

## Important Notice – Issue Impacting your clients’ 2023 T5008 / RL-18

Dear Colleague,

We are writing to inform you of an administrative error that impacted one or more of your clients’ 2023 T5008 / RL-18 tax receipts and our electronic filing to the CRA. Due to the error, some January 2024 transactions were incorrectly reported on printed T5008/RL-18 tax receipts and our filing to the CRA. This issue only impacted a subset of non-registered clients that had transactions which triggered disposition in January 2024.

Please be assured, this issue did not impact the tax receipts that were uploaded to our online portals such as InvestorOnline (IOL) and eCISS Document Centre. The below table summarizes the impact and remediation based on your clients’ tax receipt mailing preference.

Tax Receipt Mailing Preference	Issue Impact	Remediation	Client Apology Letter
Printed	<p>Impacted clients received an incorrect T5008 / RL-18 tax receipt via mail.</p> <p>Our electronic filing of your impacted clients’ T5008/RL-18 to the CRA</p>	<p>We have amended and/or cancelled your clients’ tax receipt accordingly and will be mailing it to them with a letter of apology on or around March 28, 2024.</p> <p>We will be amending our filing with the CRA this week*.</p>	<p><a href="#">Click to view client apology letter</a></p>
Online	<p>Our electronic filing of your impacted clients’ T5008/RL-18 to the CRA</p>	<p>We have amended our filing with the CRA*.</p> <p>Clients will be mailed a letter of apology on or around March 28, 2024.</p>	<p><a href="#">Click to view client apology letter</a></p>

**\*Note:** Please be advised that while we have taken the necessary steps to amend our filings with the CRA, our understanding is that it may take up to 180 days for CRA to process the amendments. As such we have advised that if clients are filing electronically, the prepopulated information on the CRA site may not be accurate.

If an income tax return has been filed for 2023, your clients may need to submit a T1 Adjustment Request (T1- ADJ) form to the CRA. The form is available on the CRA’s website. The T1A Adjustment Form can also be completed and submitted electronically through your clients’ My Account profile on the CRA website.

CI GAM will send a communication to your impacted advisors and clients directly.

Please accept our sincere apologies for any inconvenience caused by this issue. If you have any questions or would like to obtain a list of your impacted clients, please contact your Relationship Manager or CI Dealer Relations at 1-866-247-4295 or [dealer\\_relations@ci.com](mailto:dealer_relations@ci.com).

Sincerely,

CI Dealer Relations

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