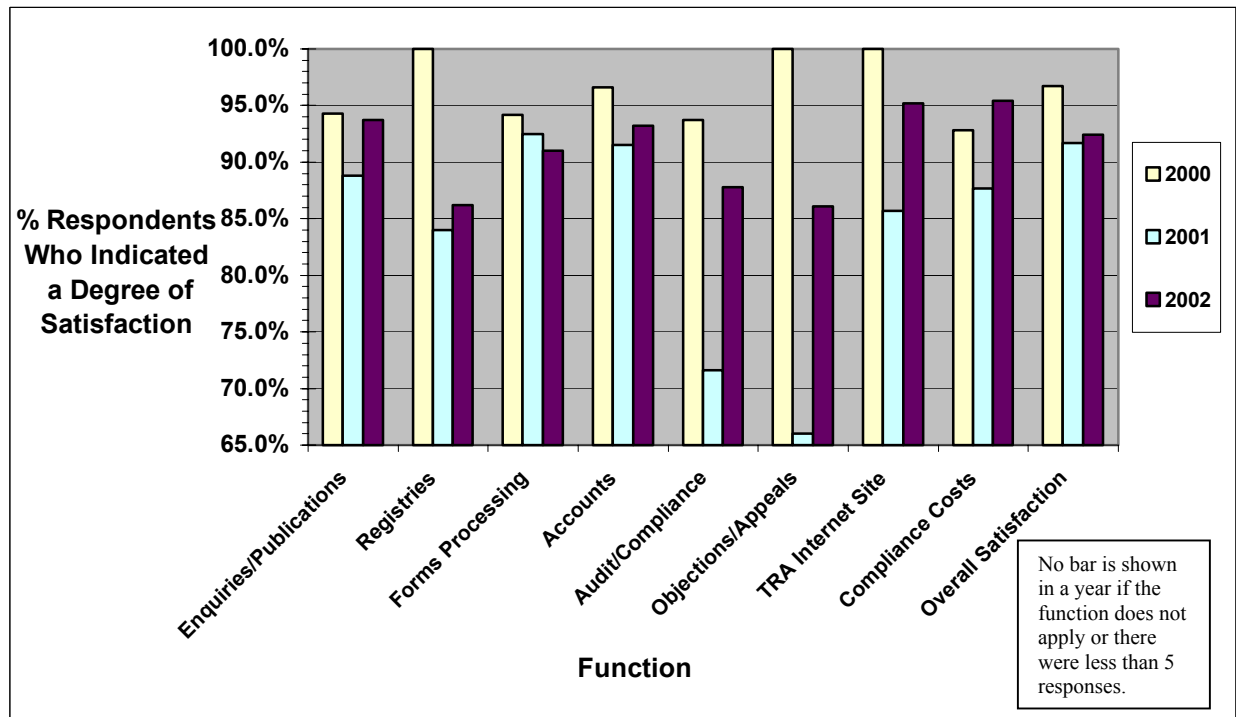


Results Comparison by Functional Area for the Years 2000 to 2002



Summary of Client Comments and Suggestions Provided on the 2002 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- Satisfied with TRA's administration of the program (2)
- Turn the tax collection over to the Canada Customs and Revenue Agency, which would simplify the process by only having one agency to deal with (1)
- Have tax prepayments or installments like the federal government (1)
- Like the tax reductions (1)
- TRA staff are very helpful (1)
- Dissatisfied with the audit, objections and appeals functions (1)
- Audit and compliance staff are very reasonable, easy to deal with and provide timely responses (1)
- Talk to the Canada Customs and Revenue Agency and help them out (1)
- Update TRA's program registry records as our company was dissolved years ago (1)
- Statement of Account never reflects payments made in the two week period prior to the statement's mailing date (1)

- The bookkeeping requirements for individuals registered as corporations are onerous (1)
- Taxpayers are treated as dishonest and guilty until they can prove themselves innocent (1)
- For the last three years, important federal return information filed with the Alberta return has been stripped away, which results in the Alberta return being incorrectly assessed (1)
- TRA has admirable efficiency and effectiveness (1)