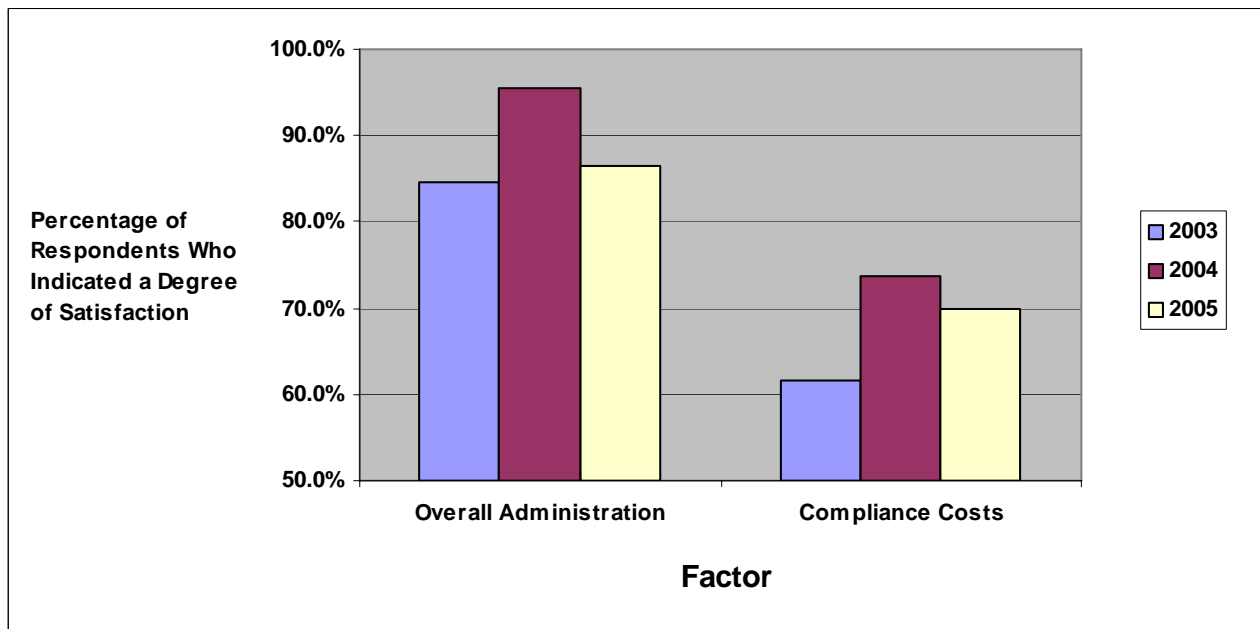


Results Comparison for the Years 2003 to 2005



Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- Satisfied with TRA's administration of the program. (1)
- TRA staff is friendly and helpful. (1)
- TRA staff should include their e-mail address on letters they issue by mail. That would make it easier for the recipient to reply by email. (1)
- Tobacco tax statements of account are difficult to understand. There should be more detail of outstanding tax memos that make up any balances owing. (1)