

Dear Client,

As of June 16, 2025, CRA changed the default correspondence method for most businesses to online only (i.e. not delivered by paper mail). As business correspondence is presumed received on the date that it is posted online to CRA's My Business Account, it can be problematic if correspondence requiring action goes unnoticed.

To receive notifications that mail has been posted online, the taxpayer must provide CRA with an email address and register that address for notifications related to each applicable program (e.g. GST/HST, payroll, corporate tax, etc). Regardless of whether the business registers for notifications or even provides an email address, it will still be transitioned to online mail. The presumption of receipt applies regardless of whether the taxpayer receives notifications. Businesses should ensure to sign up for MyBusiness Account to avoid losing access to important CRA correspondence.

Businesses can opt out of receiving online mail (thereby receiving paper mail) by changing their settings in the Profile section of MyBusiness Account or by submitting Form RC681 Request to Activate Paper Mail for my Business to CRA. However, CRA may still provide online-only mail until they finish processing the request. Communications posted within 30 days of a request are still presumed to be received on the day of posting. As such, taxpayers should monitor their online CRA account during the transition period. Requests can only be made by an individual with signing authority, such as an owner, director or legal representative as reflected in CRA's records.

It is important to ensure that mailing addresses are kept current as undeliverable mail will result in a change back to online mail. In addition, businesses will need to make a new request to activate paper mail every two years.

If paper mail is selected for existing business program accounts and a new account is registered, a new request for paper mail will be required for that account.

Changes for individual accounts are changing as well with Phase 1 that started July 3, 2025, and Phase 2 as of September 4, 2025. You can read more about it here:

[Change from paper to online mail for some individuals - Canada.ca](https://www.cra.ca/individuals/change-from-paper-to-online-mail)

If you have been contacted by our office already about these changes, you can disregard this notice. If we have not reached out yet and you would like to continue with paper mail, please either contact our office or print off the form RC681 Request to Activate Paper Mail [RC681 Request to Activate Paper Mail for my Business - Canada.ca](https://www.cra.ca/forms/rc681) and mail it to:

CRA – Winnipeg Tax Centre
PO Box 14000, Station Main
Winnipeg, MB R3C 3M2

If you have any questions regarding these changes, please don't hesitate to contact our office at 306-752-9506.