



CRA Online Mail for Businesses - clarifications

CRA Online Mail – by default for businesses

Reminder: In November 2024 CRA announced that all businesses would by default be registered for online mail. That is, any CRA correspondence will be automatically posted in their My Business Account instead of being sent by paper mail.

Implementation dates were vague with the original announcement and have been clarified as follows:

- As of May 12, 2025, all new business account or CRA program account (GST, payroll...) registrations were automatically enrolled in online mail, this would include new corporations registered through federal or provincial incorporating authorities.
- As of June 16th, 2025, businesses that are already registered for My Business Account with CRA or who have a representative that accesses the CRA's services on their behalf through Represent a Client will be transitioned to online mail.

Important: Make sure that you have provided an email address in your My Business Account and that it is up to date. Without an email address, you won't receive notifications from CRA that new mail has been received in your account. Given that the deadline for protecting your rights to challenge a CRA assessment or reassessment is generally 90 days from the date on the assessment, it is very important that online mail is not ignored. If this deadline is missed, you lose your legal right to provide further evidence or clarifications to CRA about a change you disagree with.

Opting out: It is possible to opt out of online mail by completing form RC681 – Request to Activate Paper Mail for my Business. The request must be made by an individual with signing authority for the business. It will automatically expire after 2 years or if you obtain a new program account (for example registering for GST), therefore requiring a new request for paper mail. Be aware that any electronic notice sent to someone is presumed to have been read by that person unless they requested paper mail *30 days in advance*.

