



Canada Revenue
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Tax-Free Savings Account (TFSA) Guide for Issuers

Before you start

Is this guide for you?

This guide is for use by tax-free savings account (TFSA) issuers and is divided into two parts.

Part I contains information on how to file the **TFSA annual information return** by Internet. The return includes the **TFSA individual record** and the **TFSA return summary**. You will also find details on failure to file a return and interest and penalties that may be applied.

Part II contains general TFSA information, such as general legislative information and the rules for beneficiaries of deceased TFSA holders. It also provides information on when to file a T4A or NR4 slip. We also explain tax implications when the TFSA holds a non-qualified investment, when an advantage is extended, when there are excess contributions and when a non-resident holder makes contributions.

This guide does not deal with every reporting situation.

We use plain language to explain the most common reporting situations. If you need help after reading this guide, call **1-800-959-5525**.

For more information on how to file your TFSA annual information return electronically, go to www.cra.gc.ca/iref.

Confidentiality of information

Under the *Privacy Act*, the information you give on the TFSA annual information return and any related forms can be used only for the purposes authorized by law.

If you have a visual impairment, you can get our publications in braille, large print, etext (CD), or MP3. For more information, go to www.cra.gc.ca/alternate or call **1-800-959-2221**.

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Definitions

Advantage – an advantage is any benefit, loan, or debt that depends on the existence of a TFSA other than: TFSA distributions, administrative or investment services in connection with a TFSA, loans on arm's length terms, and payments or allocations to a TFSA by the issuer, including bonus interest and other reasonable payments to a TFSA by the issuer.

An advantage also includes any benefit that is an increase in the fair market value of a TFSA that can reasonably be considered attributable, directly or indirectly, to one of the following:

- a transaction or event (or a series of transactions or events) that would not have occurred in an open market between arm's length parties acting prudently, knowledgeably, and willingly, one of the main purposes of which is to enable the holder (or another person or partnership) to benefit from the tax-exempt status of the TFSA;
- a payment received in substitution for either:
 - a payment for services rendered by the holder or a person not at arm's length with the holder; or
 - a payment of a return on investment or proceeds of disposition for property held outside of the TFSA by the holder or a person not dealing at arm's length with the holder;
- a **swap transaction** (see definition on the next page); or
- **specified non-qualified investment income** (see definition on the next page) that has not been distributed from the TFSA within 90 days of the holder of the TFSA receiving a notice from us requiring them to remove the amount from the TFSA.

An advantage also includes any benefit that is income (including a capital gain) that is reasonably attributable, directly or indirectly, to one of the following:

- deliberate over-contribution to a TFSA; or
- a **prohibited investment** (see definition on the next page) for any TFSA of the holder.

Note

If the advantage is extended by the issuer of a TFSA, or by a person with whom the issuer is not dealing at arm's length, the issuer, and not the holder of the TFSA, is liable to pay the tax resulting from the advantage.

Arm's length – at arm's length is a concept describing a relationship in which the parties are acting independently of each other. The opposite, **not dealing at arm's length**, includes individuals:

- related to each other by blood, marriage, adoption, or common-law relationships; or
- who act in concert without separate interests, such as those with close business ties.

An individual is not at arm's length with their TFSA.

Common-law partner – this applies to a person who is **not the holder's spouse** (see definition on the next page), with whom the holder is living in a conjugal relationship, and to whom at least **one** of the following situations applies. He or she:

- a) has been living with the holder in such a relationship for at least 12 continuous months;
- b) is the parent of the holder's child by birth or adoption; or
- c) has custody and control of the holder's child (or had custody and control immediately before the child turned 19 years of age) and the child is wholly dependent on that person for support.

In addition, an individual immediately becomes the holder's common-law partner if they previously lived together in a conjugal relationship for at least 12 continuous months and they have resumed living together in such a relationship. Under proposed changes, this condition will no longer exist. The effect of this proposed change is that a person (other than a person described in b) or c) above) will be a common-law partner only after the **current** relationship with that person has lasted at least 12 continuous months. This proposed change will apply to 2001 and later years.

Reference to "12 continuous months" in this definition includes any period that they were separated for less than 90 days because of a breakdown in the relationship.

Fair market value (FMV) – this is usually the highest dollar value you can get for property in an open and unrestricted market between a willing buyer and a willing seller who are acting independently of each other. For information on the valuation of securities of closely-held corporations, see Information Circular IC89-3, *Policy Statement on Business Equity Valuation*.

Holder – the individual who entered into the TFSA arrangement and, after that person's death, the individual's surviving spouse or common-law partner and, **under proposed changes**, a subsequent survivor, if designated as the successor holder of the TFSA. A **successor holder** designation is effective only if it is recognized under applicable provincial and territorial law and the survivor acquired all of the deceased holder's rights under the TFSA including the right to revoke any previous beneficiary designation.

Issuer – a trust company, a licensed annuities provider, a person who is, or is eligible to become, a member of the Canadian Payments Association or a credit union with which an individual has a qualifying arrangement.

Non-qualified investment – any property that is not a qualified investment for the trust. See the definition of "Qualified investment" on the next page.

Prohibited investment – this is an investment to which the TFSA holder is closely connected. It includes:

- a debt of the holder;
- a debt or equity investment in an entity in which the holder has a significant interest (generally a 10% or greater interest); and
- a debt or equity investment in an entity with which the holder, or an entity described in the previous bullet, does not deal at arm's length.

A prohibited investment does not include a mortgage loan that is insured by the Canada Mortgage and Housing Corporation (CMHC) or by an approved private insurer.

Qualified investment – an investment in properties, including money, guaranteed investment certificates (GICs), government and corporate bonds, mutual funds, and securities listed on a designated stock exchange. The types of investments that qualify for TFSAs are generally similar to those that qualify for registered retirement savings plans (RRSPs).

Qualifying transfer – a direct transfer between a holder's TFSAs, or a direct transfer between a holder's TFSA and the TFSA of their current or former spouse or common-law partner if the transfer relates to payments under a decree, order, or judgment of a court, or under a written agreement relating to a division of property in settlement of rights arising from the breakdown of their relationship and they are living separate and apart at the time of the transfer.

Specified non-qualified investment income – income (including a capital gain) that is reasonably attributable, directly or indirectly, to an amount that is taxable for any TFSA of the holder (for example, subsequent generation income earned on non-qualified investment income or on income from a business carried on by a TFSA).

Spouse – this applies only to a person to whom the holder is legally married.

Swap transaction – a transfer of property (other than a contribution or distribution) that occurs between the trust and the holder of a TFSA or a person not dealing at arm's length with the holder.

Part I – Instructions related to filing the TFSA annual information return

Throughout this guide we use the term “**TFSA individual record**.” A TFSA individual record is similar to a slip except that TFSA issuers are not required to send their client a slip (for example, T4, T5). Therefore, when we refer to TFSA individual records, we are referring to what the issuers must submit to the Canada Revenue Agency (CRA).

You may have to send a T4A slip or NR4 slip. For more information, see Part II, “Chapter 1 – Death of a TFSA holder” on page 11. You may also have to send notification of non-qualified investment to the holder. For more information, see Part II, “Chapter 2 – Non-qualified investment” on page 13.

You must do this on or before the day you are required to file the TFSA annual information return.

Chapter 1 – The TFSA annual information return

A TFSA annual information return consists of both the TFSA individual records and the TFSA return summary. You have to complete a return for each TFSA identification number under which one or more TFSAs exists at any time in the year. **Once a TFSA is opened, an individual record must be filed, regardless of activity in the account.** The information (data elements) required in order for us to process each of these forms is described in Appendix A and Appendix B and can be found at www.cra.gc.ca/tfsa.

Note

If a record is filed in one year indicating that a TFSA was opened, we will expect to receive a record for the same TFSA in each year until such time as a record is filed with an indication that the account was closed in the year.

Do not prepare a TFSA individual record if the TFSA was reported as closed in the previous year's TFSA annual information return. We do not consider a TFSA to have been closed just because there are no funds in the account and/or there has been no activity during the reporting year.

Note

Once a TFSA is reported as closed, you cannot reopen it.

How to complete a TFSA individual record

The TFSA individual record is used to report the information as listed in “Appendix A – Data elements—TFSA individual electronic record” on page 14. You can also find this information by going to www.cra.gc.ca/tfsa.

How to complete a TFSA return summary

The TFSA return summary is used to report the totals of the amounts you reported on all the related TFSA individual records under the TFSA identification number. The totals have to agree with the amounts you reported in the TFSA individual records. Any discrepancies will cause the TFSA annual information return to be rejected.

Before completing the TFSA return summary, see “Appendix B – Data elements—TFSA return summary” on page 18.

If you have to separate your file into two or more returns due to the **150 megabytes (MB) file size restriction**, your summaries must reflect the split. See “Internet file transfer (XML)” on this page.

Example

If the TFSA annual information return has 180,000 individual records and exceeds 150 MB, you will have to send two returns. The first return has a maximum of 160,000 individual records and a TFSA Return summary. The first summary can only accommodate the individual records 1 to 160,000 to respect the maximum file size of 150 MB. The second return and summary will total the individual records 160,001 to 180,000.

Chapter 2 – Filing methods

You can **only** file a TFSA annual information return by Internet using one of the three options mentioned below. We will not accept returns filed on DVD, CD, diskette, or paper.

The return must be in the mandatory eXtensible Markup Language (XML) format and conform to our technical specifications (including the T619, *Electronic Media Transmittal*), which can be found at www.cra.gc.ca/file-xml under “XML technical specifications”. Use a validating parser before submitting the XML file to ensure it conforms to the CRA’s schema. It can significantly assist in reducing the number of individual records that may be rejected.

You can file a TFSA annual information return by using:

- **Internet file transfer (XML) service;**
- **My Business Account;** or
- **Represent a Client** (for authorized representatives of TFSA issuers).

You will receive immediate confirmation that we received your TFSA annual information return regardless of which method is used.

Before you (the TFSA issuer) use any of these options, you must have a valid TFSA RZ program account number.

The RZ program account number consists of three parts: the business number (BN), a two-letter program identifier (RZ), and a four-digit reference number. The entire account number has 15 characters. If you already have a BN you only need to add the TFSA RZ program account number to your existing BN. You can obtain a TFSA RZ program account by completing Form RC257, *Request for an Information Return Program Account (RZ)*.

Note

Registration for the RZ program account number cannot be completed online.

If a TFSA annual information return is filed with an invalid RZ program account number or if the RZ program account number does not match the information on our database, it will be rejected.

Internet file transfer (XML)

What you need to file

Business number (BN) – If you do not have a BN, you must first complete Form RC1, *Request for a Business Number (BN)*, and submit it along with Form RC257, *Request for an Information Return Program Account (RZ)*, to us. Both of these applications can be completed by phone, or you can send them by fax or mail. For a list of addresses and fax numbers where the form can be sent, or to register for a BN online, go to the BN registration page at www.cra.gc.ca/bn. To register by phone, call **1-800-959-5525**.

For more information, see Pamphlet RC2, *The Business Number and Your Canada Revenue Agency Program Accounts*.

Web access code (WAC) – You will need a WAC to use the Internet file transfer (XML) service. A WAC is a personalized code that we mail to you. You need a WAC with another identifier such as a BN or account number to access the secure areas of the CRA’s Internet filing Web pages. If you do not have a WAC, call **1-877-322-7849**.

The Internet file transfer (XML) service allows you to transmit a TFSA annual information return of up to 150 MB. If your file is more than 150 MB, you can still file using the Internet file transfer application by either:

- compressing the file; or
- separating the file into two or more files (the TFSA return summaries must reflect the same split).

Regardless of the method used, each submission cannot exceed 150 MB.

Notes

A compressed file can only contain one XML file per submission.

An RZ program account number is not needed to use the Internet file transfer service, but the TFSA return you transmit must contain the TFSA issuer’s RZ program account number. For example, if you are a third party service provider, you do not need your own RZ program account number.

When using Internet file transfer (XML), the information is automatically encrypted before it is submitted to the CRA.

Multiple TFSA returns can be filed in one submission using the Internet file transfer (XML) option. For example, a service provider can file multiple TFSA returns in one submission provided the total submission does not exceed the 150MB restriction. Service providers **must** use their own BN and WAC—**not** the WAC of each TFSA issuer in the submission. For more information, go to www.cra.gc.ca/electronicsservices.

Note

For ease of processing TFSA annual information returns, file other types of information slips under a separate transmission.

Filing without a Web access code

You can file TFSA returns online without a Web access code by selecting “TFSA” listed under the “Other accounts” tab and then selecting the “File a return” option by registering or logging in at:

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

If you have already registered with our online services, you can login using your CRA user ID and password.

To register as a **business owner**, go to www.cra.gc.ca/mybusinessaccount and follow the steps below:

1. Select “Register” and authenticate with us by providing personal information.
2. Create a user ID, a password, and security questions and answers. A CRA security code will be mailed to the address we have on record within approximately five business days.
3. Return to “My Business Account,” to enter your CRA security code, and then enter your business number (BN).

To register as a **representative or an employee of a business**, go to www.cra.gc.ca/representatives and follow the steps below:

1. Select “Register” and authenticate with us by providing your access code from your notice of assessment and your postal code or ZIP code.
2. Create a user ID, a password, and security questions and answers.
3. Register by using either your business (using your BN) or yourself, and receive a representative identifier (RepID), or register as a group to receive a group identifier (GroupID).
4. Get authorization by giving your BN, RepID, or GroupID to businesses or your employer so they can authorize you using the “Authorize or manage representatives” service in My Business Account to have online access to their TFSA account information.

Once you are registered as the business owner, or registered and authorized as a representative, an employee, or a group of employees, you will be able to:

- file TFSA annual information returns **without** a WAC;
- view the status of returns and addresses; and
- download and view rejected TFSA individual records.

If there are rejected TFSA individual records, we will inform you by email.

Currently, the maximum file size that you can submit electronically is 150 MB.

Note

The business can authorize you for online access either through “My Business Account,” or by filing Form RC59, *Business Consent Form*. Online authorization gives the representative immediate access to the business accounts.

Common problems when creating an XML file

To help you create XML file formatted returns, the CRA’s Web site gives reminders of **DOs** and **DON’Ts** before you send your XML files. For a list of these, go to www.cra.gc.ca/file-xml and select “How to file using Internet File Transfer” before sending your XML file.

For more information on electronic filing, go to www.cra.gc.ca/iref or call 1-800-665-5164.

What could cause a return or an individual record to be rejected

Any information that does not conform to the CRA’s schema, including negative amounts, will cause the TFSA annual information return or the individual record to be rejected.

The dates must be provided in YYYY-MM-DD format. Inversions in the month and day may cause a reject if the month field is greater than 12.

If a field is left blank, it will cause a reject, except if the field indicates “if applicable,” such as the fair market value (FMV) at death if the holder is not deceased.

We strongly recommend that you use a validating parser before submitting the XML documents to ensure they conform to the CRA’s schema.

The downloadable file of rejected records will be available in both “My Business Account” and “Represent a Client”. We will only notify you of any rejected individual records by email. Ensure you provide us with a contact’s valid email address in the summary of the TFSA return. For more information, see “Retrieving rejected individual records” on the next page.

Chapter 3 – After you file

In this chapter, we explain how you can retrieve rejected TFSA individual records. We also explain how to amend, cancel, or add a TFSA individual record after you file.

When we receive your TFSA annual information return, our system performs validation checks to confirm that the data was submitted correctly and issues you a submission number. The submission number is your confirmation that the CRA has received your TFSA annual information return. The file name, date, and time of receipt are indicated in the confirmation of receipt page.

If there are any problems with the processing of your return, we will contact you.

Retrieving rejected individual records

The downloadable file of rejected records will be available in both “My Business Account” and “Represent a Client.” We will only notify you of any rejected individual records by email. Make sure to provide us with a valid email address of the contact person for your TFSA RZ program account.

You can download rejected records using the “TFSA” service and selecting the “Download rejected TFSA individual records” option at:

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

Amending, cancelling, or adding individual records

Amending individual records

After you file the TFSA annual information return, you may notice that you made an error when preparing the TFSA individual records. If so, you will have to prepare amended individual records to correct the information. When submitting an amended individual record, send the entire record and not just the portion that needs amending.

Amended records are shown in an XML file with report type code “A.”

The three possible report type codes are as follows:

- Type Code O = Original
- Type Code A = Amended
- Type Code C = Cancelled

An amended return can contain amended or cancelled records, but it **cannot** contain original records.

Do **not** send an amended record if you are modifying a contract number. For more information, see “Cancelling individual records” on this page.

The summary and the T619, *Electronic Media Transmittal record*, must show report type code “A,” not “O.”

The file must be in eXtensible Markup Language (XML). For more information on how to amend records electronically, go to www.cra.gc.ca/file-xml and select “How to Amend Returns using Internet File Transfer (XML).”

You can send amended records using:

- Internet file transfer (XML); or
- the “TFSA” service found in the listing under the heading “Other accounts” and selecting the “File a return” option at:
 - www.cra.gc.ca/representatives, if you are an authorized representative or employee; or
 - www.cra.gc.ca/mybusinessaccount, if you are the business owner.

Example

The original records had the following two transactions:

Date of transaction	Contribution	Withdrawal
2011-01-01	\$500.00	0
2011-12-31	\$1,000.00	0

If you notice after filing that the contribution for December 31, 2011, should have been \$100.00 and not \$1,000.00, do not send a record with an adjustment of negative (–) \$900.00. Send an amended record with the following transactions:

Date of transaction	Contribution	Withdrawal
2011-01-01	\$500.00	0
2011-12-31	\$100.00	0

When submitting the amended individual record, all the original data on the previous individual record that is unchanged as well as the modified data must be included.

Cancelling individual records

A record that was originally filed which must now be fully removed is a cancelled record. Cancelled records are shown in an XML file with a report type code “C.” Other than the report type code, the record should look exactly like the original individual record that is being cancelled.

Use a cancel type code “C” for the following scenarios:

- you need to modify the contract number. For example, a record was filed for which a TFSA contract does not actually exist, so essentially, a non-existent contract number was originally reported;
- a record was filed that we cannot accept as a valid election. A cancelled record should be filed to acknowledge that this contract is not a TFSA.

In these situations, you must file a cancel record that is identical to the most recent individual record you filed for the TFSA account in question. However, if you are cancelling records that were filed in more than one reporting year, you must file a cancel record that is identical to the last record filed for each reporting year, whether that record had been previously accepted or rejected.

Never use a cancel Type Code “C” when:

- an amended record can correct the mistake in the previous record; or
- you want to cancel previously submitted and valid records in order to re-file them with other records that were not previously submitted. The records that were not previously submitted should be sent on their own in a separate file.

Use an amended record for any other data element you want to modify.

Adding individual records

After you file your TFSA annual information return, you may discover that you need to send us additional TFSA records. If you have original records that were not filed with your return, file them in a separate original return. Do not combine the new records with previously submitted ones.

You can only send additional records by using:

- Internet file transfer (XML); or
- the “TFSA” service found in the listing under the heading “Other accounts” and selecting the “File a return” option at:
 - www.cra.gc.ca/representatives, if you are an authorized representative or employee; or
 - www.cra.gc.ca/mybusinessaccount, if you are the business owner.

For common types of errors, see “Table 1 – Error on individual records” and “Table 2 – Large scale errors affecting a large number of accounts” on the next page.

How to resubmit individual records that were rejected

After you file, you will be notified by email if a TFSA individual record has been rejected, and that a downloadable file is available either in “My Business Account” or in “Represent a Client.” If this is the case, you must correct the data and resubmit the individual record as an amended record. The CRA will store the original record and match the amended record with the information on file.

Failure to resubmit an amended record in the case of a TFSA opened during the reporting year may result in the account not being registered as a TFSA and the client being subject to tax on the investment earnings. Failure to resubmit an amended record, whether or not the TFSA was opened in the reporting year, can also cause delays in properly calculating and notifying individuals of their unused TFSA contribution room. This may also cause delays in the identification of individuals who may be subject to one or more tax on their TFSA.

Note

A rejected record is an individual record that has failed our validations but has been stored on our database. It is a record for which none of the data was used in any calculations and for which we are expecting an amended record.

For a complete list of all error codes and descriptive messages for TFSA rejected individual records, go to www.cra.gc.ca/tfsa-errorcodes.

Table 1 – Error on individual records

Type of error	How to correct – type of record
Incorrect contract number	Submit a Cancelled record with the incorrect contract number and then a new Original record with the correct contract number.
Election declared invalid by CRA	Submit a Cancelled record.
Record contained wrong social insurance number (SIN) or temporary tax number (TTN)	Submit an Amended record.
Correction of other identification data – date of birth, surname, etc.	Submit an Amended record.
Data corrections, contributions, withdrawals, marriage breakdown transfers, non-qualified investments, etc.	Submit an Amended record.
Most recent amendment is incorrect, previous version of record is correct	Submit an Amended record, do not use a Cancelled record – a Cancelled record will remove all data and cannot be used to revert to the previous version of a record.

Table 2 – Large scale errors affecting a large number of accounts

Type of error	How to correct – type of record
Records omitted from original return	Do not cancel previously filed records – file new original return containing only the missing records.
Incorrect BN used to report	Consult us for determination of correction method.
Incorrect TFSA identification number used to report	Consult us for determination of correction method.
Any other	Consult us for determination of correction method.

Chapter 4 – Penalties and interest

In this chapter, we explain the various penalties that may be applied on a **TFSA annual information return**.

A TFSA annual information return consists of **TFSA individual records** and the related **TFSA return summary**. A summary alone **is not** a TFSA annual information return. You have to complete a TFSA annual information return if you prepare one or more TFSA individual records.

Due date

In all instances, you have to file the TFSA annual information return on or before the last day of February following the calendar year to which the TFSA annual information return applies. If the last day of February is a Saturday or Sunday, your TFSA annual information return is due the next business day. If you discontinue your business or activity, you have to file a return for the year or part year no later than 30 days after the date the business or activity ended.

Note

We recommend that you file your TFSA annual information return as soon as possible to avoid the peak period for transmission.

Late-filing penalty and failure to file the TFSA annual information return

The minimum penalty for late filing the TFSA annual 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 a TFSA annual information return has to provide the necessary information, including the social insurance number (SIN) or temporary tax number (TTN) and date of birth of the individual. If you do not do this, your submission, return, or the individual record will be rejected.

Make sure that the SIN or TTN you enter on each TFSA individual record is the same as on the TFSA holder's SIN card or the valid TTN. You must also make sure that the name and date of birth match the information in our records. Anyone who prepares a TFSA annual information return has to make a reasonable effort to get the necessary information. **If you do not do this, you may have to pay a \$100 penalty for each failure to comply with this requirement.**

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*.

If you have to prepare a TFSA annual information return, or if you are an officer, employee, or agent of someone who does, you cannot use or communicate an individual's SIN or TTN, or allow it to be communicated, other than as required or authorized by law, or for the purpose for which it was provided.

If you use an individual's SIN/TTN for unauthorized purposes, you may be guilty of an offence and liable, if convicted, to a maximum fine of \$5,000 or imprisonment of up to 12 months, or both.

Failure to file a TFSA annual information return over the Internet

You must file the TFSA annual information returns by Internet in eXtensible Markup Language (XML). If you fail to do so, you may be liable to an additional penalty.

Interest on penalties

We charge interest, compounded daily at a prescribed rate, on the total amount of penalties and interest outstanding. Both interest and penalties are payable to the Receiver General for Canada.

Cancelling or waiving penalties and interest

We may cancel or waive all or part of the penalties and interest if they were a result of circumstances beyond your control. For more information, go to www.cra.gc.ca/fairness or see Information Circular IC07-1, *Taxpayer Relief Provisions*.

Notice of assessment

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

Part II – General TFSA information

In this part of the guide we explain various general legislative rules, such as what to do when a TFSA holder dies or when the TFSA holder is a non-resident. We also explain tax implications on certain investments and what requirements you, as the issuer, have and how to report and file these amounts.

Chapter 1 – Death of a TFSA holder

In this chapter, we explain the reporting requirements that apply when the last holder dies and, as a result, the arrangement ceases to be a TFSA.

The following information does not apply if the holder named his or her spouse or common-law partner as the **successor holder** of the TFSA. If this is the case, the arrangement maintains its tax-exempt status as a TFSA.

The tax treatment and reporting requirements depend on whether the TFSA is a deposit, an annuity contract, or a trust.

Deposit or annuity contract TFSA

When the last holder of a deposit or an annuity contract TFSA dies, the arrangement ceases to be a TFSA. The fair market value (FMV) of the TFSA at the date of death will be received tax-free by the deceased's estate or other designated beneficiaries. There are no reporting requirements for these amounts.

Any investment income or gains that accrue under the former TFSA after the date of death will be taxable under the regular taxation rules that apply depending on the specific characteristics of the deposit or annuity contract. For more information on how to report these amounts, see Guide T4015, *T5 Guide – Return of Investment Income*, or Guide T4013, *T3 Trust Guide*, as applicable.

Trust governed by a TFSA

When the last holder of a TFSA which governs a trust dies, the arrangement continues to be treated as a TFSA for certain limited purposes. The main effect is to allow the trust to maintain its tax-exempt status until the end of the exempt period, which is the earlier of the end of the year following the year of death of the holder or when the trust ceases to exist.

While the trust maintains its exempt status, any payment made from the trust during the exempt period to the deceased's estate or other designated beneficiary will be included in the recipient's income for the year it's received, except to the extent designated by the trust as being attributable to the FMV of the TFSA at death. That is, only the portion of the payment that represents the distribution of post-death investment income or gains will be taxable. See the example below.

You have to prepare and file a **T4A slip** to report any taxable payments that you make each year during the exempt period to a beneficiary who is a resident of Canada. You do **not** need to report amounts that are required to be included in the income of a trust that is a former TFSA trust in its first taxable year. There is no requirement to withhold tax on these amounts.

The income must be recorded in box 134 "Tax-Free Savings Account taxable amount" in the "Other information" section of the T4A slip. Send the recipient copies of the T4A slip to his or her last known address. You can also send a copy of one of these slips in electronic format to the recipient if you received the recipient's consent in writing or electronic format.

For more information, see Guide RC4157, *Deducting Income Tax on Pension and Other Income, and Filing the T4A Slip and Summary*.

You have to prepare and file an **NR4 slip** to report any taxable payments that you make each year during the exempt period to a beneficiary who is a non-resident of Canada. You are also required to withhold and remit non resident withholding tax on these payments.

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

If the trust still exists at the end of the exempt period, the trust will become taxable from that point forward and will have to file a T3RET, T3 *Trust Income Tax and Information Return*, each year that it continues to exist. The trust will also be required to include in its income for its first taxable year any post-death income or gains that were not paid out to beneficiaries during the exempt period.

Example

- Holder date of death – February 15, 2012
- No successor holder of the TFSA
- FMV of the properties in the TFSA immediately before the death of the last holder – \$11,000

Situation 1:

The estate is settled on September 30, 2012, and the TFSA is disposed of at a FMV of \$11,000.

Tax treatment for situation 1:

The distribution can be made without tax consequences. The trustee, technically, makes a designation that the entire payment is from the non-taxable pool of pre-death FMV. No T4A slip is required but the transaction (the distribution) has to be reported to the CRA by the end of February 2013.

Situation 2:

The estate remains unsettled at the end of the calendar year of death, December 31, 2012. Properties held within the TFSA on December 31, 2012, have a FMV of \$13,000. It is assumed from the facts that the trust continues to administer the TFSA.

Tax treatment for situation 2:

From the information provided, the exempt period in this example is the period from the date of the holder's death (February 15, 2012) to the end of 2013. Even though there was a taxable growth, since the proceeds continue to be held by the trust (that is, no distributions [payments] are being made), no T4A slip is required. As well, there is no requirement for T3 reporting since the trust itself is deemed to retain its non-taxable status until the end of the exempt period.

Situation 3:

The estate is still not settled but a payment is made to a beneficiary on July 15, 2012. At the time of the payment the FMV of the properties still held by the TFSA has appreciated to \$15,000. In scenario (a) the entire \$15,000 is distributed to the beneficiary. In scenario (b) only \$11,000 is distributed.

Tax treatment for situation 3:

In scenario (a), the trustee determines that up to \$11,000 of the payment may be designated as being made out of the non-taxable pool, which leaves the remaining \$4,000 as a taxable payment. The \$4,000 is reported on a T4A slip. The income must be recorded in box 134 "Tax-Free Savings Account (TFSA) taxable amount," in the "Other information" section of the T4A slip, and is included on the beneficiary's tax return for the 2012 tax year. The trustee will report the transaction by the end of February 2013.

In scenario (b), the trustee determines that up to \$11,000 of the payment may be designated as being made out of the non-taxable pool. A lesser amount may be designated as a distribution from that pool. To the extent that the payment is **not** from that pool, it is a taxable payment to the beneficiary to be reported to the CRA by the end of February 2013. The balance remains in the TFSA trust until it is distributed or until the end of the exempt period (December 31, 2013), whichever occurs earlier. Should the balance of the funds remain in the trust after the end of the exempt period, the trust then becomes an ordinary taxable trust with a tax year beginning January 1, 2014. Any taxable income that had not previously been distributed will become income of the trust in that first taxable year.

Chapter 2 – Non-qualified investment

In this chapter, we explain the consequences for TFSA issuers of holding a non-qualified investment within a TFSA trust and related reporting requirements.

If a TFSA holds a non-qualified investment or carries on a business, the TFSA trust is taxable on any income earned on, and any capital gains derived from, the non-qualified investment or business. You must report such income on Form T3RET, *T3 Trust Income Tax and Information Return*.

The TFSA issuer has to report details of the non-qualified investment on the TFSA annual information return. For more information, see “Appendix A – Data elements—TFSA individual electronic record” on the next page.

In addition, the TFSA issuer must provide the TFSA holder with the following information by the end of February following the reporting year:

- a description of the investment;
- the date of acquisition or disposition, as applicable, and the fair market value of the investment at that date; and
- the TFSA contract or account number.

Responsibility for compliance with the qualified investment rules generally lies with TFSA issuers. In this regard, TFSA issuers must take reasonable care to ensure that TFSA do not hold non-qualified investments.

Note

Communication of non-qualified investment holdings to the holder on a timely basis will assist the holder in taking appropriate corrective action.

For more information on non-qualified investments, see Guide RC4466, *Tax-Free Savings Account (TFSA), Guide for Individuals*.

Chapter 3 – Tax on an advantage

In this chapter, we explain the tax consequences to a TFSA issuer when an advantage is extended in relation to a TFSA.

In most cases the holder is liable for the advantage tax. However, if the advantage (defined on page 4) is considered to be extended by the TFSA issuer, or by a person not dealing at arm’s length with the issuer, the issuer is liable to pay the tax, rather than the holder.

For more information, see Guide RC4466, *Tax-Free Savings Account (TFSA), Guide for Individuals*, and refer to “Tax payable on an advantage.”

If you are liable to pay tax on an advantage, you must complete Form RC298, *Advantage Tax Return for TFSA Issuers*, and file this return no later than 90 days after the end of the calendar year.

Chapter 4 – Tax payable on prohibited investments

If, in a calendar year, a trust governed by a TFSA acquires property that is a prohibited investment or if previously acquired property becomes prohibited, there are consequences in terms of reporting requirements and tax payable on the part of the TFSA holder.

For more information, see Guide RC4466, *Tax-Free Savings Account (TFSA), Guide for Individuals*, and refer to “Tax payable on prohibited investments.”

Chapter 5 – Taxes on excess contributions and non-resident contributions

TFSA holders are liable for a 1% per-month tax on their excess contributions and non-resident contributions. For more information, see Guide RC4466, *Tax-Free Savings Account (TFSA), Guide for Individuals*.

The application of these taxes will be administered by the CRA. You, the issuer, do not have to specifically identify any withdrawals made by the holder to avoid the continued application of these taxes. Any such withdrawals will be reported as regular withdrawals. You also do not have to report to us when a holder becomes a non-resident.

Appendix A – Data elements—TFSA individual electronic record

When a monetary value is required, you must report the amount in Canadian dollars and cents.
 You must make reasonable efforts to determine fair market value when it is required to be reported.
 Do not report negative values, as negative values on the TFSA electronic record will result in the record being rejected.

Field Names	Comments
TFSA TRANSACTION DATA	
Transaction date – year-month-day	Enter all numeric characters (for example 2011-09-28). You must enter the transaction date of each individual transaction.
TFSA contribution amount	Each contribution must be detailed by day from January 1 to December 31.
TFSA withdrawal amount	Each withdrawal must be detailed by day from January 1 to December 31.
Marriage breakdown transfer out – Fair market value	To be reported by the issuer that does the actual transfer out.
Marriage breakdown transfer in – Fair market value	To be reported by the issuer that does the actual transfer in.
Surname of former spouse or common-law partner	Enter only the former spouse or common-law partner's surname (maximum of 30 letters). Omit titles, such as Mr. or Mrs., and do not include the first given name or initials. Do not use French accents. If it is a compound name, do not use a hyphen or space. The surname you provide must match the surname contained in the CRA's database for that SIN. You may want to advise your client that if they make a surname change they have to inform both the CRA and the TFSA issuer.
Given name of former spouse or common-law partner	Enter only the former spouse or common-law partner's first given name (maximum of 30 letters). If only the initials are available, provide the first initial. Do not use French accents. If it is a compound name, do not use a hyphen or space.
Social insurance number (SIN) or temporary tax number (TTN) of former spouse or common-law partner	Provide the SIN as indicated on the individual's SIN card or the individual's TTN. If the field is left blank or contains an invalid SIN or TTN, the submitted return or individual record will be rejected. A valid SIN does not start with the number 0. A valid TTN for TFSA contributions starts with the number 01 to 08. All 900-series SINs have an expiry date. At the time the arrangement is entered into, you must validate the expiry date indicated on the SIN card for this client. If at that time the date is expired, the client is not allowed to open a TFSA. A TFSA remains valid even when a 900-series SIN expires after the arrangement is entered into but before the issuer files the TFSA annual information return. 900-series SINs are issued to individuals who are neither Canadian citizens nor permanent residents, to those who need a SIN for employment purposes, or to comply with other authorized uses, such as income tax filing. Holders of these SINs include temporary foreign workers and refugee claimants.
Acquisition of non-qualified investment – Fair market value	This refers to situations where a non-qualified investment is acquired or a qualified investment became non-qualified.
Withdrawal of non-qualified investments – Fair market value	This refers to situations where a non-qualified investment is disposed of or a non-qualified investment became qualified.
TFSA IDENTIFICATION DATA	
Business number (BN)	15 alphanumeric characters – 9 digits – RZ – 4 digits. Example: 123456789RZ0001. The BN must correspond to the "business number (BN)" on the related TFSA summary record.

TFSA identification number	8 numeric characters which must correspond to the TFSA identification number on the related TFSA summary record. If this field is left blank or the number is not valid, the return will be rejected.
TFSA contract number	<p>Maximum of 30 alphanumeric characters. The TFSA contract or account number issued by the issuer to the TFSA holder.</p> <p>Assign a unique identifier number to each TFSA under the same TFSA identification number. This will ensure that the CRA can identify the original individual record when any amended individual record is received. In addition, it will enable the issuer to identify which record in the submission was rejected. Make sure to provide this account number in the same format every year to avoid any rejects.</p> <p>If this field is left blank or the number is not unique, the return will be rejected.</p>
TFSA holder social insurance number (SIN) or temporary tax number (TTN)	<p>Provide the SIN as indicated on the individual's SIN card or the individual's TTN. If the field is left blank or contains an invalid SIN or TTN, the return or individual record will be rejected.</p> <p>A valid SIN does not start with the number 0.</p> <p>A valid TTN for TFSA contributions starts with the number 01 to 08.</p> <p>All 900-series SINs have an expiry date. At the time the arrangement is entered into, you must validate the expiry date indicated on the SIN card for this client. If at that time the date is expired, the client is not allowed to open a TFSA. A TFSA remains valid even when a 900-series SIN expires after the arrangement is entered into but before the issuer files the TFSA annual information return.</p> <p>900-series SINs are issued to individuals who are neither Canadian citizens nor permanent residents, to those who need a SIN for employment purposes, or to comply with other authorized uses, such as income tax filing. Holders of these SINs include temporary foreign workers and refugee claimants.</p>
TFSA holder surname	<p>Enter only the holder's surname (maximum of 30 letters). Omit titles, such as Mr. or Mrs., and do not include the first given name or initials. Do not use French accents. If it is a compound name, do not use a hyphen or space.</p> <p>The surname you provide must match the surname contained in the CRA's database for that SIN. You may want to advise your client that if they make a surname change they have to inform both the CRA and the TFSA issuer.</p>
TFSA holder given name	Enter only the holder's first given name (maximum of 30 letters). If only the initials are available, provide the first initial. Do not use French accents. If it is a compound name, do not use a hyphen or space.
TFSA holder initial	Enter the initial of the holder's second given name.
TFSA holder address – line 1	Enter the first line of the TFSA holder's address.
TFSA holder address – line 2	Enter the second line of the TFSA holder's address.
TFSA holder city	Enter the city in which the TFSA holder is located.
TFSA holder province or territory code	<p>Enter the Canadian province, territory or the state in the U.S.A. in which the TFSA holder is located.</p> <p>Use the abbreviations listed in the T619, <i>Electronic media transmittal</i>, under the section "Transmitter province or territory code."</p> <p>When the TFSA holder's country code is neither CAN nor USA, enter ZZ in this field.</p>
TFSA holder country code	<p>Use the alphabetic country code (3 alpha characters), as outlined in the International Standards Organization (ISO) 3166, <i>Codes for the representation of names of countries and their subdivisions</i>.</p> <p>Always use CAN for Canada, and USA for the United States of America.</p>
TFSA holder postal code	Enter the TFSA holder's Canadian postal code, format: alpha, numeric, alpha, numeric, alpha, numeric (for example: A9A9A9) or the USA zip code. Where the country code is neither CAN nor USA, enter the foreign postal code (maximum 10 alphanumeric characters).
TFSA holder date of birth – year-month-day	Enter all numeric characters (for example 1991-09-28).

TFSA holder date of death – year-month-day	Enter all numeric characters (for example 2011-09-28). Complete this field in the year of death of the last holder. If the account has a successor holder, do not report the date of death in this field. See the field “ Successor holder account. ”
TFSA holder fair market value at time of death	<p>Complete this field for the year of death of the last holder. If the account has a successor holder, do not report the fair market value (FMV) at death.</p> <p>Example In 2011, John Smith opened a TFSA, account number 12345. Jane Smith, his wife, is named the successor holder of this TFSA. John dies in 2012. For reporting year 2011, file the individual record under John’s name and SIN for TFSA contract 12345, and indicate no in the “Successor holder account” field.</p> <p>For reporting year 2012, file the individual record for the TFSA account number 12345 with all the transactions under Jane’s name and SIN. Indicate yes in the “Successor holder account” field and provide John’s name, SIN, and date of death.</p> <p>Do not file an individual record for John for the year of death.</p> <p>The individual record submitted for Jane will not include the FMV at death. Under this TFSA account number 12345, you will complete the FMV at death and the date of death only when the last holder dies.</p> <p>In subsequent years, do not answer yes or provide the deceased’s information. However, if you do answer yes then you will have to provide the deceased’s information as well. If you answer yes but do not provide the deceased’s information, or you answer no but you provide the deceased’s information, it will cause the record to be rejected.</p>
New TFSA account this year for this holder: Y or N	<p>Each time an arrangement is entered into, the TFSA issuer is required to file an election to register the arrangement as a TFSA under the SIN or TTN of the holder. Also, to register this arrangement the election must be filed before the month of March after the end of the year that the arrangement was entered into.</p> <p>Identifying new accounts is an important step in processing individual records.</p> <p>The only time yes would show in this field is when you file a TFSA contract or account number for the first time. For other years, indicate no. If the holder dies in a year subsequent to the year of election and there is a successor holder, this field should still show no.</p>
TFSA account closed this year: Y or N	<p>Enter yes and provide the closing date if the account was closed during the year. Once an account is closed, the TFSA contract or account number cannot be re-used under the particular TFSA identification number because of the unique identifier requirement.</p> <p>If the holder has withdrawn all funds from an account in the previous year and there is no activity in that account throughout the current year, we consider the account to still be open. You would still have to file an individual record for each year for this TFSA contract or account number.</p>
TFSA close date – year-month-day	Enter all numeric characters (for example 2011-09-28).
Successor holder account: Y or N	<p>If, in the year of the holder’s death, a successor holder exists at the time of death, indicate yes. You will be required to provide the name, SIN, and date of death of the holder.</p> <p>When an excess TFSA amount exists, that amount will be deemed a contribution made by the successor holder at the beginning of the month following the month in which the holder dies. Do not report that deemed contribution on the individual record. The CRA will update the successor holder file.</p> <p>In subsequent years, do not answer yes or provide the deceased’s information. However, if you do answer yes then you will have to provide the deceased’s information as well. If you answer yes but do not provide the deceased’s information, or you answer no but you provide the deceased’s information, it will cause the record to be rejected.</p> <p>See the example under “TFSA holder fair market value at time of death,” above.</p>

Surname of deceased holder	<p>Enter only the deceased holder's surname (maximum of 30 letters). Omit titles, such as Mr. or Mrs., and do not include the first given name or initials. Do not use French accents. If it is a compound name, do not use a hyphen or space.</p> <p>The surname you provide must match the surname contained in the CRA's database for that SIN. You may want to advise your client that if they make a surname change they have to inform both the CRA and the TFSA issuer.</p>
Given name of deceased holder	<p>Enter only the deceased holder's first given name (maximum of 30 letters). If only the initials are available, provide the first initial. Do not use French accents. If it is a compound name, do not use a hyphen or space.</p>
Initial of deceased holder	<p>Enter the initial of the deceased holder's second given name.</p>
Social insurance number (SIN) or temporary tax number (TTN) of deceased holder	<p>Provide the SIN as indicated on the individual's SIN card or the individual's TTN. If the field is left blank or contains an invalid SIN or TTN, the return or individual record will be rejected.</p> <p>A valid SIN does not start with the number 0.</p> <p>A valid TTN for TFSA contributions starts with the number 01 to 08.</p> <p>All 900-series SINs have an expiry date. At the time the arrangement is entered into, you must validate the expiry date indicated on the SIN card for this client. If at that time the date is expired, the client is not allowed to open a TFSA. A TFSA remains valid even when a 900-series SIN expires after the arrangement is entered into but before the issuer files the TFSA annual information return.</p> <p>900-series SINs are issued to individuals who are neither Canadian citizens nor permanent residents, to those who need a SIN for employment purposes, or to comply with other authorized uses, such as income tax filing. Holders of these SINs include temporary foreign workers and refugee claimants.</p>
TFSA deceased holder date of death – year-month-day	<p>Enter all numeric characters (for example 2011-09-28). Complete this field when you answer yes to “Successor holder account: Y or N.”</p>
Calendar year-end fair market value	<p>You must complete this field for each year the account is open even if there is no activity throughout the year and/or the value is nil. The fair market value cannot be negative.</p>
Total number of transaction records	<p>Enter the total number of transaction records included in this slip.</p>
Total holder contributions	<p>Enter the total of all contributions.</p>
Total holder withdrawals	<p>Enter the total of all amounts withdrawn.</p>
Total holder transfer out – Marriage breakdown – Fair market value	<p>Enter the total of all transfers out.</p>
Total holder transfer in – Marriage breakdown – Fair market value	<p>Enter the total of all transfers in.</p>
Slip type code	<p>Original = O Amendment = A Cancel = C</p> <p>An amended return cannot contain an original slip. An original return cannot contain an amended or cancelled slip.</p>

Appendix B – Data elements—TFSA return summary

When a monetary value is required you must report the amount in Canadian dollars and cents.

You must make reasonable efforts to determine fair market value when it is required to be reported.

Do not report negative values, as negative values on the TFSA electronic record will result in the record being rejected.

Field Names	Comments
Business number (BN)	15 alphanumeric characters – 9 digits – RZ – 4 digits Example: 123456789RZ0001 In order to process a return, the complete BN is required.
Summary type code	Original = O Amendment = A An amended return cannot contain an original slip. An original return cannot contain an amended or cancelled slip.
Reporting year	Enter the tax year: 4 numeric characters (for example 2011). Make sure that the year you enter is the same as the year on the transaction dates of the individual records.
TFSA identification number	8 numeric characters A TFSA identification number is the number assigned by the CRA to each specimen that has been accepted by the Registered Plans Directorate. For more information, go to www.cra.gc.ca/rpd , and select “Tax-Free Savings Account (TFSA).”
Total number of TFSA slips	Enter the total number of transaction records included in this summary. Maximum of 7 numeric characters.
Filer name – line 1	If an ampersand (&) is used in the name area, enter as “&.” Maximum of 35 alphanumeric characters.
Filer name – line 2	Maximum of 35 alphanumeric characters
Filer name – line 3	Use this line for “care of” or “attention.” Maximum of 35 alphanumeric characters.
Filer address – line 1	Maximum of 30 alphanumeric characters
Filer address – line 2	Maximum of 30 alphanumeric characters
Filer city	Maximum of 28 alphanumeric characters
Filer province or territory code	Enter the Canadian province, territory or the state in the U.S.A. in which the filer is located. Use the abbreviations listed in the T619, <i>Electronic media transmittal</i> , under the section “ Transmitter province or territory code. ” When the TFSA holder’s country code is neither CAN nor USA, enter ZZ in this field.
Filer country code	Use the alphabetic country code (3 alpha characters), as outlined in the International Standards Organization (ISO) 3166, <i>Codes for the representation of names of countries and their subdivisions.</i> Always use CAN for Canada, and USA for the United States of America.
Filer postal code	Enter the TFSA filer’s Canadian postal code, format: alpha, numeric, alpha, numeric, alpha, numeric (for example: A9A9A9) or the USA zip code. Where the country code is neither CAN nor USA, enter the foreign postal code (maximum 10 alphanumeric characters).
Contact surname	Enter only the contact’s surname (maximum of 30 letters). Omit titles, such as Mr. or Mrs., and do not include the first given name or initials. Do not use French accents. If it is a compound name, do not use a hyphen or space.

Contact given name	Enter only the contact's first given name (maximum of 30 letters). If only the initials are available, provide the first initial. Do not use French accents. If it is a compound name, do not use a hyphen or space.
Contact telephone number	Enter 3 numeric characters with a hyphen (-) followed by 3 numeric characters with a hyphen (-), followed by 4 numeric characters.
Contact extension number	Maximum of 5 numeric characters.
Contact email address	Maximum of 60 alphanumeric characters. Enter the contact's email address. This is the only way the CRA will advise you that information has been posted on "My Business Account," which will indicate the status of the TFSA annual information return and the individual records being rejected. If you are the representative, use the "Represent a Client" service.
Total contributions amount	Enter the total amount of all contributions.
Total withdrawals amount	Enter the total amount of all withdrawals.
Total calendar year-end fair market value	Enter the total fair market value. The FMV must also include the FMV of accounts that had no activity during the year.
Total transfers out – marriage breakdown amount	Enter the total amount of transfers out as a result of marriage breakdown, if applicable.
Total transfers in – marriage breakdown amount	Enter the total amount of transfers in as a result of marriage breakdown, if applicable.

Related forms and publications

Forms

NRTA1	<i>Authorization for Non-Resident Tax Exemption</i>
T3RET	<i>T3 Trust Income Tax and Information Return</i>
RC1	<i>Request for a Business Number (BN)</i>
RC59	<i>Business Consent Form</i>
RC193	<i>Service-Related Complaint</i>
RC236	<i>Application for a Tax-Free Savings Account Identification Number</i>
RC257	<i>Request for an Information Return Program Account (RZ)</i>
RC298	<i>Advantage Tax Return for TFSA Issuers</i>

Guides

RC4157	<i>Deducting Income Tax on Pension and Other Income, and Filing the T4A Slip and Summary</i>
RC4466	<i>Tax-Free Savings Account (TFSA), Guide for Individuals</i>
T4013	<i>T3 Trust Guide</i>
T4015	<i>T5 Guide – Return of Investment Income</i>
T4061	<i>NR4 – Non-Resident Tax Withholding, Remitting, and Reporting</i>

Pamphlets

RC2	<i>The Business Number and Your Canada Revenue Agency Program Accounts</i>
RC4420	<i>Information on CRA – Service Complaints</i>
RC4496	<i>Represent a Client</i>

Interpretation Bulletins

IT-221	<i>Determination of an Individual's Residence Status</i>
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Information Circulars

IC07-1	<i>Taxpayer Relief Provisions</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>

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.

Forms and publications

To get our forms or publications, go to www.cra.gc.ca/forms or call 1-800-959-2221.

My Business Account

My Business Account is a secure and convenient way to access and manage your business accounts online.

You can:

- view your account balance and transactions
- request additional remittance vouchers
- file your return and view its status
- calculate your instalment payments
- view notices, letters, and statements
- view address and banking information
- transfer payments and immediately view an updated balance

Quick. Easy. Secure. For more information, go to www.cra.gc.ca/mybusinessaccount.

My Payment

My Payment is a payment option that allows individuals and businesses to make payments online, using the Canada Revenue Agency's Web site, from an account at a participating Canadian financial institution. For more information on this self-service option, go to www.cra.gc.ca/mypayment.

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.

Our service complaint process

If you are not satisfied with the **service** that you have received, please contact the CRA employee you have been dealing with or call the telephone number that you have been 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.

If the matter is not settled, you can then file a service complaint by completing Form RC193, *Service-Related Complaint*. If you are still not satisfied, you can file a complaint with the Office of the Taxpayers' Ombudsman.

For more information, go to www.cra.gc.ca/complaints or see Booklet RC4420, *Information on CRA – Service Complaints*.

Your opinion counts

If you have any comments or suggestions that could help us improve our publications, we would like to hear from you. Please send your comments to:



Taxpayer Services Directorate
Canada Revenue Agency
750 Heron Road
Ottawa ON K1A 0L5