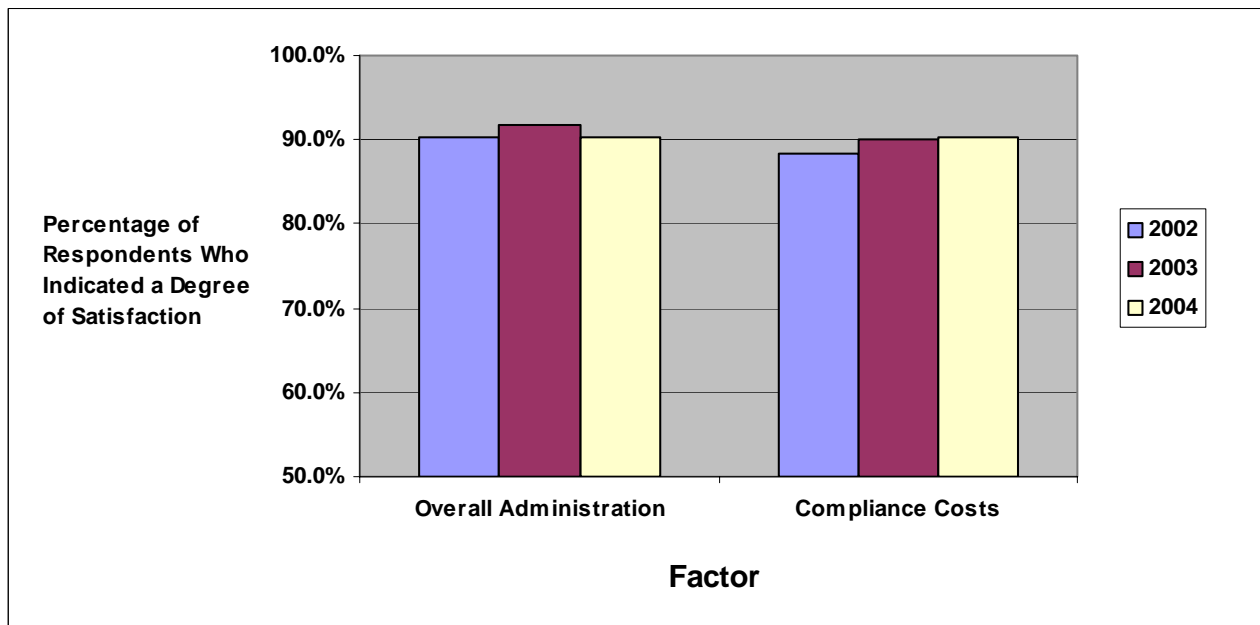


## Results Comparison for the Years 2002 to 2004



## 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.

- Satisfied with the service provided by TRA. (4)
- TRA employees should be more knowledgeable of requirements within your own system. (1)
- TRA's return processing time is becoming slower. Perhaps this is due to reduced staff levels. Rather than developing more Internet filing and services, it would be preferable to hire more staff. (1)
- I would prefer to deal with a person, than to use automated services. (1)
- TRA should assign specialists to each business field. Staff knowledge in the oil and gas sector is lacking. (1)
- Tax issues are becoming more complex and costly to comply with. (1)
- Improve the time it takes to process Alberta Royalty Tax credits. (1)
- The tax program needs to be simplified in order to reduce reliance on high priced tax professionals. (1)
- Reduce waiting time for telephone enquiries. (1)