

**TRA Client Survey, 1999**  
**Summary of Suggestions and Comments Provided by Clients**

Alberta Indian Tax Exemption Survey

- Indian customer should file for the tax rebate (3)
- Blackstock product is more costly – inventory wise (1)
- AITE-direct is too costly (1)
- Refund application should have instructions on the back (1)
- Staff very friendly and helpful (1)
- Too much responsibility on the retailer (1)
- Statements of Account are sent out with incorrect explanation (1)
- Claims processing too slow (1)
- Happy with the program (1)
- Going on AITE direct is one of the best investments we have made (1)

Bulk Fuel Dealers Survey

- Eliminate marked fuel and have customers claim for rebates (3)
- Takes too long to get through on phone lines to verify authorization numbers (2)
- TRA staff on phones are helpful and respond quickly (2)
- Too many farmers using tax-exempt fuel for commercial hauling and not getting caught (1)
- Refund claim processing too slow (1)
- A province-wide listing of eligible purchasers (1)
- Should be able to get all tax back on product shrinkage (1)
- It was chaotic when AFFB and vehicle registry were combined for farm users, but seems to be more organized now (1)
- TRA staff are the most helpful and cooperative of any tax jurisdiction dealt with (1)
- Why do AFFB and TEFU numbers need to be renewed so often? (1)
- Renewal forms should advise clients that their old number is expiring (1)
- AFFB and TEFU authorization cards should have a name on them (1)
- Indian customers should have to file a claim for their rebate (1)
- Farmers should be more knowledgeable regarding AFFB eligibility and requirements (1)
- Should be posting of AFFB and TEFU numbers on the internet (1)

Corporate Income Tax Survey

- The timeliness for returns processing has deteriorated significantly (1)
- Provide more interest calculation detail with Notices of Assessment and Reassessment (1)
- Include an addressed return envelope with your monthly instalment statements like all of the other provinces do (1)
- Reduce taxes (1)
- Foreign income was taxed unfairly (1)
- Incurred late filing penalties due to filing on an obsolete tax return (1)
- TRA is dictating that businesses purchase pentium computers to access information (1)

### Financial Institutions Capital Tax

- Income Tax and Capital Tax accounts should be combined (1)

### Fuel Tax Collectors

- TRA should supply a phone listing of key people in the fuel tax program (1)
- AFFB and TEFU permits shouldn't need to be renewed (1)
- TRA requires too much detail for provision of information such as bad debt claims (1)

### Health Cost Recovery

- TRA should issue a Statement of Account for this program (1)

### Hotel Room Tax

- Get rid of the Hotel Room Tax (10)
- Reduce the Hotel Room Tax (1)
- The return needs to be improved (1)
- More funds from the program should be used to promote tourism in Alberta (1)
- A waste of money for small hotels (1)
- Bad debt claims should be adjusted for on the return, not using a separate refund claim (1)

### Insurance Corporations Tax

- TRA has excellent service and is the most efficient tax administration in Canada (4)
- Interest offset rules should mirror the federal rules (1)
- There should be a quarterly Statement of Account (1)

### International Fuel Tax Agreement

- TRA's service is prompt and courteous (4)
- Ensure the rate changes on the website are kept up (1)
- The audit by TRA was well done and helped make our reporting more efficient (1)
- TRA should use a standardized IFTA form (1)
- The instructions for paying at the bank are unclear (1)
- Postmark date should be used as the effective filing date (1)
- Should have the choice to file IFTA annually (1)
- E-file should be available for IFTA (1)
- There should offset of refunds and payments between tax programs (1)
- IFTA is a great program for businesses that travel on an inter jurisdictional basis (1)
- IFTA registration forms are difficult to fill out (1)
- Have to write the account number down in too many places (1)

### Propane Fuel Tax Collectors

- Propane tax is too high (1)

### Propane Retailers

- Due to changes in your system, we were unable to make a claim at our year-end (1)
- The automatic phone system was down for several days, delaying my refund claim (1)
- Twice in the last year I had to fax my refund claim to TRA and the refund was delayed by 2 weeks (1)
- Should have the option to send supporting documents by e-mail (1)
- When sending the statement, claim forms for filing the next return should be included (1)
- Should revert to the previous tax collection system as the current one ties up our working capital (1)
- The phone system for refunds is efficient and accurate (1)
- Turnaround time for refunds is inconsistent (1)
- TRA should send out forms for keeping records required under the program (1)

### Royalty Credit for Individuals and Trusts

- Service is satisfactory (3)
- The cheque and notice should be mailed together (2)
- When calling to request information, I get transferred several times before someone can provide the information (1)
- TRA staff should return messages on a more timely basis (1)
- I would like an annual statement showing how my oil and gas fund is doing (1)
- The old system where the oil companies took care of the reports and payment of fees to the government was better (1)
- Don't know the connection between TRA and the oil companies (1)
- It cost me more to have the forms filled out than I received as a credit (1)
- There shouldn't be a \$20 minimum for refunds (1)

### Royalty Tax Credit

- The TRA survey is a good idea – it should help the overall process (1)
- It is difficult to get through on the phone to request information. The line rings busy a lot and when you do get through it takes a long time (1)
- The royalty rate should be set lower, which would result in less work and quicker recovery of costs (1)

### Tax Exempt Fuel Users

- The new forms and survey of operations are too difficult to complete (9)
- Claim processing is too slow (4)
- TRA should release the equation used to calculate the rebate (1)
- Very satisfied with TRA service (1)
- The process for obtaining a rebate is too complicated and we were treated like we didn't deserve to make a claim under this program (1)

### Tobacco Tax Collectors

- Should be made a border tax (1)
- Eliminate the tax on pipe tobacco and encourage the federal government to the same with regard to customs and excise duties (1)