



Study on Citizens' Knowledge and Attitudes Towards Taxes

September 2023

NAME

ADDRESS

File number

Web address:

statistique.quebec.ca/knowledge

Identifier



Greetings,

You have been selected to participate in the third edition of the *Study on Citizens' Knowledge and Attitudes Towards Taxes*. The Institut de la statistique du Québec has been mandated by Revenu Québec to collect data from citizens.

With this study, Revenu Québec seeks to improve the quality of services offered to the public by using the results to develop tools and support that will help people meet their tax obligations more easily. **Your answers will in no way be linked to your tax file, and the results of this study will only be used for statistical and research purposes.**

To participate, **scan the QR code or go to the web address indicated in the box at the top of this letter**, enter your identifier, and answer the online questionnaire that takes about 15 minutes to complete. If necessary, you can exit the questionnaire and return to finish it at a more convenient time.

The Institut de la statistique du Québec will contact the participants who have not yet submitted their online questionnaire to obtain their answers by phone. If you are not available when we call, you can let us know what time would be more convenient for you to respond to the questionnaire.

If you would like more information about this study or require assistance, please get in touch with the Institut de la Statistique du Québec using the contact information below. You will also find useful information on the back of this letter and on our website (statistique.quebec.ca) under "Surveys".

Thank you in advance for your co-operation. By participating in this study, you are contributing to the production of quality statistical information that Québec needs to provide better services to the population.

Sincerely,

Simon Bergeron
Chief Statistician

Additional information

Why was I chosen?

Your name was selected at random, like those of thousands of Quebecers, by the Institut de la statistique du Québec from a Revenu Québec database.

Do I have to take part in this study?

Your participation in the study is voluntary, but **important**, since it will enable Revenu Québec to improve the services offered to citizens so that they can more easily meet their tax obligations and claim the amounts and credits to which they are entitled.

Quality monitoring

For quality and training purposes, phone conversations with agents of the Institut de la statistique du Québec are recorded. If you do not wish to be recorded, simply notify the agent at the beginning of the call.

Confidentiality

This study is carried out in accordance with the Act respecting the Institut de la statistique du Québec. Your answers will remain confidential and will in no way be linked to your tax file. Only employees working on the study at the Institut de la statistique du Québec and Revenu Québec will have access to the data collected. These employees are bound by a confidentiality agreement under which they are required not to disclose any information in their possession. The results of this study will only be used for statistical and research purposes.