on investment contracts, see “Chapter 8 – Accrued interest” on page 15. For information on unclaimed interest, see page 16.

Other information

The “Other information” area in the middle of the T5 slip has blank boxes for you to enter codes and amounts that relate to other income from Canadian sources, foreign income, foreign tax paid, royalties from Canadian sources, accrued income, and annuities. You can also use this area for any other entries that apply.

The boxes are not pre-numbered as in the top part of the slip. Enter the following codes (the numeric codes for the boxes) that apply to the recipient.

Note

If more than three codes apply to the same recipient, use an additional T5 slip.

Box 14 – Other income from Canadian sources

Identify a box in the “Other information” area as box 14. In the “Amount box,” enter other income from Canadian sources. Other income includes:

- taxable dividends and deemed dividends (see “Deemed dividends” on page 16) paid to an individual by a corporation resident in Canada that is **not** a taxable Canadian corporation;
- amounts reported by life insurers, to be included in a policyholder’s income under paragraph 56(1)(j);
- amounts distributed from an eligible funeral arrangement (EFA) after 1995 to a taxpayer as a return of funds.

An EFA is an arrangement a qualifying person establishes and maintains solely to fund funeral or cemetery services for one or more individuals. The custodian then reports the

amounts distributed from the arrangement after 1995 that are not payments for providing funeral or cemetery services and that do not reflect contributions previously made. The custodian can be the trustee of any trust governed by an EFA. If a trust is not involved, the custodian can be any person who receives a deposit under the EFA for providing funeral services. This person has to be licensed or authorized under the laws of a province or territory to provide funeral or cemetery services for individuals.

The EFA's custodian has to enter the code "14" in a generic box in the "Other information" area. The amount you have to report in the "Amount box" next to box 14 is the lesser of:

- the amount distributed from the EFA to a taxpayer (other than as payment for providing funeral or cemetery services for the individual from whose account the amount was distributed); and
- the amount on line 7 of the following chart:

1. Enter the individual's balance under the EFA before the refund (excluding the value of property in a cemetery care trust).	1
2. Enter the total of all payments made from the EFA to provide funeral or cemetery services for the individual (other than cemetery services funded by property in a cemetery care trust).	2
3. Line 1 plus line 2	3
4. Enter the total of all relevant contributions ¹ made to the individual's EFA before the amount was distributed (other than contributions that were in a cemetery care trust).	4
5. Enter the total of all deemed distribution amounts transferred, credited or added to the individual's balance which are in excess of the portion added in computing the taxpayer's income. ²	5
6. Line 4 minus line 5	6
7. Line 3 minus line 6	7
¹ Relevant contributions are contributions made to the EFA and the contributions to another EFA later transferred to the EFA for the purpose of funding funeral or cemetery services for the individual.	
² Applicable to amounts transferred, credited or added after December 20, 2002.	

Example

Mr. Gilbert contributed \$8,000 to a prepaid funeral arrangement. The balance in the arrangement grew to \$10,000 before Mr. Gilbert died. The total payments made from the arrangement for funeral services amounted to \$9,500. The \$500 balance was refunded to the estate. In this case, the custodian of the EFA would show \$500 in box 14 of the T5 slip issued in the name of Mr. Gilbert's estate.

This amount is the lesser of:

- \$500 (the refund amount);
- \$2,000 (\$500 + \$9,500 – \$8,000).

Box 15 – Foreign income

Identify a box in the "Other information" area as box 15. In the "Amount box," enter in Canadian currency the gross foreign income received from sources outside Canada. Do not reduce the amount by any foreign income tax that was withheld. Enter any amounts for foreign spin-off shares received from sources outside Canada. If you cannot report the amount in Canadian currency, see "Box 27 – Foreign currency."

Box 16 – Foreign tax paid

Identify a box in the "Other information" area as box 16. In the "Amount box," enter the foreign income tax, if any, which was withheld from the gross foreign income you reported in box 15. Report the amount of the foreign income tax withheld in Canadian currency. The recipient of the T5 slip will need to know this amount to calculate the federal, provincial, or territorial foreign tax credits.

Box 17 – Royalties from Canadian sources

Identify a box in the "Other information" area as box 17. In the "Amount box," enter the royalties paid during the year. Royalties include payments for the use of a work, an invention, or a right for production from natural resources.

Box 18 – Capital gains dividends

Enter the amount of capital gains dividends that we consider to be a capital gain and that were paid by:

- an investment corporation;
- a mortgage investment corporation;
- a mutual fund corporation.

Note

You do **not** need to submit a T5 slip if capital gains dividends are the only dividends.

Box 19 – Accrued income: Annuities

Identify a box in the “Other information” area as box 19, and in the “Amount box,” enter:

- the accrued earnings on a life insurance policy to be included in a policyholder’s income under section 12.2; and
- the annuity payments to be included in income under former paragraph 56(1)(d.1) for annuity contracts issued before 1990.

Box 21 – Report code

Enter on each slip one of the following codes to indicate whether the slip is:

- “O” original;
- “A” amended (changing the financial data or identification information);
- “C” cancelled.

When using code “A,” or “C,” enter a description at the top of the T5 slip (for example, “AMENDED” or “CANCELLED”) and include a letter of explanation when you file a copy of the slip with us. For more information, see “Chapter 6 – After you file” on page 14.

Box 22 – Recipient identification number

If the recipient is an individual (other than a trust), enter the individual’s social insurance number (SIN). For interest credited to a joint account, enter the SIN of only one of the individuals.

You have to make a reasonable effort to get the recipient’s SIN. If you do not, you may be liable to a \$100 penalty for each time you do not provide the SIN on a slip. However, when a person tells you that he or she does not have a SIN but is applying for one, make sure you complete and file the return before the due date. If you have not received the recipient’s SIN by the time you prepare the T5 slip, leave box 22 blank.

For more information on your obligation to provide a valid SIN, see “Failure to provide a social insurance number (SIN) on an information return” on page 5.

Note

If you are reporting a payment made in trust to an institution for an individual (for example, a payment of interest made to the trustee of a self-directed RRSP), **do not enter the individual’s SIN in box 22.**

If the recipient is a trust, enter the trust account number.

If the recipient is a business (sole proprietor, partnership, or corporation), enter the recipient’s business number (BN), if available.

Box 23 – Recipient type

Enter one of the following codes to identify the recipient to whom the investment income was paid:

- “1” for an individual;
- “2” for a joint account (two or more individuals);

“3” for a corporation;

“4” for an association, trust (RRSP trustee, fiduciary-trustee, nominee, or estate), club, or partnership;

“5” for a government, government enterprise, or international organization.

Box 24 – Actual amount of eligible dividends

Enter the actual amount of eligible dividends, or the amount we deem to be eligible dividends. Eligible dividends are paid after 2005 by corporations resident in Canada to individual shareholders resident in Canada.

Among other requirements, to be eligible dividends, taxable dividends must have been designated as such by the corporation paying the taxable dividend.

For more information about eligible dividends, see Guide T4012, *T2 Corporation – Income Tax Guide*.

Do not include:

- dividends paid or payable by a credit union to a member who has a share in the credit union, if the share is not listed on a designated stock exchange (we treat these amounts as interest, see “Box 13 – Interest from Canadian sources”);
- capital gains dividends (see “Box 18 – Capital gains dividends”);
- dividends paid to individuals who are not eligible for the federal dividend tax credit (see “Box 14 – Other income from Canadian sources”);
- dividends other than eligible dividends (see “Box 10 – Actual amount of dividends other than eligible dividends”);
- taxable dividends, other than capital gains dividends, paid by a mortgage investment corporation to any of its shareholders (we treat these amounts as interest, see “Box 13 – Interest from Canadian sources”).

Box 25 – Taxable amount of eligible dividends

Complete box 25 **only** for individuals resident in Canada (other than a trust that is a registered charity). Enter in box 25 the total of the amount from box 24 plus the taxable gross-up amount. The taxable gross-up amount is equal to 38% of the amount of dividends reported in box 24 that were paid in 2012 and subsequent tax years. For dividends paid in 2011, the taxable gross-up amount is 41% of the dividends paid; for dividends paid in 2010, the taxable gross-up amount is 44% of the dividends paid; and for dividends paid in 2009 and preceding tax years, the taxable gross-up amount is 45% of the dividends paid.

Do not enter an amount in box 25 if the dividends entered in box 24 are paid to a corporation.

Box 26 – Dividend tax credit for eligible dividends

Complete box 26 **only** for individuals resident in Canada (other than a trust that is a registered charity). For dividends paid in 2009 and preceding tax years, box 26 is

11/18 of the taxable gross-up amount or 18.9655% of the amount in box 25. For the year 2010, the amount you enter in box 26 is 17.9739% of the taxable amount you entered in box 25; or 10/17 of the added gross-up amount as per instructions for this same box 25. For the year 2011, the amount you enter is 16.4354% of the amount entered in box 25 or 13/23 of the gross up. For the years 2012 and later, the amount you enter is 15.0198% of the amount entered in box 25 or 6/11 of the taxable gross-up amount, accordingly.

Do not enter an amount in box 26 if the dividends entered in box 24 are paid to a corporation.

Box 27 – Foreign currency

Leave this area blank if you are reporting amounts in Canadian dollars.

If you cannot report amounts in Canadian dollars, identify the foreign currency according to the International Standard (ISO) 4217 called *Codes for the Representation of Currencies and Funds*. Enter the appropriate three-character alphabetic or numeric codes if you are filing on paper. If possible, use the alphabetic codes. For example:

- USD** – United States, dollar
- JPY** – Japan, yen
- HKD** – Hong Kong, dollar
- AUD** – Australia, dollar
- NZD** – New Zealand, dollar
- DKK** – Denmark, krone
- GBP** – United Kingdom, pound
- EUR** – European Union, euro
- OTH** – Other

Note

If you are filing electronically, you must use the alphabetic code.

When you report amounts in foreign currency, keep the following rules in mind:

- do not combine different foreign currency types on a T5 slip. Report only one type of foreign currency on each slip;
- print the name of the foreign currency on the slip (for example, U.S. DOLLARS) under generic boxes 15 and 16, for the recipient's benefit;
- if you file a paper T5 information return and leave box 27 blank, we will process the amounts on the T5 slips as Canadian dollars;
- when completing your T5 Summary, you only have to enter one total income amount, whether or not the T5 slips are made up of different currency types.

Box 28 – Transit

If you are reporting for a financial institution or any similar business, enter the recipient's transit code or branch identification code (up to eight characters) in this area.

Box 29 – Recipient account

If you can identify the recipient by an account number or policy number, enter the appropriate characters (up to 12) in this area.

Distributing the T5 slip

You can send recipients an electronic copy of their T5 slips, by the **last day of February following the calendar year to which the information return applies**, but they must have consented in writing or by email to receive the slips electronically.

Note

If you file your information return over the Internet or on electronic media, **do not** send us the paper copy of the forms that make up the return.

If you are filing on paper, send us each T5 slip (three slips printed per sheet), along with the T5 Summary, by the **last day of February following the calendar year to which the information return applies**.

Send these forms to:

Ottawa Technology Centre
P.O. Box 9633, Station T
Ottawa ON K1G 6H3

Send two copies of the T5 slip to the recipient by the last day of February following the calendar year to which the information return applies.

You do not have to keep a copy of the T5 slips. However, you have to keep the information from which you prepared the slips in an accessible and readable format.

Note

When a business or activity ends, you have to send the appropriate copies of the T5 slips to the recipients and us no later than 30 days after the date the business or activity ended.

Chapter 5 – T5 Summary

You have to complete a T5 Summary if you prepare one or more T5 slips. Do not send us a summary without T5 slips or a summary without amounts to report.

Note

An address change cannot be done using the T5 Summary return. To update an address, contact your tax centre. The addresses of our tax centres are on page 25.

Completing the T5 Summary

Before completing the T5 Summary, see "Chapter 3 – Filing methods" on page 6. We can process your T5 information return more efficiently if you follow those instructions.

Do not include amounts on the T5 Summary for which you have not prepared a T5 slip.

Information return for the year ending December 31

Enter the four digits of the calendar year to which the information return relates.

Account number

Enter the 15 characters of your account number in this area.

The account number consists of three parts—the business number (BN), the program identifier and the reference number.

- The nine-digit BN number identifies the business;
- The two-letter program identifier identifies the type of BN account, in this case, “RZ”;
- The four-digit reference number identifies each account a business may have.

Please note, in order to create or maintain account numbers, you must be authorized to do so.

Additional T5 Summary

Use this box if you are preparing more than one T5 information return and the returns are:

- for the same filer with the same account number;
- for the same year.

Enter a “✓” in this box on the T5 Summary for the second return and on each following T5 Summary as described above.

Name and address of filer or nominee (four lines)

Enter the name of the filer or nominee, and the full address of the branch or office filing the T5 Summary. Use the two-letter code for the province or territory. The codes are listed in Appendix C on page 23.

Have you filed a T5 information return before?

If you have sent us a T5 information return in a previous year, enter a “✓” in the “Yes” box.

If this is the first year you are sending us a T5 information return, enter a “✓” in the “No” box.

Language

Enter a “✓” in the appropriate box. Any future correspondence and information we send you will be in the language you choose.

Line 10 – Actual amount of dividends other than eligible dividends

Enter the total from box 10 on all T5 slips.

Line 11 – Taxable amount of dividends other than eligible dividends

Enter the total from box 11 on all T5 slips.

Line 12 – Dividend tax credit for dividends other than eligible dividends

Enter the total from box 12 on all T5 slips.

Line 13 – Interest from Canadian sources

Enter the total from box 13 on all T5 slips.

Line 14 – Other income from Canadian sources

Enter the total from box 14 on all T5 slips.

Line 15 – Foreign income

Enter the total from box 15 on all T5 slips. You have to report this amount in Canadian currency. If you cannot report the amount in Canadian currency, see the instructions for box 27 on page 12.

Line 16 – Foreign tax paid

Enter the total from box 16 on all T5 slips. You have to report this amount in Canadian currency.

Line 17 – Royalties from Canadian sources

Enter the total from box 17 on all T5 slips.

Line 18 – Capital gains dividends

Enter the total from box 18 on all T5 slips.

Line 19 – Accrued income: Annuities

Enter the total from box 19 on all T5 slips.

Line 24 – Actual amount of eligible dividends

Enter the total from box 24 on all T5 slips.

Line 25 – Taxable amount of eligible dividends

Enter the total from box 25 on all T5 slips.

Line 26 – Dividend tax credit for eligible dividends

Enter the total from box 26 on all T5 slips.

Line 31 – Total number of T5 slips filed

Enter the total number of T5 slips you are filing with the T5 Summary. Do not include in this total any slips you marked as being void or that you left blank.

Unclaimed amounts later paid out

We require special reporting when you have been holding an unclaimed amount and you finally identified the rightful owner and paid out the amount. A separate information return is required to report these amounts. For information on how to complete the T5 Summary and T5 slips to report unclaimed amounts you later paid out, see “Chapter 10 – Unclaimed amounts: Dividends or interest” on page 16.

Line 32 – Unclaimed amounts: Dividends and interest

Enter the total of the amounts you identified as unclaimed dividends or unclaimed interest later paid out. These amounts are included in box 10, 13, or 24 of the T5 slips that you identified as “UNCLAIMED DIVIDEND ACCOUNT” or “UNCLAIMED INTEREST ACCOUNT.” For more information, see “Chapter 10 – Unclaimed amounts: Dividends or interest” on page 16.

Line 33 – Tax deducted from unclaimed amounts

Enter the total amount of tax deducted shown on the T5 slips you identified as “UNCLAIMED DIVIDEND ACCOUNT” or “UNCLAIMED INTEREST ACCOUNT.” The amount of tax deducted is shown on the T5 slip directly below the recipient’s postal code. For more information, see “Chapter 10 – Unclaimed amounts: Dividends or interest” on page 16.

Lines 41 and 42 – Contact person

Enter the name and telephone number of a person who can answer any questions we may have about the T5 information return.

Certification

A person with signing authority has to sign and date the information return in this area of the T5 Summary.

Chapter 6 – After you file

When we receive your information return, we check it to see if you have prepared it correctly. After an initial review, we enter your return into our processing system, which captures the information and performs various validity and balancing checks. If there are any problems, we may contact you.

Amending, cancelling, adding, or replacing slips

After filing your information return, you may notice an error on the T5 slips. If so, you will have to prepare an amended slip to correct the information. Give the recipient two copies of the slips. Do not include slips that have no changes.

Amending or cancelling slips over the Internet

To amend a slip over the Internet, change only the information that is incorrect and retain all of the remaining information that was originally submitted. Use summary report type code “A” and slip report type code “A.”

To cancel a slip, do not change any information that was contained on the original slip. Use summary report type code “A” and slip report type code “C.”

For more information about amending or cancelling information returns using the Internet, go to www.cra-arc.gc.ca/iref.

Amending or cancelling slips on paper

Clearly identify the new slips as amended or cancelled by writing “AMENDED” or “CANCELLED” at the top of each slip. Make sure you fill in all the necessary boxes, including the information that was correct on the original slip. Send two copies of the slips to the recipient.

Send one copy of the amended or cancelled slips with a letter explaining the reason for the amendment or cancellation to your tax centre. The addresses of our tax

centres are listed on page 25. Do not file an amended or cancelled Summary.

Adding slips

After you file your information return, you may discover that you need to send us additional slips. If you have original slips that were not filed with your information return, file them separately either electronically or on paper.

If you file additional slips on paper, clearly identify the new slips by writing “ADDITIONAL” at the top of each slip. Send one copy of the additional slips to your tax centre. The addresses of our tax centres are listed on page 25.

We also accept additional original slips in electronic format. For more information, see “Chapter 3 – Filing methods” on page 6 or go to www.cra.gc.ca/iref.

Note

Any additional T5 slips that are filed after the due date may result in a late filing penalty. For the penalty structure, see “Late filing and failure to file the T5 information return” on page 5 or go to www.cra.gc.ca/penaltyinformationreturns.

Replacing slips

If you issue T5 slips to replace copies that were lost or destroyed, do not send us copies of these slips. Clearly identify these copies as a “DUPLICATE” for your client, and keep a copy for your records.

Chapter 7 – Payments to non-residents of Canada

You have to file an NR4 information return to report amounts paid or credited, or amounts we consider to be paid or credited, by residents of Canada to non-resident persons.

You have to do this if the total annual amount you paid or credited is \$50 or more, or if you withheld tax (regardless of the amount you paid or credited).

For more information on how to complete the NR4 return, see Guide T4061, *NR4 – Non-Resident Tax Withholding, Remitting, and Reporting*.

You have to withhold income tax of 25% (or the percentage established under a tax convention or agreement) on amounts you paid or credited to non-residents.

If so you have to complete the remittance part (Part 2) of Form NR76, *Non-Resident Tax – Statement of Account*, and send it with the tax to:

International and Ottawa Tax Services Office
Post Office Box 9769, Station T
Ottawa ON K1G 3Y4
CANADA

Alternatively, you can make the payment to your chartered bank by the 15th day following the month in which the tax was withheld.

For more information, see Information Circular IC76-12, *Applicable Rate of Part XIII Tax on Amounts Paid or Credited to Persons in Countries with Which Canada Has a Tax Convention*, and Information Circular IC77-16, *Non-Resident Income Tax*.

If, as a resident of Canada who pays or credits amounts to or for a non-resident of Canada, you do not withhold (or you withhold but do not remit) non-resident tax, you are liable for the amount of tax you should have withheld and remitted, plus a penalty of 10% of the tax. We charge interest, compounded daily at the prescribed rate, on the total of the tax, penalties, and outstanding interest.

For more information about how we determine an individual's residence for tax purposes, see Income Tax Folio S5-F1-C1, *Determining an Individual's Residence Status*.

Chapter 8 – Accrued interest

Contracts acquired after 1989

You have to prepare T5 slips each year for all investment contracts acquired after 1989. You have to prepare these slips annually even if you did not pay the interest.

What is an investment contract?

An investment contract is any debt obligation other than those excluded by the definition of **investment contract** in subsection 12(11) of the Act. For example, a debt obligation that provides for the payment of interest at least annually is not an investment contract because it is excluded by paragraph (i) of the investment contract definition.

A common type of investment contract would be a written agreement with a financial institution where a sum of money is invested for more than one year and the accrued interest on the funds invested is only paid at maturity (when the term of the contract expires).

On the T5 slip, enter the total of all interest accrued to each **anniversary day**. Do not include any interest you previously reported.

The anniversary day is:

- the day that is one year minus a day after the day the contract was issued (and every successive one-year interval after that day);
- the day the contract was disposed of.

We consider an investment contract to be disposed of when it is converted, cancelled, sold, or redeemed.

Example

An investment contract was issued on October 29 of year 1. It is disposed of on April 7 of year 5, and all the interest is paid then. You have to prepare and file a T5 slip each year to report the interest that accrues to:

- October 28 of year 2;
- October 28 of year 3;
- October 28 of year 4;
- April 7 of year 5.

Contracts acquired after November 12, 1981, and before 1990

For investment contracts (other than Canada Savings Bonds and debt obligations in bearer form) acquired after November 12, 1981, and before 1990, you have to prepare a T5 slip to report the interest that accrues to every third anniversary of the investment contract. Do not include interest you previously reported.

The third anniversary is the third December 31 after the end of the year in which the contract was originally issued, and each third December 31 after that.

If a contract is disposed of before its third anniversary date, or between third anniversary dates, you have to prepare a T5 slip to report the interest earned from the date it was acquired, or its previous third anniversary, to the date of disposal.

The first three-year anniversary for investment contracts acquired before 1982 began on December 31, 1988.

Contracts acquired before November 13, 1981

Investment contracts acquired **before** November 13, 1981, are exempt from the three-year reporting requirement if they meet all the conditions in former subsection 12(10). However, contracts that the recipient can cancel that are subject to a penalty on payout are not exempt.

Interest adjustments and penalties

Sometimes an individual may withdraw funds from an investment contract after receiving T5 slips for a number of years. Withdrawing funds can often mean an early redemption penalty, which lowers the interest rate you previously calculated on the investment contract. As a result, the actual interest you pay to the recipient is less than the total of the accrued interest reflected on the T5 slips you issued to the recipient in previous years.

In such cases, do not issue a negative T5 slip or amend the slips for previous years. Under subsection 20(21), the recipient is entitled to deduct, in the year in which the investment was disposed of, the excess interest previously included in income.

Indexed debt obligations issued after October 16, 1991

An indexed debt obligation is a debt obligation with terms or conditions that provide for an adjustment (determined by a change in the buying power of money) to the amount owing under the obligation for a period during which it was outstanding.

We treat as interest any increase or decrease in the amount owing under an indexed debt obligation relating to a change in the buying power of money.

If the buying power of money decreases, you have to treat as interest any additional amount the holder of the obligation received or was entitled to receive in the year.

If the buying power of money increases, treat the decrease in the amount owing under an indexed debt obligation as interest the debtor received or was entitled to receive in the year. In this situation, the holder of the obligation can deduct the amount paid to the debtor.

Chapter 9 – Blended payments and deemed dividends

Blended payments

A **blended payment** is an amount made up partly of capital and partly of interest or some other type of income. You may not be able to easily identify the interest and capital parts. Treat as interest on a debt obligation the part that can be reasonably considered to be interest. Report this amount in the same way you would report any other interest.

We **do not** consider a payment to be a blended payment if:

- the interest or income element is definitely known;
- the amount is received either as an annuity payment or in satisfaction of the recipient's rights under an annuity contract;
- the payment is from certain obligations issued at a discount.

For more information, see archived Interpretation Bulletin IT-265, *Payments of Income and Capital Combined*.

Deemed dividends

Section 84 – Deemed dividends

In some situations, we consider that an amount paid by a corporation resident in Canada and received by a shareholder is a dividend. In general terms, the situations include the following:

- a) the paid-up capital of the corporation increases other than by means of a stock dividend without a corresponding increase in net assets or decrease in net liabilities;
- b) property is distributed to shareholders when a corporation's business is wound-up, discontinued, or reorganized;

- c) any of the company's own shares are redeemed, acquired, or cancelled, other than by an ordinary purchase in the open market; or
- d) the paid-up capital for any class of shares of capital stock is reduced.

Generally, you calculate the deemed dividend for each of the situations described above as follows:

- For situation **a)**, include the increase in paid-up capital of the shares in that class. However, **subtract** any increase in the value of net assets (or decrease in the value of net liabilities) or any decrease in the paid-up capital of the shares of any other class.
- For situation **b)**, include the full amount or value of the funds or property distributed. However, **subtract** any reduction in the paid-up capital for the class of shares for which the distribution was made.
- For situation **c)**, include the full amount paid. However, **deduct** the paid-up capital for the shares that were redeemed, acquired, or cancelled.
- For situation **d)**, include the amount paid **minus** any decrease in paid-up capital.

For more information on deemed dividends, visit www.cra.gc.ca or call 1-800-959-5525.

Subsection 15(3) – Deemed dividends

Under certain circumstances, we may consider the interest or dividends paid by a corporation resident in Canada on an income bond or income debenture to be dividends.

If they are eligible dividends, report these deemed dividends in boxes 24 and 25 of the T5 slip if the corporation pays them to an individual (see "Box 24 – Actual amount of eligible dividends" and "Box 25 – Taxable amount of eligible dividends" on page 11). Report them in box 24 only, if they are paid to a corporation.

If they are dividends other than eligible dividends, report these deemed dividends in boxes 10 and 11 of the T5 slip if the corporation pays them to an individual (see "Box 10 – Actual amount of dividends other than eligible dividends" and "Box 11 – Taxable amount of dividends other than eligible dividends" on page 8). Report them in box 10 only, if they are paid to a corporation.

Report amounts we do not consider to be dividends as interest income in box 13 or 14. For more information, see archived Interpretation Bulletin IT-52, *Income Bonds and Income Debentures*.

Chapter 10 – Unclaimed amounts: Dividends or interest

We use the term **unclaimed dividends** or **unclaimed interest** to refer to dividends or interest you receive in a year for another person (the beneficial owner) who remains unknown at the end of the next year.

Remittances

If you received any of these unclaimed amounts, you have to deduct a specified percentage (see the following table) as tax payable by that beneficial owner. Send the tax you withhold, along with a statement showing the period covered, the gross income amount, and the amount of tax you deducted to your tax centre, no later than 60 days after the end of your next tax year (due date). Send the payment and statement separately from any T5 information returns you are filing. For more details, see the example on page 17.

Type of unclaimed amount	Percentage to be withheld and remitted	Remitting method
Dividend	33.3333%	Statement
Interest	50%	Statement

We charge interest, compounded daily at the prescribed rate, on amounts you deduct but do not send us before the due date. We will charge interest from the date the remittance is due to the actual date you remit the amounts you deducted. Both the interest charges and the tax you deduct are payable to the receiver general.

A penalty applies if you do not remit tax withheld. The penalty is 10% of the amount you withheld but did not remit. If we have assessed this penalty, and then for a second time in the same calendar year you do not remit tax knowingly or under circumstances amounting to gross negligence, you could be subject to a penalty of 20% of the amount you withheld but did not remit.

Note

You do not have to withhold and remit tax for unclaimed amounts you included in your income for the current or any previous year, or on which you withheld and remitted tax in a previous year.

Reporting requirements

You have to follow special procedures to report unclaimed amounts you held and later paid out to the rightful owner. An owner who is a resident of Canada must report the gross amount of dividends or interest for the year during which you originally received the amount.

You have to prepare a separate T5 slip and T5 Summary stating the amount you received for the recipient, the year in which you received the amount, and the amount of tax you remitted on it.

If you pay unclaimed amounts you received in different calendar years to the same claimant in the same year, make sure you prepare separate T5 slips and T5 Summary forms for each calendar year in which you actually received the amounts. The calendar year on each T5 slip you issue must be the calendar year in which you received the amount, **not** the year you paid it to its rightful owner.

Prepare a T5 slip for the previously unclaimed amount in all cases, regardless of the amount of income.

When completing the T5 slip, enter the year you made the payment and the amount of tax you deducted in the space directly above the dividends from Canadian corporations

and the federal credit (above boxes 25 and 26). Identify the T5 slip with the words "UNCLAIMED DIVIDEND ACCOUNT" or "UNCLAIMED INTEREST ACCOUNT" directly below the area for your name and address. Also, enter the name of the person paying the amount, if different from that of the filer, directly below this description. See the examples of T5 slips on page 19.

A separate T5 Summary has to accompany these T5 slips. Identify the T5 Summary by entering either "UNCLAIMED DIVIDEND ACCOUNT" or "UNCLAIMED INTEREST ACCOUNT" on the second line provided for the name and address of the filer or nominee.

Note

Submissions for unclaimed dividends and unclaimed interest must be filed on paper.

To calculate the federal dividend tax credit on unclaimed dividends later paid out, use the rate in effect for the calendar year in which you received the dividends.

Note

For eligible dividends received in 2010, the taxable amount of dividends is 44% more than the amount paid. The dividend tax credit that applies to these dividends is 17.9739% of the taxable amount.

For eligible dividends received from 2006 to 2009, the taxable amount of dividends is 45% more than the amount paid. The dividend tax credit that applies to these dividends is 18.9655% of the taxable amount.

For dividends received from 1988 to 2005, and for dividends other than eligible dividends received from 2006 to 2013, the taxable amount of dividends is 25% more than the amount paid. The federal dividend tax credit that applies to these dividends is 13.3333% of the taxable amount. For non-eligible dividends paid after 2013, the taxable gross-up amount applicable to non-eligible dividends is 18%. The federal dividend tax credit rate for dividends other than eligible dividends paid after 2013 is 13/18 or 11%.

For more information, see Information Circular IC71-9, *Unclaimed Dividends*.

If unclaimed interest or dividends received in 1987 or previous years are eligible for the interest and dividend income deduction, indicate this on the T5 slip.

Example

Over a period of several years, Agents Inc. (Agents) received dividend payments from XYZ Company Limited (XYZ), a Canadian public corporation subject to the general corporate income tax rate. Some of the dividends were on shares held by Agents for an unidentified shareholder. The dates and amounts appear in columns A and B of the table.

These amounts represent unclaimed dividends. They remained unclaimed on April 30, Agents' next fiscal year end. Before the due date (no later than 60 days after the year-end following the year in which the amounts are received), Agents deducted 33.3333% of the dividend amount (as shown in column D) and sent it to us.

On June 7, 2013, Mr. Albert Chang advised Agents that he had inherited some stock in XYZ and was expecting dividends totalling \$3,000.

Agents paid Mr. Chang \$2,667 (as shown in column E); the amount remaining after the unclaimed dividend tax was remitted. Agents gave him separate T5 slips for 2011 and 2012 showing the actual amounts in column B. The T5 for 2013 will be issued on or before the last day of February 2014.

The \$333.33 tax remitted is available as a credit to Mr. Chang for the 2013 tax year when he files his income tax and benefit return.

Date dividend received by Agents	Dividend amount	Deadline for remitting tax on unclaimed amount	Amount of tax remitted by Agents	Available for Mr. Chang
A	B	C	D	E
March 6, 2011	\$1,000	June 29, 2012	\$333	\$ 667
April 28, 2012	\$1,000	June 29, 2013*	N/A	\$1,000*
May 27, 2013	\$1,000	N/A*	N/A	\$1,000*
Totals	\$3,000		\$333	\$2,667

*The owner of the dividend amounts was identified on June 7, 2013.

Unclaimed dividends later paid out – Complete the T5 slip for the 2011 dividends as follows:


Canada Revenue Agency Agence du revenu du Canada		T5 Statement of Investment Income État des revenus de placement		Year 2011 Année	Protected B / Protégé B when completed / une fois rempli	
Dividends from Canadian corporations – Dividendes de sociétés canadiennes		Federal credit – Crédit fédéral		Interest from Canadian sources		Capital gains dividends
24 Actual amount of eligible dividends 1,000.00 Montant réel des dividendes déterminés	25 Taxable amount of eligible dividends 1,450.00 Montant imposable des dividendes déterminés	26 Dividend tax credit for eligible dividends 274.99 Crédit d'impôt pour dividendes déterminés	13 Interest from Canadian sources Intérêts de source canadienne	18 Capital gains dividends Dividendes sur gains en capital		
10 Actual amount of dividends other than eligible dividends Montant réel des dividendes autres que des dividendes déterminés	11 Taxable amount of dividends other than eligible dividends Montant imposable des dividendes autres que des dividendes déterminés	12 Dividend tax credit for dividends other than eligible dividends Crédit d'impôt pour dividendes autres que des dividendes déterminés	21 Report Code 0 Code du feuillet	22 Recipient identification number 123 456 789 Numéro d'identification du bénéficiaire	23 Recipient type 1 Type de bénéficiaire	
Other information (see the back) / Autres renseignements (voir au verso)						
Box / Case		Amount / Montant		Box / Case		Amount / Montant
Recipient's name (last name first) and address – Nom, prénom et adresse du bénéficiaire				Payer's name and address – Nom et adresse du payeur		
→ CHANG, ALBERT 1365 WOODRIDGE AVENUE OURTOWN MB M1B W3W				AGENTS INC. 95 MAIN STREET ANYTOWN SK K1G 7G7 UNCLAIMED DIVIDEND ACCOUNT XYZ COMPANY LIMITED		
Currency and identification codes / Codes de devise et d'identification		27 Foreign currency / Devises étrangères	28 Transit – Succursale	29 Recipient account / Numéro de compte du bénéficiaire		
				For information, see the back. / Pour obtenir des renseignements, lisez le verso.		
Privacy Act, personal information bank number CRA PPU 150 and CRA PPU 005 / Loi sur la protection des renseignements personnels, fichiers de renseignements personnels ARC PPU 150 et ARC PPU 005						
T5 (12)						


Unclaimed dividends later paid out – Complete the T5 slip for the 2012 dividends as follows:


Canada Revenue Agency Agence du revenu du Canada		T5 Statement of Investment Income État des revenus de placement		Year 2012 Année	Protected B / Protégé B when completed / une fois rempli	
Dividends from Canadian corporations – Dividendes de sociétés canadiennes		Federal credit – Crédit fédéral		Interest from Canadian sources		Capital gains dividends
24 Actual amount of eligible dividends 1,000.00 Montant réel des dividendes déterminés	25 Taxable amount of eligible dividends 1,450.00 Montant imposable des dividendes déterminés	26 Dividend tax credit for eligible dividends 274.99 Crédit d'impôt pour dividendes déterminés	13 Interest from Canadian sources Intérêts de source canadienne	18 Capital gains dividends Dividendes sur gains en capital		
10 Actual amount of dividends other than eligible dividends Montant réel des dividendes autres que des dividendes déterminés	11 Taxable amount of dividends other than eligible dividends Montant imposable des dividendes autres que des dividendes déterminés	12 Dividend tax credit for dividends other than eligible dividends Crédit d'impôt pour dividendes autres que des dividendes déterminés	21 Report Code 0 Code du feuillet	22 Recipient identification number 123 456 789 Numéro d'identification du bénéficiaire	23 Recipient type 1 Type de bénéficiaire	
Other information (see the back) / Autres renseignements (voir au verso)						
Box / Case		Amount / Montant		Box / Case		Amount / Montant
Recipient's name (last name first) and address – Nom, prénom et adresse du bénéficiaire				Payer's name and address – Nom et adresse du payeur		
→ CHANG, ALBERT 1365 WOODRIDGE AVENUE OURTOWN MB M1B W3W				AGENTS INC. 95 MAIN STREET ANYTOWN SK K1G 7G7 UNCLAIMED DIVIDEND ACCOUNT XYZ COMPANY LIMITED		
Currency and identification codes / Codes de devise et d'identification		27 Foreign currency / Devises étrangères	28 Transit – Succursale	29 Recipient account / Numéro de compte du bénéficiaire		
				For information, see the back. / Pour obtenir des renseignements, lisez le verso.		
Privacy Act, personal information bank number CRA PPU 150 and CRA PPU 005 / Loi sur la protection des renseignements personnels, fichiers de renseignements personnels ARC PPU 150 et ARC PPU 005						
T5 (13)						

Appendix A – Forms

T5 slip

 Canada Revenue Agency / Agence du revenu du Canada		T5 Statement of Investment Income État des revenus de placement		Year Année	Protected B / Protégé B when completed / une fois rempli		
24 Actual amount of eligible dividends Montant réel des dividendes déterminés	25 Taxable amount of eligible dividends Montant imposable des dividendes déterminés	26 Dividend tax credit for eligible dividends Crédit d'impôt pour dividendes déterminés	13 Interest from Canadian sources Intérêts de source canadienne	18 Capital gains dividends Dividendes sur gains en capital			
10 Actual amount of dividends other than eligible dividends Montant réel des dividendes autres que des dividendes déterminés	11 Taxable amount of dividends other than eligible dividends Montant imposable des dividendes autres que des dividendes déterminés	12 Dividend tax credit for dividends other than eligible dividends Crédit d'impôt pour dividendes autres que des dividendes déterminés	21 Report Code Code du feuillet	22 Recipient identification number Numéro d'identification du bénéficiaire	23 Recipient type Type de bénéficiaire		
Other information (see the back) / Autres renseignements (voir au verso)						Box / Case Amount / Montant Box / Case Amount / Montant Box / Case Amount / Montant	
Recipient's name (last name first) and address – Nom, prénom et adresse du bénéficiaire			Payer's name and address – Nom et adresse du payeur				
Currency and identification codes / Codes de devise et d'identification		27 Foreign currency / Devises étrangères	28 Transit – Succursale	29 Recipient account / Numéro de compte du bénéficiaire		For information, see the back. / Pour obtenir des renseignements, lisez le verso.	
<small>Privacy Act, personal information bank number CRA PPU 150 and CRA PPU 005 / Loi sur la protection des renseignements personnels, fichiers de renseignements personnels ARC PPU 150 et ARC PPU 005</small>							

 Canada Revenue Agency / Agence du revenu du Canada		T5 Statement of Investment Income État des revenus de placement		Year Année	Protected B / Protégé B when completed / une fois rempli		
24 Actual amount of eligible dividends Montant réel des dividendes déterminés	25 Taxable amount of eligible dividends Montant imposable des dividendes déterminés	26 Dividend tax credit for eligible dividends Crédit d'impôt pour dividendes déterminés	13 Interest from Canadian sources Intérêts de source canadienne	18 Capital gains dividends Dividendes sur gains en capital			
10 Actual amount of dividends other than eligible dividends Montant réel des dividendes autres que des dividendes déterminés	11 Taxable amount of dividends other than eligible dividends Montant imposable des dividendes autres que des dividendes déterminés	12 Dividend tax credit for dividends other than eligible dividends Crédit d'impôt pour dividendes autres que des dividendes déterminés	21 Report Code Code du feuillet	22 Recipient identification number Numéro d'identification du bénéficiaire	23 Recipient type Type de bénéficiaire		
Other information (see the back) / Autres renseignements (voir au verso)						Box / Case Amount / Montant Box / Case Amount / Montant Box / Case Amount / Montant	
Recipient's name (last name first) and address – Nom, prénom et adresse du bénéficiaire			Payer's name and address – Nom et adresse du payeur				
Currency and identification codes / Codes de devise et d'identification		27 Foreign currency / Devises étrangères	28 Transit – Succursale	29 Recipient account / Numéro de compte du bénéficiaire		For information, see the back. / Pour obtenir des renseignements, lisez le verso.	
<small>Privacy Act, personal information bank number CRA PPU 150 and CRA PPU 005 / Loi sur la protection des renseignements personnels, fichiers de renseignements personnels ARC PPU 150 et ARC PPU 005</small>							

 Canada Revenue Agency / Agence du revenu du Canada		T5 Statement of Investment Income État des revenus de placement		Year Année	Protected B / Protégé B when completed / une fois rempli		
24 Actual amount of eligible dividends Montant réel des dividendes déterminés	25 Taxable amount of eligible dividends Montant imposable des dividendes déterminés	26 Dividend tax credit for eligible dividends Crédit d'impôt pour dividendes déterminés	13 Interest from Canadian sources Intérêts de source canadienne	18 Capital gains dividends Dividendes sur gains en capital			
10 Actual amount of dividends other than eligible dividends Montant réel des dividendes autres que des dividendes déterminés	11 Taxable amount of dividends other than eligible dividends Montant imposable des dividendes autres que des dividendes déterminés	12 Dividend tax credit for dividends other than eligible dividends Crédit d'impôt pour dividendes autres que des dividendes déterminés	21 Report Code Code du feuillet	22 Recipient identification number Numéro d'identification du bénéficiaire	23 Recipient type Type de bénéficiaire		
Other information (see the back) / Autres renseignements (voir au verso)						Box / Case Amount / Montant Box / Case Amount / Montant Box / Case Amount / Montant	
Recipient's name (last name first) and address – Nom, prénom et adresse du bénéficiaire			Payer's name and address – Nom et adresse du payeur				
Currency and identification codes / Codes de devise et d'identification		27 Foreign currency / Devises étrangères	28 Transit – Succursale	29 Recipient account / Numéro de compte du bénéficiaire		For information, see the back. / Pour obtenir des renseignements, lisez le verso.	
<small>Privacy Act, personal information bank number CRA PPU 150 and CRA PPU 005 / Loi sur la protection des renseignements personnels, fichiers de renseignements personnels ARC PPU 150 et ARC PPU 005</small>							

If you are using this page for the recipient's copies, keep the bottom slip for your records.
Si vous utilisez cette page pour les copies du bénéficiaire, conservez la copie du bas pour vos dossiers.

For information on how to complete this form, see the back.
Les renseignements sur la façon de remplir ce formulaire se trouvent au verso.

Detach this part before filing your T5 information return.
Détachez cette partie avant de produire votre déclaration de renseignements T5.

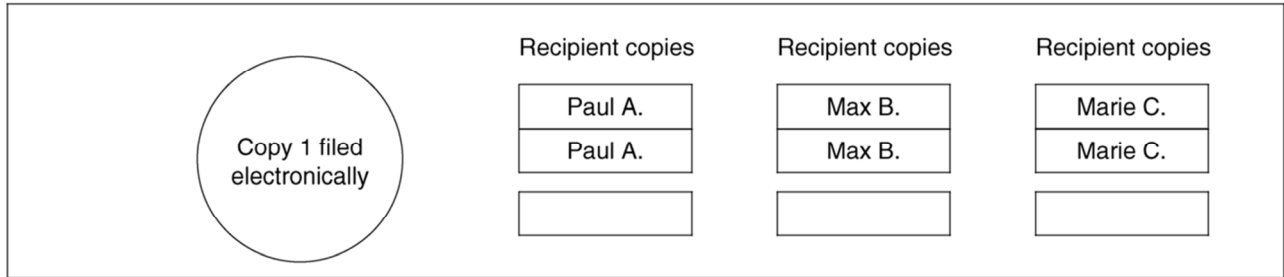
Appendix B – Distributing your copies

How to prepare, distribute and file your T5 slips with your T5 Summary.

You can use this form whether you file your information return electronically or on paper. For more information on how to complete the T5 slip and the T5 Summary, see "Completing the T5 slip," on page 8 and "Completing the T5 Summary," on page 12.

When filing electronically: Follow the instructions and technical specifications at www.cra.gc.ca/iref to file your information return. Produce two paper copies for the recipient and one copy (optional) for your records.

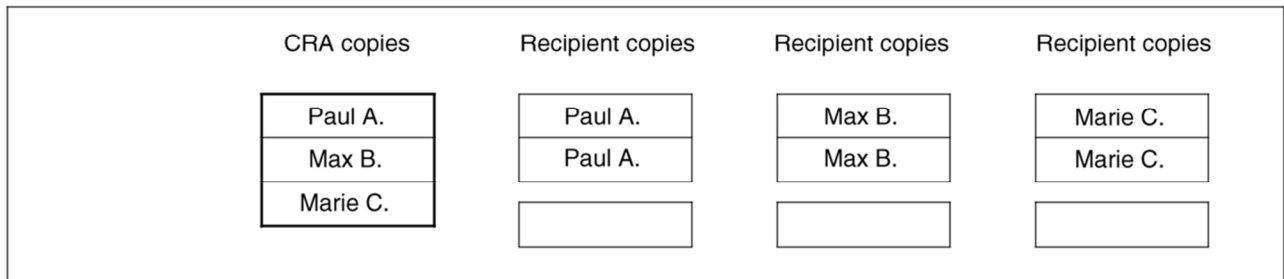
Example



When filing on paper:

- Use one sheet for three different recipients for the copy you are sending to the CRA. Do not separate the slips when you send them with your T5 Summary.
- Use a separate sheet for the two copies you are giving to the recipient and the copy you are keeping in your records.

Example



Appendix C – Provincial and territorial codes

Use the following abbreviations when you enter the province or territory on the T5 slip and T5 Summary.

Newfoundland and Labrador.....	NL	Saskatchewan.....	SK
Prince Edward Island.....	PE	Alberta.....	AB
Nova Scotia.....	NS	British Columbia.....	BC
New Brunswick.....	NB	Nunavut.....	NU
Quebec.....	QC	Northwest Territories.....	NT
Ontario.....	ON	Yukon.....	YT
Manitoba.....	MB		

Appendix D – References

The following publications relate to topics in this guide and are available at www.cra.gc.ca/forms or by calling 1-800-959-5525.

Guides and other publications

T4012	<i>T2 Corporation – Income Tax Guide</i>
T4013	<i>T3 Trust Guide</i>
T4061	<i>NR4 – Non-Resident Tax Withholding, Remitting and Reporting</i>
T4091	<i>T5008 Guide – Return of Securities Transactions</i>
RC4268	<i>Handbook on Securities Transactions – A Summary of the Reporting Requirements Under the Income Tax Regulations</i> (available in electronic format only)

Income tax folios

S5-F1-C1 *Determining an Individual's Residence Status*

Information circulars

IC07-1	<i>Taxpayer Relief Provisions</i>
IC71-9	<i>Unclaimed Dividends</i>
IC76-12	<i>Applicable Rate of Part XIII Tax on Amounts Paid or Credited to Persons in Countries With Which Canada Has a Tax Convention</i>
IC77-16	<i>Non-Resident Income Tax</i>
IC82-2	<i>Social Insurance Number Legislation that Relates to the Preparation of Information Slips</i>
IC97-2	<i>Customized Forms</i> (available in electronic format only)

Interpretation bulletins

IT-66	<i>Capital Dividends</i>
IT-67	<i>Taxable Dividends from Corporations Resident in Canada</i>
IT-88	<i>Stock Dividends</i>
IT-149	<i>Winding-up Dividend</i>
IT-396	<i>Interest Income</i>
IT-448	<i>Dispositions – Changes in Terms of Securities</i>
IT-531	<i>Eligible Funeral Arrangements</i>

Appendix E – Income Tax Act references

You may find these references for the following topics helpful when using this guide. References are to the *Income Tax Act*, except where preceded by the letters “Reg.”, in which case the reference is to the *Income Tax Regulations*.

Topic	<i>Income Tax Act</i> reference	Page
Accrued interest	12(4), (9), (11), 20(14), (21), Reg. 201(4).....	15
Blended payments	16(1), (2), (3), (4), (5).....	16
Capital gains dividends	130(2), 130.1(4), 131(1)	10
Deemed dividends.....	84, 15(3)	16
Distribution of taxpayers’ portions of returns	Reg. 209(1), (2).....	5
Dividends from Canadian corporations.....	82(1), 130.1(2), 137(4.1)	8
Due date.....	Reg. 205(1), (2).....	5
Electronic filing (Mandatory electronic filing)	Reg. 205.1	6
Eligible funeral arrangements (EFA)	148.1(1), (2), (3), 12(1)(z.4), Reg. 201(1).....	9
Failure to make or file an information return.....	238(1)	5
Failure to provide identification number	162(5), (6).....	5
Failure to provide information on a form	162(5)	5
Failure to provide a social insurance number.....	162(5), (6).....	5
Failure to remit amount withheld	227(9)	17
Federal dividend tax credit	121	9
Foreign spin-offs	86.1	10
Indexed debt obligations.....	248(1), Reg. 700(1)	16
Interest from Canadian sources.....	130.1(2), 137(4.1), Reg. 201(1)	9, 13
Interest on penalties	161(11)	6
Investment contracts	12(4), (11), Reg. 201(4)	7, 15
Late-filing penalty	162(7)	5
Late-filing penalty – prescribed information returns	162(7.01)	5
Payments to non-residents.....	Reg. 202(1).....	14
Requirements for preparing an information return	221(1), Reg. 201.....	6
Royalties from Canadian sources	Reg. 201(1)(c)	10
Unclaimed interest and dividends	153(4)	16

Addresses of tax centres

Filers served by a tax services office on the left side of the following list should deal with the corresponding tax centre or office on the right.

Bathurst, Nova Scotia, Kingston, Moncton, Peterborough, Saint John, St. Catharines, Sydney, and Newfoundland and Labrador	St. John's Tax Centre 290 Empire Avenue St. John's NL A1B 3Z1
Chicoutimi, Montérégie-Rive-Sud, Outaouais, Québec, Rimouski, and Trois-Rivières	Jonquière Tax Centre 2251 René-Lévesque Boulevard Jonquière QC G7S 5J1
Laval, Montréal, Ottawa, Rouyn-Noranda, Sherbrooke, and Sudbury (Northeastern Ontario* only)	Shawinigan Tax Centre 4695 12th Avenue PO Box 3000 Station Main Shawinigan-Sud QC G9N 7S6
Belleville, Charlottetown, Hamilton, and Kitchener/Waterloo	Summerside Tax Centre 275 Pope Road Summerside PE C1N 6A2
Sudbury (Sudbury/Nickel Belt** only), Toronto Centre, Toronto East, Toronto North, and Toronto West	Sudbury Tax Centre 1050 Notre Dame Avenue Sudbury ON P3A 5C1
Calgary, Edmonton, Lethbridge, London, Red Deer, Saskatoon, Thunder Bay, Windsor, and Winnipeg	Winnipeg Tax Centre 66 Stapon Road Winnipeg MB R3C 3M2
Burnaby-Fraser, Vancouver Island, Southern Interior B.C., Northern B.C. and Yukon, Regina, and Vancouver.	Surrey Tax Centre 9755 King George Boulevard Surrey BC V3T 5E1
* Northeastern Ontario includes all areas outside Sudbury/Nickel Belt (see below) that are served by the Sudbury Tax Services Office.	
** The Sudbury/Nickel Belt area includes all postal codes beginning with P3A, P3B, P3C, P3E, P3G, P3L, P3N, P3P, and P3Y, as well as postal codes beginning with POM and ending with 1A0, 1B0, 1C0, 1E0, 1H0, 1J0, 1K0, 1L0, 1M0, 1N0, 1P0, 1R0, 1S0, 1T0, 1V0, 1W0, 1Y0, 2C0, 2E0, 2M0, 2R0, 2S0, 2X0, 2Y0, 3A0, 3B0, 3C0, 3E0, and 3H0.	

Handling business taxes online

Save time using the CRA's online services for businesses. You can do many things online, including:

- authorize a representative for online access to your business accounts;
- authorize the CRA to send you an email to let you know that your notice of assessment is available online, instead of getting it in the mail;
- change mailing and physical addresses, as well as the address where you keep your books and records;
- file or amend information returns without a Web access code;
- view the status of filed returns;
- view mail (for example, a notice of assessment);
- view direct deposit transactions.

To register or log in to our online services, go to:

- www.cra.gc.ca/mybusinessaccount, if you are a business owner;
- www.cra.gc.ca/representatives, if you are an authorized representative or employee.

For more information, go to www.cra.gc.ca/businessonline.

Authorizing online access for employees and representatives

You can authorize your employees and representatives to have online access to your business accounts. First, they have to register at www.cra.gc.ca/representatives and give you their representative identifier (RepID) or their business number.

Then, to give them online access to your business accounts, you can:

- use the "Authorize or manage representatives" service at www.cra.gc.ca/mybusinessaccount, which may give instant access;
- fill out Form RC59, *Business Consent*, and send it to us.

You can do **one authorization** for a group of employees. For more information, go to www.cra.gc.ca/representatives.

Representatives – Request or delete authorizations online

Representatives can use online services to:

- submit an authorization request on behalf of a business;
- delete authorizations.

What are the benefits of using these services?

By using the online services, you can get access to your clients' business accounts sooner.

You can also easily delete authorizations for clients that you no longer represent.

Are there any situations when I cannot use these services?

Yes. You cannot cancel an authorization for a specific program account online when more than one program account has been authorized. In this situation, you need to fill out Form RC59, *Business Consent*, and send it to us.

How do I access these services?

Log in at www.cra.gc.ca/representatives and select the following options:

- Review and update;
- Manage clients;
- Authorization request or delete an authorization.

For an authorization request, use the "Submit documents" service to submit the certification page.

What if there has been a change of owners or directors?

We will not process an authorization request if the name of the authorized person of the business does not match our records. Ask your business client if there has been a change in owners, partners, directors, officers, or trustees; and, if so, if the official documentation of the change was sent to the tax centre.

How will I know when the authorization has been given?

You will see your clients' name when you view your client list.

Receive your CRA mail online

You can choose to receive some of your CRA mail online.

When you register for this service, we will no longer mail you some correspondence items. Instead, we will send you an email to notify you when there is new mail in your secure online account.

To register, select the "Manage online mail" service and the accounts for which you would like to receive online mail.

Using our online mail service is faster and easier than managing paper correspondence.

View direct deposit transactions

To help you reconcile your direct deposits with the information related to your CRA program accounts, you

can now select the “View direct deposit transactions” service and a time period, and see the following information:

- the deposit date;
- the program account number;
- the filing period end date;
- the CRA refund amount.

It can take up to 24 hours for refunds to display.

For more information, or to sign up for direct deposit, go to www.cra.gc.ca/dd-bus.

For more information

What if you need help?

If you need help after reading this guide, visit www.cra.gc.ca or call 1-800-959-5525.

Direct deposit

Did you know that the Government of Canada is switching to direct deposit for payments that it issues?

Direct deposit is a faster, more convenient, reliable, and secure way to get your refund directly into your account at a financial institution in Canada.

To enrol for direct deposit or to update your banking information, go to www.cra.gc.ca/directdeposit.

Forms and publications

To get our forms and publications, go to www.cra.gc.ca/forms or call 1-800-959-5525.

Tax Information Phone Service (TIPS)

For personal and general tax information by telephone, use our automated service, TIPS, by calling 1-800-267-6999.

Teletypewriter (TTY) users

TTY users can call 1-800-665-0354 for bilingual assistance during regular business hours.

Electronic mailing lists

We can notify you by email when new information on a subject of interest to you is available on our website. To subscribe to our electronic mailing lists, go to www.cra.gc.ca/lists.

Our service complaint process

Step 1 – Talk to us

If you are not satisfied with the service that you have received from us, you can file a formal complaint. Before you do this, we recommend that you try to resolve the matter with the CRA employee you have been dealing with or call the telephone number that you were given.

If you are not pleased with the way your concerns are addressed, you can ask to discuss the matter with the employee's supervisor.

Step 2 – Contact the CRA Service Complaints Program

The Service Complaints Program is available to individuals and businesses. This program gives you another level of review if you are not pleased with the results from the **first step** of our complaint process. Generally, service-related complaints refer to the quality and timeliness of our work.

To file a complaint with the Service Complaints Program, complete Form RC193, *Service-Related Complaint*, which you can get by going to www.cra.gc.ca/complaints.

Step 3 – Contact the taxpayers' ombudsman

If, after following steps 1 and 2, you are still not satisfied with our service, you can file a complaint with the Office of the Taxpayers' Ombudsman.

For information about the taxpayers' ombudsman and how to file a complaint, visit www.oto-boc.gc.ca.

Reprisal complaint

If you believe that you have been subject to reprisal, complete Form RC459, *Reprisal Complaint*. For more information about reprisal complaints, go to www.cra.gc.ca/reprisalcomplaints.

Tax information videos

We have a number of tax information videos for small businesses on topics such as business income and expenses, GST/HST, and payroll. To watch our videos, go to www.cra.gc.ca/videogallery.

Your opinion counts

If you have comments or suggestions that could help us improve our publications, send them to:

Taxpayer Services Directorate
Canada Revenue Agency
395 Terminal Avenue
Ottawa ON K1A 0L5