

ABSB Contact Centres Hours of Work Matrix

April 2026 to March 2027

Hours of Service – Monday to Friday, 8:00am to 8:00pm Eastern Standard Time

Individual Tax Enquiries Sites (ITE)

Atlantic Contact Centre – ITE (St. John’s, Newfoundland and Labrador)
Hours of work (local time)
Monday to Friday – 9:30 am to 6:00 pm

Quebec Region Contact Centre – ITE (Montreal, Quebec)
Hours of work (local time)
Monday to Friday – 8:00 am to 8:00 pm <i>Closed on June 24 – Saint-Jean-Baptiste</i>
<u>August Long Weekend</u> Monday – 8:00 am to 8:00 pm

Individual and Benefits Enquiries Contact Centre, Southern Ontario TSO (Hamilton, Ontario)
Hours of work (local time)
Monday to Friday – 8:00 am to 6:00 pm

Division 1, Western Client Contact Centre (Calgary, Alberta)
Hours of work (local time)
Monday to Friday – 7:00 am to 6:00 pm

Division 2, Western Client Contact Centre (Surrey, British Columbia)
Hours of work (local time)
Monday to Friday – 7:00 am to 5:00 pm

Business Enquiries Sites

Atlantic Contact Centre – BE (Saint John, New Brunswick)
Hours of work (local time)
Monday to Friday – 9:00 am to 6:00 pm

Quebec Region Contact Centre - BE (Montreal, Quebec)
Hours of work (local time)
Monday to Friday – 8:00 am to 8:00 pm <i>Closed on June 24 – Saint-Jean-Baptiste</i>
<u>August Long Weekend</u> Monday – 8:00 am to 8:00 pm

Business Enquiries Contact Centre, Southern Ontario TSO (Toronto, Ontario)
Hours of work (local time)
Monday to Friday – 8:00 am to 6:00 pm

Division 4, Western Client Contact Centre (Edmonton, Alberta)
Hours of work (local time)
Monday to Friday – 7:00 am to 6:00 pm

Operations Management – National Traffic Coordination

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

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