

Information to help you complete this form

1. Use this form to request relief from penalties or interest.
2. Complete one form for each taxpayer. If completing this form by hand, please print clearly.
3. For more information about requesting relief from penalties or interest, go to www.cra.gc.ca/taxpayerrelief, or see *Information Circular IC07-1* or *GST/HST Memorandum 16-3*, if applicable. You may also call **1-800-959-8281** (individual enquiries) or **1-800-959-5525** (business and self-employed enquiries).
4. Complete the form and forward it along with all supporting documentation to the designated office from the list provided on the next page. If this is a request for a second review, address the request to the Manager, Taxpayer Relief, and send it to the designated office.

Glossary

- Civil disturbance: An example would be a postal strike.
- Natural or human-made disaster: An example would be a flood or fire.
- Financial hardship:
 - For an individual taxpayer, financial hardship refers to financial suffering or lack of what is needed for basic living requirements, such as food, clothing, shelter, medical expenses, and reasonable non-essentials.
 - For a business, financial hardship refers to situations when the continuity of business operations, the employees' jobs, and the welfare of the community as a whole are jeopardized.
- Second review: Request is subsequent to a previous request for taxpayer relief that was denied in part or in full.

Supporting documentation

Submit all relevant documentation that supports your request for relief from penalties or interest. We recommend you include copies of any correspondence sent to you by the CRA (notices, statements, letters, etc.) that show the penalties or interest charged to your account.

Depending on the reason for your request, some examples of supporting documentation include:

- Doctor's certificate or letter indicating the nature of the illness, duration of treatment (date of onset of the illness and the date or expected date of recovery), hospital dates if applicable, and any explanations regarding the effect the medical condition had on your ability to meet your tax obligations;
- death certificate;
- police/fire report;
- insurance statements;
- details of the error or the delay caused by the CRA.

Financial hardship cases

- Full financial disclosure: Supporting documents could include financial statements (an income and expense statement, assets and liabilities statement), current mortgage statements and property assessments or rental agreements, loans and monthly bills, all bank statements for the most current three months, all current investment statements, all credit card statements for the most current three months, etc. To provide full financial disclosure, we recommend you use Form RC376, *Taxpayer Relief Request – Statement of Income and Expenses and Assets and Liabilities for Individuals*.

Note: You can submit photocopies of supporting documentation.

Where to send this form

Send the completed form and all supporting documentation to the designated office based on your province or territory of residence, as follows:

Province or territory of residence	Designated office
British Columbia and Yukon	Vancouver Tax Services Office 9755 King George Boulevard Surrey BC V3T 5E1
Alberta, Saskatchewan, Manitoba, Northwest Territories, and Nunavut	Winnipeg Tax Centre 66 Stapon Road Winnipeg MB R3C 3M2
Ontario, New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador	Summerside Tax Centre 275 Pope Road Summerside PE C1N 6A2
Quebec	Shawinigan-Sud Tax Centre 4695 12th Avenue Shawinigan-Sud QC G9P 5H9
Non-resident or international taxpayers (individual, corporation, trust, and part XIII and non-resident withholding accounts) For all other non-resident accounts, e.g., GST/HST, payroll, excise taxes, other levies, and excise duties, send your request to the designated office noted above based on the physical location of your business or the location of the tax services office that serves your business.	International and Ottawa Tax Services Office PO Box 9769, Station T Ottawa ON K1G 3Y4 Canada