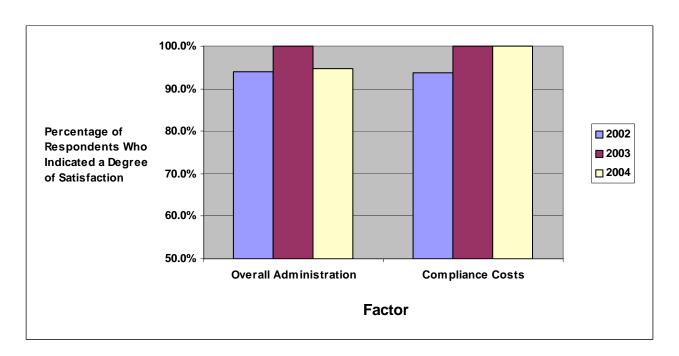


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

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

- We do not receive the statements of account early enough to be able to use the remittance advice to make the payment for the next month. This necessitates sending a formal letter with each payment in order to provide account-posting information. (1)
- TRA should provide pre-printed return envelopes for payments as other provinces do. (1)