



NEWS RELEASE

Taxpayers' Ombudsman launches national outreach tour in Toronto

Toronto, Ontario, December 16, 2008... Mr. Paul Dubé, Canada's first Taxpayers' Ombudsman, arrived in Toronto yesterday, launching a national outreach tour that will take him to several cities across Canada. "This tour is an opportunity for me to tell Canadians that they now have someone independent and impartial to review their service complaints about the Canada Revenue Agency," said Mr. Dubé. "My mandate is to see that Canadians get the professional service and fair treatment they are entitled to from the CRA."

On his first day, Mr. Dubé toured a local Canada Revenue Agency (CRA) tax services office, made a presentation to a business association, and visited with an interest group for retired citizens. Before leaving on Wednesday, December 17, 2008, he will have met with business and taxpayer associations, tax lawyers, and accountants, as well as other Canadians who receive services from the CRA. (add quote)

The objective of the tour is to ensure that Canadians learn about the services that the Office of the Taxpayers' Ombudsman offers, and to hear comments that could help identify current or emerging service-related issues within the CRA that may have a negative impact on taxpayers, benefit recipients, or small businesses. "I look forward to working with taxpayers and the CRA in order to resolve conflicts and improve service," added Mr. Dubé.

Subsequent visits are scheduled as follows, although dates are subject to change:

Winnipeg, Calgary:	January 12–16, 2009
Vancouver:	January 19–23, 2009
Halifax, Moncton, Fredericton:	February 16–20, 2009
Québec, Montréal:	April 20–24, 2009

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More information, including Mr. Dubé's biography, can be found on the Taxpayers' Ombudsman Web site at www.taxpayersrights.gc.ca