



# 100-day Service Improvement Plan



Our plan focuses on four key areas:



Increasing the ability to answer calls



Addressing the root causes of service issues



Expanding digital self-service options



Accelerating service modernization

## Progress

As of November 19th, it is now easier for individuals to find clear answers on [Canada.ca/Taxes](https://Canada.ca/Taxes) regarding [registering for a CRA account](#).

## Get help faster

- You want to [register for a CRA account](#)
- You need to [change your tax return](#)
- You want to [update your personal information](#)

## By the numbers

Where we were:

**35%** of Canadian callers answered (Period of June 30 to July 4)

Where we are now:

**70%** of Canadian callers answered (Period of November 10 to 14)

Where we want to be:

**70%** of Canadian callers answered (By mid-November)

We are delivering improved results for Canadians and are on track to continue this progress by **December 11, 2025**.