



# The Liaison Officer service

Information session for artists

# Small business? Tax-related questions? We can help.

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Wouldn't it be great to know that you are doing things right, before you file your tax return?

Through the Liaison Officer service, the Canada Revenue Agency offers free virtual support and guidance, by videoconference or phone, to small businesses and self-employed individuals. Our goal is to help small business owners and self-employed individuals understand their tax obligations, and avoid common errors that could end up costing time and money.

We can help.

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# Liaison Officer service Objectives

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The  
Liaison Officer  
service  
was created  
to help  
small  
businesses to:

better understand their rights  
and tax obligations

receive timely and accurate  
information

receive free support and  
guidance

avoid common errors that  
could end up costing them  
time and money

# Positive feedback from small businesses

## Anonymous post-visit survey

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"I received answers to several long-standing questions about home office expenses, and feel much more confident preparing my business taxes."

**98%** confirmed the visit helped them to better understand their tax obligations.

**99%** said that the liaison officer was able to answer all of their questions.

**98%** said the tools and information provided by the liaison officer would help them to better manage their tax affairs in the future.

**93%** rated their level of confidence in handling their tax matters as "high" or "somewhat high" following the visit.

"... a great service for small businesses that don't have the time or money to really delve into the labyrinth of taxation."

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# How does the Liaison Officer service work?

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There are two ways that businesses and self-employed individuals can benefit from the Liaison Officer service:

one-on-one via  
phone/videoconference  
and  
group webinar



## During a phone visit or videoconference, the LO will:

- answer your questions and address any tax-related concerns you may have;
- discuss common tax errors and financial benchmarks in your industry;
- provide information on various tools and services offered by the CRA such as My Account, My Business Account and the CRA BizApp; and
- offer to do a quick analysis of your books and records, and provide recommendations on how to strengthen your bookkeeping system.

## During a webinar, the LO will:

- answer questions and address general tax-related concerns;
- explain common tax errors and demonstrate how to use financial benchmarks for relevant industries;
- provide information on various tools and services offered by the CRA such as My Account, My Business Account and the CRA BizApp; and
- explain general bookkeeping concepts and best practices.

Please note that even if you attend a webinar, you can book a phone visit or videoconference to have a liaison officer do a quick overview of your books and records.

## What can I expect during a quick overview of my books and records?

The Liaison Officer will do a quick analysis of your books and records and provide you with recommendations.

The purpose is to:

- determine whether you are on the right track and your tax affairs are in order;
- help you identify unintentional and/or recurring errors; and
- provide you with the information you need to self-correct errors before filing your next tax return.

## What are some benefits of having good books and records?

Having good books and records will:

- make it easier to determine taxes owing;
- provide the information you need to make good business decisions;
- assist in getting loans from banks and other lenders;
- help prevent problems in an audit situation; and
- provide the information you need to bring in new partners or sell the business.



# Interested in learning more?

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To book a virtual visit or webinar,  
register online at  
**[canada.ca/cra-liaison-officer](https://canada.ca/cra-liaison-officer)**

