



## NEWS RELEASE

### **Taxpayers' Ombudsman continues national outreach tour in Montreal**

**Montreal, Quebec, April 23 2009** ... Mr. Paul Dubé, Canada's first Taxpayers' Ombudsman, arrived in Montreal on Tuesday, continuing a national outreach tour that is taking him to several cities across Canada. This tour is an opportunity for him to remind Canadians that they now have someone independent and impartial to review their service complaints about the Canada Revenue Agency (CRA). "My mandate is to see that Canadians get the professional service and fair treatment they are entitled to from the CRA," explained Mr. Dubé.

On his first day, Mr. Dubé toured the Shawinigan Tax Centre. Before leaving on Friday, April 24 he will meet with consumer protection associations, federal members of parliament and their staff, as well as other Canadians who receive services from the CRA. "The response to the tour so far has been remarkable, with a friendly reception from various associations and a lot of useful feedback," said Mr. Dubé.

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.

Mr. Dubé released his first interim report in March this year and will be submitting his first annual report to the Minister of National Revenue in December 2009. Subsequent visits are scheduled as follows, although dates are subject to change:

May 27-29, 2009: Halifax  
2010 tour dates not yet confirmed

- 30 -

#### **For media information:**

Rox-Anne D'Aoust  
Public Affairs Advisor  
Office of the Taxpayers' Ombudsman  
Cell: 613-219-1474  
[roxanne.daoust@taxpayersrights.gc.ca](mailto:roxanne.daoust@taxpayersrights.gc.ca)

More information, including Mr. Dubé's biography, can be found on the Taxpayers' Ombudsman Web site at [www.taxpayersrights.gc.ca](http://www.taxpayersrights.gc.ca)