



GODIN, LACROIX & ASSOCIÉS
COMPTABLES

IMPORTANT MESSAGE TO READ REGARDING THE CHANGE IN OUR INCOME TAX PROCEDURES CAUSED BY THE COVID-19 VIRUS.

Dear Clients,

We wish to inform you that we have decided to modify our procedures during this agitated period. These measures are important as during this peak season there are between 200 to 300 clients at our offices daily. Your health and the health of our employees is important to us and it is for this reason that we are now avoiding all direct contact that could facilitate the transmission of the virus.

Here is how the income tax process will work for the following weeks:

You have 2 options to prepare your income taxes: either by depositing them at our offices in our mail chute on the side of the building or proceed through our online system. (through our website)

Method 1 - Online procedure: WE HIGHLY RECOMMEND THIS METHOD.

Step 1 – Register your file

- Go to our website www.godinlacroix.com/en/. There will be a pop-up at the bottom of the screen, you must click **YES I AM INTERESTED**.
- You must enter your personal information (First name, last name, e-mail and phone number) and after choose the option **ONLINE and I WANT TO PROCEED**.

Step 2 – Deposit your documents online

- Complete the dynamic PDF document
- Follow the easy steps to deposit your documents online

Step 3 – Reception of the documents by our professionals

- Once your documents are deposited online, one of our tax experts will contact you to make sure nothing is missing in your file and we will give you a date at which your tax return will be ready.

Step 4 – Claiming your income tax return

- On the date that was given to you or any day after, go to www.godinlacroix.com/en/
- Click on Client Access
- Under « Individuals », enter your client number (given to you by the tax professional) and your last name.
- Click connect and follow the procedures to pay our fees and recover your tax return.

The pages that require your signature will be at the end of the PDF document. You must **return these signed pages to us within 48 hours, either by e-mail to your accountant or in our drop box located at our office.** After receiving your file, if you have any questions please **GET IN TOUCH WITH THE ACCOUNTANT THAT CONTACTED YOU INITIALLY.**

Step 5 – Sending your file to the government

Your file will be sent to the government electronically. Your taxes should be treated within the normal delays according to information provided by CRA and Revenue Quebec.

OR

Method 2 – Leaving your documents in our mail chute at our office

Step 1 – Depositing your documents in our mail chute (PLEASE USE ONE ENVELOPPE PER FAMILY)

Our mail chute is located to the left of the main entrance on the side of the building. Our tax experts will go through your documents. **PLEASE LEAVE A VALID PHONE NUMBER ON THE ENVELOPPE.**

Step 2- Phone meeting with a tax expert

During the phone meeting, we will validate your information, confirm if there were any changes to your status and make sure we have all the information needed to complete your file. At the end of the phone meeting, we will give you a date at which your file will be ready. There will not be a reminder made on that date, it is your responsibility to note the date on which your file will be ready.

Step 3 – Claiming your income tax return

- **Online :** WE HIGHLY RECOMMEND THIS METHOD.
 - o On the date that was given to you or any day after, go to www.godinlacroix.com/en/
 - o Click on Client Access
 - o Under « Individuals », enter your client number (given to you in the phone meeting) and your last name.
 - o Click connect and follow the procedures to pay our fees and recover your tax return.

The pages that require your signature will be at the end of the PDF document. You must ***return these signed pages to us within 48 hours, either by e-mail to your accountant in PDF format or in our mail chute located at our office.*** After receiving your file, if you have any questions please **CALL THE ACCOUNTANT THAT YOU SPOKE TO DURING YOUR PHONE MEETING WITHIN 48 HOURS AFTER YOUR PAYMENT.**

- **At our office :**
 - o You can pass by our offices to pick up your taxes when our offices again to the public but at this time the exact date is uncertain.

Step 4 – Sending your file to the government

Your file will be sent to the government electronically. Your taxes should be treated within the normal delays according to information provided by CRA and Revenue Quebec.

Thank you for your understanding and collaboration,
The direction team of Godin, Lacroix & Associés Inc.

***You can contact us anytime by phone at 819-778-0847 (See business hours below) or by e-mail at admin@godinlacroix.com