

ABSB Contact Centres Hours of Work Matrix

Effective January 1, 2022

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ABSB Contact Centres Hours of Work Matrix

St. John's, Newfoundland and Labrador	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • E-Services Helpdesk • Benefit Enquiries 	Monday to Friday – 7:00 am to 8:00 pm Saturday – 9:00 am to 5:00 pm

New Brunswick Region (reporting to St. John's, NL or New Brunswick)	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • E-Services Helpdesk • Benefit Enquiries • Business Enquiries 	Monday to Friday – 7:00 am to 8:00 pm Saturday – 8:30 am to 5:00 pm

Montreal, Quebec	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • E-Services Helpdesk • Community Volunteer Income Tax Program (CVITP) • Benefit Enquiries • Business Enquiries 	Monday to Friday – 7:00 am to 8:30 pm* Saturday – 9:00 am to 5:00 pm <i>Closed on June 24 – Saint-Jean-Baptiste</i> <u>August Long Weekend</u> Monday – 7:00 am to 8:30 pm

Ottawa, Ontario	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • Benefit Enquiries • Business Enquiries 	Monday to Friday – 7:00 am to 8:00 pm

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Hamilton-Niagara, Ontario	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • Benefit Enquiries • Business Enquiries 	Monday to Friday – 7:00 am to 8:30 pm* Saturday – 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Provincial Programs for Ontario Enquiries 	Monday to Friday – 7:00 am to 6:00 pm

Division 1, Western Region Client Contact Centre (Southern Alberta, Alberta)	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Income Tax Enquiries • Northern Services Centres • Benefit Enquiries 	Monday to Friday – 7:00 am to 8:00 pm Saturday – 9:00 am to 5:00 pm
<ul style="list-style-type: none"> • Alberta Benefit Enquiries 	Monday to Friday – 7:00 am to 6:00 pm

Division 2, Western Region Client Contact Centre (Fraser Valley, British Columbia)	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Individual Tax Enquiries • E-Services Helpdesk • Community Volunteer Income Tax Program (CVITP) • Northern Services Centres • Benefit Enquiries 	Monday to Friday – 7:00 am to 8:30 pm* Saturdays – 7:30 am to 5:30 pm*

Division 3 Western Region Client Contact Centre (Western Region Virtual Site)	
Lines of business	Hours of work (local time**)
<ul style="list-style-type: none"> • Individual Tax Enquiries • E-Services Helpdesk • Northern Services Centres • Benefit Enquiries 	Monday to Friday – 7:00 am to 8:30 pm* Saturdays – 7:30 am to 5:30 pm* **Based on the employee's originating office (Southern Alberta or Fraser Valley)

Saint John, New Brunswick	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Business Enquiries • Part XIII Tax and non-resident withholding accounts Enquiries 	Monday to Friday – 7:00 am to 8:00 pm Saturday – 8:00 am to 5:00 pm <u>August Long Weekend</u> Monday – 8:00 am to 9:30 pm*

Toronto East, Ontario	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Business Enquiries 	Monday to Friday – 7:00 am to 8:30 pm* Saturday – 9:00 am to 5:00 pm

Division 4 Western Region Client Contact Centre (Edmonton, Alberta)	
Lines of business	Hours of work (local time)
<ul style="list-style-type: none"> • Business Enquiries • Northern Services Centres • Part XIII Tax and non-resident withholding accounts Enquiries 	Monday to Friday – 7:00 am to 9:00 pm Saturday – 9:00 am to 6:00 pm

ABSB Contact Centres Hours of Work Matrix

National Traffic Coordination, Ottawa, Ontario	
	Hours of work (local time)
	Monday to Friday – 6:00 am to 11:30 pm* Saturdays – 7:00 am to 8:30 pm* <u>August Long Weekend</u> Monday – 7:30 am to 8:30 pm*

**30 minutes past closing time to allow agents to wrap up accounts or to clear calls remaining in queue if required*