

Thank you for purchasing H&R Block's Tax Protection. You now have an H&R Block Senior Tax Specialist on your side to help you through any contact with the Canada Revenue Agency (CRA) or Revenu Québec if they review or audit your return.

There's no time limit on when you can use Tax Protection, but it only applies to the tax year you purchased it for.

What's covered

- Pre-assessment review (usually takes place between February and July): before the CRA or Revenu Québec processes your return, they might review your deductions and the credits you claimed.
- Notice of Assessment (NOA): after you've filed your return and the CRA or Revenu Québec has reviewed it, you'll receive an NOA. This statement provides a summary of your income, deductions and credits, and tells you how much you owe in taxes or how much your refund is (if any) and the amount of taxes you've already paid (if any).
- Processing review (usually takes place between June and November): similar to a pre-assessment review, except it's conducted after you've been sent an NOA.
- Matching program (usually takes place between September and March): after the CRA or Revenu Québec sends you an NOA, they'll compare the information on your return with the information provided by third parties, like your employer, banks or investment firms.
- Special assessments program (can take place before or after an NOA is issued): the CRA conducts an in-depth review of returns to identify trends and collect information on situations that don't comply with tax laws and could be a risk to our tax system.
- Audit assistance (an audit could happen within four years of your original assessment): the CRA or Revenu Québec looks at your books and records to confirm you've paid all the taxes you owe. An audit could be triggered if the CRA or Revenu Québec isn't satisfied with your response to a review. If the CRA or Revenu Québec suspects fraud, they can audit you at any time.

How to contact us

If you receive a request or review from the CRA or Revenu Québec, call us at 1-800-HRBLOCK (1-800-472-5625) for assistance.

When you contact us, make sure you have this information handy:

- A copy of the invoice showing you purchased Tax Protection and the tax year it applies to
- Your NETFILE confirmation email (if you filed electronically)
- Any correspondence you've received from the CRA or Revenu Québec
- Your return and, if necessary, any previous returns
- All slips and documentation you used to prepare your return