

## Chiu, Crystallina (she/her/elle)

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**From:** 19(1) @fb.com>  
**Sent:** January 11, 2018 07:37 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: new GoC facebook accounts

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Hi Crystallina – you should now be able to log in and access the page. You'll need to add your personal facebook profile as a page admin to avoid losing access again.

Let me know if you have any questions.

Thanks,  
19(1)

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**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Thursday, January 11, 2018 at 9:08 AM  
**To:** 19(1) @fb.com>  
**Subject:** RE: new GoC facebook accounts

Hey 19(1):!

How are you doing? I checked again this morning and I'm still unable to access @AgenceRevCan. We're preparing to soft launch Feb 5 and hard launch around Valentine's Day. Do you think your peeps will be able to do the conversion fairly soon?

Thanks,  
Crystallina

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**From:** Chiu, Crystallina  
**Sent:** January 2, 2018 1:21 PM  
**To:** 19(1) @fb.com>  
**Subject:** RE: new GoC facebook accounts

Hi 19(1):!

that sounds good. When I worked at 19(1), we had a public account under John Douglas (obviously an alias) and the English and French Environment and Natural Resources pages from that profile. We'd do something similar here at CRA so we can access both the English @CanRevAgency and @AgenceRevCan pages from one "person"'s account. Is that what you mean?

Thanks for walking me through this!

CC

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**From:** 19(1) [redacted]@fb.com]  
**Sent:** January-02-18 1:12 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: new GoC facebook accounts

Gray accounts are an older feature that let admins log in directly to their page without having to use a personal profile.

Over the past year, we've stopped supporting gray accounts, and they've lost much of their functionality. If it's ok with you, we can convert the gray account to a publicly visible profile. This will allow you to log in and add your personal profile as a page admin.

Otherwise, you would need to create a new page from your personal profile.

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**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Tuesday, January 2, 2018 at 12:54 PM  
**To:** 19(1) [redacted]@fb.com>  
**Subject:** RE: new GoC facebook accounts

Hi 19(1) [redacted]

This is embarrassing. I know what each of the words you wrote means, however, in the combination that you wrote them, I don't understand.. gray account? Full profile?

Ie. What do you need me to do in order to facilitate this process?

Thanks,  
CC

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**From:** 19(1) [redacted]@fb.com]  
**Sent:** January-02-18 11:43 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: new GoC facebook accounts

Thanks Crystallina. It looks like the admin account is a single log in gray account.

For you to regain access to the page, we'll need to upgrade the gray account to a full profile. Then you'll be able to log in and add your personal profile as a page admin.

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**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Tuesday, January 2, 2018 at 11:31 AM  
**To:** 19(1) [redacted]@fb.com>  
**Subject:** RE: new GoC facebook accounts

Hi 19(1) [redacted]

it's [pa-ap\\_social\\_mediatic@CRA-ARC.gc.ca](mailto:pa-ap_social_mediatic@CRA-ARC.gc.ca).

Also, Happy New Year 😊

CC



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**From:** 19(1) [redacted]@fb.com]  
**Sent:** January-02-18 11:10 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: new GoC facebook accounts

Can you please confirm the email address you use to log in to the admin account?

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**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Tuesday, January 2, 2018 at 9:04 AM  
**To:** 19(1) [redacted]@fb.com>  
**Subject:** RE: new GoC facebook accounts

Hey 19(1)  
I just tried to get into the French page and but wasn't able to. Can you please check in with your Ops peeps?

Thanks,  
CC

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**From:** 19(1) [redacted]@fb.com]  
**Sent:** December-21-17 6:30 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [redacted]@fb.com>  
**Subject:** Re: new GoC facebook accounts

Hi Crystallina – glad to help. I've asked our ops team to transfer @AgenceRevCan to your page. The username change should be completed by tomorrow evening.

Thanks,  
19(1) [redacted]

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**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Thursday, December 21, 2017 at 9:59 AM  
**To:** 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>  
**Subject:** RE: new GoC facebook accounts

Hi 19(1) Thanks a million!

Hi 19(1): I'd love to connect with you, but know that the holidays are coming up and things might be tough. I'll be in today and tomorrow but not again until the new year. In the meantime, could you look in to where we went wrong and how we can fix our account so that we are able to manage both Canada Revenue Agency and Agence du revenu du Canada? Right now it looks like we have both pages, but I am unable to click on the French page. We haven't had the accounts approved yet (we are still working on the GoC SM implementation plan) but I wanted to reserve @AgenceRevCan and start to populate with easy things so I have less to do later :)

Our pages:

Your Pages

The screenshot shows two Facebook page cards. The top card is for 'Canada Revenue Agency' with a location pin icon, 'No active ads', 'Create Ad', '0 Likes', and '0 People Talking About This'. The bottom card is for 'Agence du revenu du Canada' with an 'A' icon, 'No active ads', 'Create Ad', '0 Likes', and '0 People Talking About This'. Both cards have a 'View Insights' button.

Thanks so much,  
Crystallina

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**From:** 19(1) [redacted]@fb.com]  
**Sent:** December-20-17 9:13 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) [redacted]@fb.com>  
**Subject:** Re: new GoC facebook accounts

19(1) [redacted] who should be able to help. Thanks!

Sent from my iPhone

On Dec 20, 2017, at 2:47 PM, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

Hi 19(1) [redacted]

I met you briefly at an SMCOP meeting a million years ago – I hope you’re still the right person to contact. If not, can you please direct me to someone who can help?

I’m the new SM manager at the CRA. We are in the implementation plan/approvals stage of setting up two unilingual Agency-specific Facebook pages. In the meantime, I tried to reserve @CanRevAgency and @AgenceRevCan but was only able to reserve the first. The second one is unclickable and uneditable. Can you please help?

<image001.jpg>

Also, can you please shed some light as to why we already have 8 likes, even though the pages are not yet published?

Thank you,  
Crystallina

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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Agence du revenu du Canada | Gouvernement du Canada  
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THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

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**From:** 19(1) @fb.com>  
**Sent:** February 13, 2018 03:22 PM  
**To:** Chiu, Crystallina; 19(1)  
**Cc:** Fraser, Lori; Rodgers, Shelly; Zalera, Joanne  
**Subject:** Re: CRA social media - Facebook

No problem Crystallina. Both pages have been verified.

Our operations team was able to redirect the unofficial page to your English page. This won't remove the photos where people have checked in to the official page, but it will lead people to your official page automatically.

After the redirect, it usually takes about 24 hours for the overall search results to update. The 'Pages' search results have already been updated due to verification.

Let me know if you have any other questions.

Thanks,  
19(1)

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**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Tuesday, February 13, 2018 at 9:46 AM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** "Fraser, Lori" <Lori.Fraser@cra-arc.gc.ca>, "Rodgers, Shelly" <Shelly.Rodgers@cra-arc.gc.ca>, "Zalera, Joanne" <Joanne.Zalera@cra-arc.gc.ca>  
**Subject:** RE: CRA social media - Facebook

Thanks so much. I understand!

Can we touch base later this week to discuss the unofficial page, tagging, and searches?

Thanks,  
CC

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**From:** 19(1) @fb.com]  
**Sent:** February 12, 2018 4:44 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Rodgers, Shelly <Shelly.Rodgers@cra-arc.gc.ca>; Zalera, Joanne <Joanne.Zalera@cra-arc.gc.ca>  
**Subject:** Re: CRA social media - Facebook

Hi Crystallina – sorry for the delay. Our ops team should be able to verify both pages by tomorrow afternoon. I'll follow up once we have an update from the team.

Thanks,  
19(1)

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**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Monday, February 12, 2018 at 4:00 PM

To: 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>

Cc: "Fraser, Lori" <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, "Rodgers, Shelly" <[Shelly.Rodgers@cra-arc.gc.ca](mailto:Shelly.Rodgers@cra-arc.gc.ca)>, "Zalera, Joanne" <[Joanne.Zalera@cra-arc.gc.ca](mailto:Joanne.Zalera@cra-arc.gc.ca)>

Subject: RE: CRA social media - Facebook

Thanks a million!

Our pages:

English -- <https://www.facebook.com/canrevagency/>

French -- <https://www.facebook.com/AgenceRevCan/>

Thanks, 19(1)!

CC

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From: 19(1) [redacted]@fb.com]

Sent: February 12, 2018 3:58 PM

To: Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [redacted]@fb.com>

Cc: Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Rodgers, Shelly <[Shelly.Rodgers@cra-arc.gc.ca](mailto:Shelly.Rodgers@cra-arc.gc.ca)>; Zalera, Joanne <[Joanne.Zalera@cra-arc.gc.ca](mailto:Joanne.Zalera@cra-arc.gc.ca)>

Subject: Re: CRA social media - Facebook

Thanks. @19(1) [redacted] will be able to assist with verification. Can you share the URLs again please?

Thanks again,

19(1) [redacted]

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From: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

Date: Monday, February 12, 2018 at 3:51 PM

To: 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>

Cc: "Fraser, Lori" <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, "Rodgers, Shelly" <[Shelly.Rodgers@cra-arc.gc.ca](mailto:Shelly.Rodgers@cra-arc.gc.ca)>, "Zalera, Joanne" <[Joanne.Zalera@cra-arc.gc.ca](mailto:Joanne.Zalera@cra-arc.gc.ca)>

Subject: FW: CRA social media - Facebook

Hi 19(1) [redacted] and 19(1) [redacted]

I know you're both super busy, and I know we're asking a lot below, but can you help us with just the verification this week and then we can worry about the search/unofficial page/tagging at a later time?

We are launching officially on Wednesday morning.

Thanks,  
Crystallina

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**From:** Rodgers, Shelly

**Sent:** February 9, 2018 12:42 PM

**To:** 19(1) @fb.com' 19(1) @fb.com>

**Cc:** Zalera, Joanne <[Joanne.Zalera@cra-arc.gc.ca](mailto:Joanne.Zalera@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** CRA social media - Facebook

Hi 19(1)!

It was great meeting you today. There are three issues we are trying to trouble shoot that are covered by Crystallina's email to 19(1) below. We are really hoping to hard launch on February 14<sup>th</sup> but are awaiting verification. Think there still may be a chance we will hit our target?

BTW, my colleague Joanne says "Hi". She is CC'd above!

Thanks again for having look!

**Shelly Rodgers**

Social Media | Marketing Division  
Communications Directorate | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
[Shelly.rodgers@cra-arc.gc.ca](mailto:Shelly.rodgers@cra-arc.gc.ca) | Tel: 613-952-0431

Médias sociaux | Division du marketing  
Direction des communications | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
[Shelly.rodgers@cra-arc.gc.ca](mailto:Shelly.rodgers@cra-arc.gc.ca) | Tel: 613-952-0431

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**From:** Chiu, Crystallina

**Sent:** February 8, 2018 2:04 PM

**To:** 19(1) @fb.com>

**Subject:** FW: it's FACEBOOK DAY!

Hi 19(1)!

Wondering if you were able to help us with verification and fixing the search situation. We're also finding that people have added photos tagging the unofficial page. How can we disassociate ourselves from those?

Thanks,  
Crystallina

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**From:** Chiu, Crystallina

**Sent:** February 5, 2018 12:33 PM

**To:** 19(1) @fb.com>

**Subject:** it's FACEBOOK DAY!

Hi 19(1)!

The CRA has soft launched our Facebook accounts, @CanRevAgency and @AgenceRevCan, today!

I have a few questions I'm hoping you can help me with:



1. Now that we've gone live, I'm trying to verify our pages. I entered one of our staff's phone numbers and we got the verification code, but the automation wasn't able to see that the number is associated with the CRA (it is publicly listed on GEDS, though). I don't have access to any of CRA's utility or phone bills, certificate of formation or anything else on that document verification list. Can you suggest something else I can use?
2. When I search for "Canada Revenue Agency", an unofficial page shows up: [https://www.facebook.com/pages/Canada-Revenue-Agency/104080072962403?ref=br\\_rs](https://www.facebook.com/pages/Canada-Revenue-Agency/104080072962403?ref=br_rs)  
Is it possible to take it down? For one thing, it's unilingual so goes against the Official Languages Act. For another, the website is a few years out of date (we use Canada.ca now)
3. When I search for "Canada Revenue Agency", we don't show up yet, even if I click on "pages". When will we show up there?

Thanks so much for your help. We are excited that we're finally up and running!

Thanks,  
CC

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

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## Chiu, Crystallina (she/her/elle)

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**From:** 19(1)@fb.com>  
**Sent:** February 15, 2018 02:25 PM  
**To:** Chiu, Crystallina  
**Cc:** 19(1); Zalera, Joanne  
**Subject:** Re: gifs on CRA facebook page

Hi Crystallina,

In order to post GIFs that play automatically, you would need to upload the GIF as a native video. A few months ago, we updated how links to external GIFs appear when posted. Since the change, links to GIFs render as static link page posts. People will need to tap on the post to view the animation offsite, similar to other posts with links.

Let me know if you have any questions.

Thanks!

19(1)

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**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Thursday, February 15, 2018 at 12:44 PM  
**To:** @fb.com>  
**Cc:** 19(1)@fb.com>, "Zalera, Joanne" <Joanne.Zalera@cra-arc.gc.ca>  
**Subject:** gifs on CRA facebook page

Hi 19(1)!

Sorry to have to email you again so soon, but we have a question about Gifs.

We're unable to post Gifs to the CRA Facebook page without them coming up as still images. We're planning on spending on Facebook advertising in the coming weeks and some of them are going to include gifs. Are we doing something wrong?

Thanks for your help,  
Crystallina

### Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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## Laberge, Emilie (she/her/elle)

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**From:** 19(1) [redacted]@fb.com>  
**Sent:** March 8, 2018 10:40 AM  
**To:** Laberge, Emilie  
**Cc:** 19(1) [redacted]  
**Subject:** Re: Facebook Link Ads

Got it – I would recommend consulting with your broader team and determining permissions so that you are aligned going forward.

19(1) [redacted]

facebook

Technical Support: [VIP Support](#)  
Weekly Product Update Newsletter: [Newsletter](#)  
Video Best Practices: [Creative Tips](#)  
Instagram Stories One Sheeter: [Facebook IQ](#)  
Short Product Tutorials: [Facebook Blueprint](#)  
Latest Politics Webinars: [Facebook Webinars](#)

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**From:** "Laberge, Emilie" <Emilie.Laberge@cra-arc.gc.ca>  
**Date:** Thursday, March 8, 2018 at 9:36 AM  
**To:** 19(1) [redacted]@fb.com>  
**Cc:** 19(1) [redacted]@fb.com>  
**Subject:** RE: Facebook Link Ads

Thanks 19(1) [redacted]

That's the other thing – I don't have access to the account, but can still view one of the twelve links. For another campaign we are running on Facebook, I can view all those links. It's odd!

Emilie

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**From:** 19(1) [redacted]@fb.com]  
**Sent:** March 8, 2018 10:33 AM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>  
**Cc:** 19(1) [redacted]@fb.com>  
**Subject:** Re: Facebook Link Ads

Hi Emilie,

Option B is your best bet as there is no incremental value gained by sharing this type of promoted post versus the organic version. In terms of the permissions to the posts, it is likely because different people have and haven't admin rights to the respective pages and the ad account you are running out of.

19(1) [redacted]



Get [Outlook for iOS](#)

**From:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>  
**Sent:** Wednesday, March 7, 2018 7:53:29 PM  
**To:** 19(1)  
**Cc:** [REDACTED]  
**Subject:** Re: Facebook Link Ads

Hi 19(1),

We were hoping to have the ads shared (as its easiest) but yes, we had mentioned Plan B - having the 3 other government departments post them organically on their respective Facebook pages.

I'm still perplexed why they can only view one of the twelve links! I'm had asked Cossette too (as they scheduled and promoted these posts), but they weren't sure. Hence why I turned to Facebook reps!

So you think my only option is Plan B?!

Many thanks!

Emilie

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Emilie Laberge  
613.878.2689

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**From:** 19(1)  
**Sent:** Wednesday, March 7, 2018 7:59 PM  
**To:** Laberge, Emilie  
**Cc:** 19(1) ;  
**Subject:** Re: Facebook Link Ads

Hi Emilie,

Happy to help. Is it possible for these posts to also be created organically as well and have each department share the respective organic posts? This will be the easiest way to implement your strategy given how many different organizations are involved.

Best,

19(1)



Technical Support: [VIP Support](#)  
Weekly Product Update Newsletter: [Newsletter](#)  
Video Best Practices: [Creative Tips](#)  
Short Product Tutorials: [Facebook Blueprint](#)

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**From:** 19(1) @fb.com>  
**Date:** Wednesday, March 7, 2018 at 5:44 PM  
**To:** 19(1) @fb.com>, "Laberge, Emilie" <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>  
**Cc:** 19(1) @fb.com>  
**Subject:** Re: Facebook Link Ads

Hello all. Moving 19(1) to to bcc and +19(1) on our sales team who will have better insight here.

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19(1) | facebook  
U.S. Politics & Government Outreach

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**From:** 19(1) @fb.com>  
**Date:** Tuesday, March 6, 2018 at 9:10 AM  
**To:** "Laberge, Emilie" <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>, 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>  
**Subject:** Re: Facebook Link Ads

+19(1) who can help here. Thanks!

19(1)

Sent from my iPhone

On Mar 6, 2018, at 8:33 AM, Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)> wrote:

Good morning 19(1) and 19(1)

My Canada Revenue Agency social media colleague, Crystallina Chiu, gave me both of your emails and I'm hoping you can help ☺

I currently have Facebook link ads running for CRA's Canada child benefit campaign. I am using 2 Facebook pages for the ads: INAC and CRA

However, since they are link ads – they are dark posts (not on either of the Facebook page's timelines). We have other government departments (HC, ESDC and ISEDC) that would like to share these posts on their Facebook pages. Unfortunately, they are not able to view the links (see below) that Cossette provided me with for moderating comments. I believe only those who have access to the CRA and INAC Facebook pages can view these links. I cannot view all of these links, which is odd as I can

Is there a workaround? How can I get those 3 Departments to be able to share the posts so their followers can get the information?

#### **CRA Facebook Page**

EN

METIS canrev EN <https://www.facebook.com/163828286987751/posts/1607744809262751>  
FIRST NATION canrev EN <https://www.facebook.com/163828286987751/posts/1607873199249912>

INUIT canrev EN <https://www.facebook.com/163828286987751/posts/1608637609173471>

FR

METIS rev can FR <https://www.facebook.com/565688503775086/posts/596748287335774>

FIRST NATION rev can FR <https://www.facebook.com/565688503775086/posts/596743187336284>

INUIT rev can FR <https://www.facebook.com/565688503775086/posts/596691297341473>

## INAC Facebook Page

EN

METIS Govcan-indigenous

EN <https://www.facebook.com/218581684934651/posts/1490197301106410>

FIRST NATION Govcan-indigenous

EN <https://www.facebook.com/218581684934651/posts/1492368107555996>

INUIT Govcan-indigenous EN <https://www.facebook.com/218581684934651/posts/1490195434439930>

FR

METIS Govcan-autochtones

FR <https://www.facebook.com/368653376538914/posts/1828502610553976>

FIRST NATION Govcan-autochtones

FR <https://www.facebook.com/368653376538914/posts/1828472427223661>

INUIT Govcan-autochtones

FR <https://www.facebook.com/368653376538914/posts/1825622590841978>

Many thanks in advance,

Emilie

~~~~~  
**Emilie Laberge Caputo**

Senior Marketing Advisor | Conseillère principale en marketing  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada  
555 MacKenzie Ave Ottawa ON K1A 0L5 | 6-158  
T: 613.948.3282 | C: 613.878.2689



**Fraser, Lori (she/her/elle)**

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**From:** Fraser, Lori  
**Sent:** March 13, 2018 04:19 PM  
**To:** 19(1)  
**Cc:** Arnold, Tracey; Simpson, Laura; Chris Mottau  
**Subject:** RE: Facebook + Canada Revenue Agency - connecting your workforce.

Great, thanks to you both.

Lori

Lori Fraser  
Assistant Director, Marketing | Directrice adjointe, Marketing  
[lori.fraser@cra-arc.gc.ca](mailto:lori.fraser@cra-arc.gc.ca)  
T: 613-941-7575  
C: 613-618-0171  
Pin: 2B3EF720

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**From:** 19(1) @fb.com]  
**Sent:** March-13-18 3:54 PM  
**To:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>  
**Cc:** Arnold, Tracey <Tracey.Arnold@cra-arc.gc.ca>; Simpson, Laura <Laura.Simpson@cra-arc.gc.ca>; 19(1) @fb.com>  
**Subject:** Re: Facebook + Canada Revenue Agency - connecting your workforce.

Lori, Tracey, Laura,

Thanks for your time this afternoon. 19(1) ) will follow up regarding Transport Canada communication. As mentioned, we have a lot of customers in highly-regulated industries. Take your time to think through, and let us know if you'd like to set up a deeper dive technical/security discussion.

Best,

--  
19(1) | Enterprise Growth | Workplace by Facebook

email: 19(1)

[See Why Starbucks' CEO Loves Workplace](#)

---

**From:** "Fraser, Lori" <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>  
**Date:** Tuesday, March 13, 2018 at 12:11 PM  
**To:** 19(1) @fb.com>  
**Cc:** "Arnold, Tracey" <[Tracey.Arnold@cra-arc.gc.ca](mailto:Tracey.Arnold@cra-arc.gc.ca)>, "Simpson, Laura" <[Laura.Simpson@cra-arc.gc.ca](mailto:Laura.Simpson@cra-arc.gc.ca)>  
**Subject:** RE: Facebook + Canada Revenue Agency - connecting your workforce.

Sorry, yes, if you are still available.

Lori

Lori Fraser

Assistant Director, Marketing | Directrice adjointe, Marketing

[lori.fraser@cra-arc.gc.ca](mailto:lori.fraser@cra-arc.gc.ca)

T: 613-941-7575

C: 613-618-0171

Pin: 2B3EF720

---

**From:** 19(1) [redacted] [@fb.com](mailto:[redacted]@fb.com)]

**Sent:** March-13-18 3:05 PM

**To:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>

**Cc:** Arnold, Tracey <[Tracey.Arnold@cra-arc.gc.ca](mailto:Tracey.Arnold@cra-arc.gc.ca)>; Simpson, Laura <[Laura.Simpson@cra-arc.gc.ca](mailto:Laura.Simpson@cra-arc.gc.ca)>

**Subject:** Re: Facebook + Canada Revenue Agency - connecting your workforce.

Hi Lori,

Are we still talking right now?

Thanks,

--

19(1) [redacted] | Enterprise Growth | Workplace by Facebook

email: 19(1) [redacted]

[See Why Starbucks' CEO Loves Workplace](#)



---

**From:** "Fraser, Lori" <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>

**Date:** Thursday, March 8, 2018 at 7:11 AM

**To:** 19(1) [redacted] [@fb.com](mailto:[redacted]@fb.com)>

**Cc:** "Arnold, Tracey" <[Tracey.Arnold@cra-arc.gc.ca](mailto:Tracey.Arnold@cra-arc.gc.ca)>, "Simpson, Laura" <[Laura.Simpson@cra-arc.gc.ca](mailto:Laura.Simpson@cra-arc.gc.ca)>

**Subject:** RE: Facebook + Canada Revenue Agency - connecting your workforce.

Great, thanks 19(1).

Let's do 3:00 – 3:30 on Tuesday.

Lori

---

**From:** 19(1) [redacted] [@fb.com](mailto:[redacted]@fb.com)]

**Sent:** March 7, 2018 8:36 PM

**To:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>

**Cc:** Morrison, Tracy <[Tracy.Morrison@cra-arc.gc.ca](mailto:Tracy.Morrison@cra-arc.gc.ca)>; Simpson, Laura <[Laura.Simpson@cra-arc.gc.ca](mailto:Laura.Simpson@cra-arc.gc.ca)>

**Subject:** Re: Facebook + Canada Revenue Agency - connecting your workforce.

Hi Lori,

Happy my email fell in the right hands. That time won't work but that same day, 3/13, I'm available 2:30-3:30pm or at 4:30pm EST. I'm also available 3/14, between 1-2pm EST. Let me know what works!

Thanks,

--

19(1) [redacted] | Enterprise Growth | Workplace by Facebook

email: 19(1) [redacted]

[See Why Starbucks' CEO Loves Workplace](#)



---

**From:** "Fraser, Lori" <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>  
**Date:** Wednesday, March 7, 2018 at 6:28 AM  
**To:** 19(1) <[REDACTED]> <[\[REDACTED\]@fb.com](mailto:[REDACTED]@fb.com)>  
**Cc:** "Morrison, Tracy" <[Tracy.Morrison@cra-arc.gc.ca](mailto:Tracy.Morrison@cra-arc.gc.ca)>, "Simpson, Laura" <[Laura.Simpson@cra-arc.gc.ca](mailto:Laura.Simpson@cra-arc.gc.ca)>  
**Subject:** FW: Facebook + Canada Revenue Agency - connecting your workforce.

Hi 19(1),

You're email to Dan Couture made its way to me. I'd be happy to chat next week. Would Tuesday afternoon at 1:30 work?

Lori

Lori Fraser  
Assistant Director, Marketing | Directrice adjointe, Marketing  
[lori.fraser@cra-arc.gc.ca](mailto:lori.fraser@cra-arc.gc.ca)  
T: 613-941-7575  
C: 613-618-0171  
Pin: 2B3EF720

---

**From:** 19(1) <[REDACTED]> <[\[REDACTED\]@fb.com](mailto:[REDACTED]@fb.com)>  
**Sent:** Tuesday, March 6, 2018 10:05 PM  
**To:** Couture, Dan  
**Subject:** Facebook + Canada Revenue Agency - connecting your workforce.

Hi Dan,

I'm 19(1) from the Workplace by Facebook team. We're very interested in partnering with Canada Revenue Agency and would love to chat with you about the future of communication and collaboration for your workforce.

We've helped over 30,000 companies [collaborate more efficiently](#) and [unlock innovation](#) with Workplace so far - let me know if you have 30 minutes next week to discuss how we might help Canada Revenue Agency.

Cheers,  
19(1)



## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @fb.com>  
**Sent:** March 21, 2018 09:51 AM  
**To:** Chiu, Crystallina  
**Cc:** 19(1)  
**Subject:** Re: URGENT HELP PLEASE

No problem! It's just a learning moment and now you know and can share the knowledge!

Sent from my iPhone

On Mar 21, 2018, at 9:42 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Thank you. I've assigned the roles. (Sorry again, 19(1)).

Thanks for helping us out. 19(1)

Have a great day!  
CC

---

**From:** 19(1) @fb.com]  
**Sent:** March 21, 2018 9:24 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) 19(1) @fb.com>  
**Subject:** Re: URGENT HELP PLEASE

Glad you are back in! To prevent this in the future, assign correct admin roles and rights to authentic individual profiles and make sure you have two factor authentication turned on for your own account. The more secure your profile is, the safer your pages is.

19(1)

Sent from my iPhone

On Mar 21, 2018, at 9:18 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

We were, yes. It was a regular page with the login [pa-ap\\_social\\_mediat@cra-arc.gc.ca](mailto:pa-ap_social_mediat@cra-arc.gc.ca).

19(1) advised that we use our personal accounts and have admin access and I stupidly didn't heed his advice. I don't think I understood that it wouldn't actually be linked to our personal accounts. I'm sorry, 19(1)

I just tried again and was able to log in. How can I avoid this situation in the future, and allow additional devices to get into the account?

Thanks,  
Crystallina

---

**From:** 19(1) [redacted]@fb.com]  
**Sent:** March 21, 2018 9:06 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>  
**Subject:** Re: URGENT HELP PLEASE

Moving some folks to bcc.

Crystallina, what is the URL to your page and the email you use to log in? Were you using an inauthentic/"shared" profile to log in to admin your page?

On Mar 21, 2018, at 8:41 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

My goodness, you all have such glamorous lives.

Thanks for everyone's help. I really appreciate the team effort!

CC

---

**From:** 19(1) [redacted]@fb.com]  
**Sent:** March 21, 2018 8:40 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>  
**Subject:** Re: URGENT HELP PLEASE

19(1) [redacted]

Im hopping on a flight. Adding my colleague 19(1) [redacted] to help.

We'll help you restore the account as soon as possible!

19(1) [redacted]

Sent from my iPhone

On Mar 21, 2018, at 8:37 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Thank you, 19(1) [redacted] ! Thank you, 19(1) [redacted] ! Thank you everyone else on this thread!

---

**From:** 19(1) [redacted]@fb.com]  
**Sent:** March 21, 2018 8:35 AM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>;  
19(1) [redacted]@fb.com>; 19(1) [redacted]  
19(1) [redacted]@fb.com>; 19(1) [redacted]  
19(1) [redacted]@fb.com>;  
19(1) [redacted]@fb.com>; 19(1) [redacted]@fb.com>  
**Subject:** Re: URGENT HELP PLEASE

Hi there,

I am adding 19(1) [redacted] to the chain who should be able to help!

19(1) [redacted]

---

**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Wednesday, March 21, 2018 at 8:29 AM  
**To:** 19(1) [redacted]@fb.com>, 19(1) [redacted]  
19(1) [redacted]@fb.com>, 19(1) [redacted]  
19(1) [redacted]@fb.com>, 19(1) [redacted]  
19(1) [redacted]@fb.com>, 19(1) [redacted]  
19(1) [redacted]@fb.com>  
**Subject:** FW: URGENT HELP PLEASE

Hello? Can anyone help us out ASAP? We have been locked out of Facebook and logged out of Facebook from our Hootsuite accounts and we are now unable to publish anything or, worse, amend anything that is scheduled to go out today. Can someone please help us?

Thank you,  
Crystallina

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405



---

**From:** Chiu, Crystallina  
**Sent:** March 20, 2018 7:59 PM  
**To:** 19(1) @fb.com>  
**Subject:** URGENT HELP PLEASE  
**Importance:** High

Hi 19(1)! Not sure if you're checking your email at 9 PM on a Tuesday, but my team and I seem to have locked ourselves out of the FB account and we are urgently trying to gather some stats for a media product that came out slamming our FB posts. Can you please restore access to us ASAP?

Thank you,  
Crystallina

### Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

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A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Pak, Katrina  
**Sent:** July 16, 2018 03:58 PM  
**To:** Chiu, Crystallina  
**Cc:** Seay, Alison; Fraser, Lori; Nassar, Lisa  
**Subject:** FW: advertising on Facebook | Job: 202026650455957

Hi Crystallina,

I'm not sure if anyone followed up on this. For now, we are going to try and see if we can use a credit card, so we can close this Facebook support ticket (if this hasn't been done already).

Thanks,  
Katrina

---

**From:** Fraser, Lori  
**Sent:** July 13, 2018 11:52 AM  
**To:** Marketing - PA / Marketing - DGAP (CRA/ARC) <MARKETING@cra-arc.gc.ca>  
**Cc:** Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>; Seay, Alison <Alison.Seay@cra-arc.gc.ca>  
**Subject:** Re: advertising on Facebook | Job: 202026650455957

Go ahead and close it.

Lori

On Jul 13, 2018, at 11:39 AM, Marketing - PA / Marketing - DGAP (CRA/ARC) <[MARKETING@cra-arc.gc.ca](mailto:MARKETING@cra-arc.gc.ca)> wrote:

Forward from Marketing inbox

Lori – you can let us know if we close off the ticket. Still hoping to hear back from acquisitions early next week.

---

**From:** Chiu, Crystallina  
**Sent:** July-13-18 11:00 AM  
**To:** 'Facebook' <[case++aazzqwaxst6itw@support.facebook.com](mailto:case++aazzqwaxst6itw@support.facebook.com)>  
**Cc:** 19(1) @fb.com>; 19(1)@fb.com; Marketing - PA / Marketing - DGAP (CRA/ARC) <[MARKETING@cra-arc.gc.ca](mailto:MARKETING@cra-arc.gc.ca)>  
**Subject:** RE: advertising on Facebook | Job: 202026650455957

Hi 19(1):

I'm not sure about Salesforce – I'll have to get back to you about that.

The CRA is indeed a Government of Canada entity. I'm not sure if this changes things?

Thanks,  
CC

**From:** Facebook [<mailto:case++aazzqwaxst6itw@support.facebook.com>]  
**Sent:** July 10, 2018 1:56 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) @fb.com>; 19(1)@fb.com  
**Subject:** Re: advertising on Facebook | Job: 202026650455957

Good afternoon Crystallina,

I have heard back from our specialist and we can proceed with this credit line request, but the payment can only set it up with normal liability.

Is there an existing Salesforce account? If not, I'll be happy to help you set up a new one.

Best Regards,

19(1)

Facebook Support Team

>On Wed Jul 4, 2018 07:30:54, Sharon Yang wrote:

>Thank you 19(1). They are in fact a part of a government entity.

>--

>19(1) facebook

>Politics & Government Outreach, U.S. & Canada

>From: Facebook <[case++aazzqwaxst6itw@support.facebook.com](mailto:case++aazzqwaxst6itw@support.facebook.com)>

>Reply-To: Facebook <[case++aazzqwaxst6itw@support.facebook.com](mailto:case++aazzqwaxst6itw@support.facebook.com)>

>Date: Tuesday, July 3, 2018 at 7:00 PM

>To: 19(1) @fb.com>

>Cc: 19(1) @fb.com>

>Subject: Re: advertising on Facebook | Job: 202026650455957

>Hi 19(1),

>Upon researching this inquiry further, we found information that the Canada Revenue Agency provides tax laws for the Government of Canada and for most provinces and territories.

>Facebook allows us to provide invoicing for advertising agencies however, if this is government we will not be able to.

>Can you confirm what kind of entity Canada Revenue Agency is?

>Thanks,

>19(1)

>Facebook Support Team

>>On Tue Jul 3, 2018 11:28:51, Marisa wrote:

>>

>>Hi Crystallina, This is 19(1) with the Facebook Client Support Team, I work alongside 19(1). I cannot disclose information on what other agencies have done in this situation. We are currently reviewing this case regarding the ability to issue an invoice. Thanks, Marisa Facebook Support Team

>>On Tue Jul 3, 2018 09:19:08, Scott Wilson wrote:

>>>19(1)

>>>Hi Crystallina,

>>>Thanks for reaching out. I've copied my colleagues at

>>>[GPAC@fb.com](mailto:GPAC@fb.com)<<mailto:GPAC@fb.com>> who may be able to help.

>>>Best,



>>>Scott  
>>>From: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
>>>Date: Tuesday, July 3, 2018 at 12:14 PM  
>>>To: 19(1) @fb.com>  
>>>Cc: "Laberge, Emilie" <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>, "Pak, Katrina" <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)>  
>>>Subject: advertising on Facebook  
>>>Hi 19(1)  
>>>how are you doing?  
>>>We are doing some research into Facebook advertising for an upcoming Facebook-only campaign up to \$25,000 not using Cossette. Would Facebook be able to issue an invoice to the CRA as we are unable to pay with a credit card? What have other departments done in this situation? Are there any other tips and tricks you could suggest?  
>>>Looking forward to hearing from you,  
>>>Crystallina  
>>>Crystallina Chiu  
>>>Manager, Social Media | Communications Directorate  
>>>Canada Revenue Agency | Government of Canada  
>>>[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca)<<mailto:Crystallina.chiu@cra-arc.gc.ca>> | Tel: 613-793-0405  
>>>Gestionnaire, Médias sociaux | Direction des communications  
>>>Agence du revenu du Canada | Gouvernement du Canada  
>>>[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca)<<mailto:Crystallina.chiu@cra-arc.gc.ca>> | Tél: 613-793-0405  
>>>  
>>  
>

DISCUSSANT  
PURSUANT  
THE ATIA  
A-2023-164825

## Chiu, Crystallina (she/her/elle)

---

**From:** Pak, Katrina  
**Sent:** July 24, 2018 12:57 PM  
**To:** 19(1)@fb.com'  
**Cc:** Chiu, Crystallina; Fraser, Lori  
**Subject:** Facebook ad formats

Hi 19(1),

We are planning to launch an ad campaign in the next month and I had quick question. If our goal for the campaign were to raise awareness (optimize for reach and video views) , are the Headline and Website URL mandatory fields that need to be completed in Ads Manager?

Thanks,

**Katrina Pak Hollett**

Marketing Advisor, Public Affairs Branch  
Canada Revenue Agency  
[Katrina.pak@cra-arc.gc.ca](mailto:Katrina.pak@cra-arc.gc.ca) / Tel: 613-952-0431

Conseillère en marketing, Direction générale des affaires publiques  
Agence du revenu du Canada  
[Katrina.pak@cra-arc.gc.ca](mailto:Katrina.pak@cra-arc.gc.ca) / Tél: 613-952-0431

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THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @fb.com>  
**Sent:** August 10, 2018 05:04 PM  
**To:** Chiu, Crystallina; 19(1)  
**Subject:** Re: poll options

Wonderful! I'll check it out!

--  
19(1) | [facebook](#)  
Politics & Government Outreach, U.S. & Canada

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**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Friday, August 10, 2018 at 4:53 PM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Subject:** RE: poll options

Thanks! It's still a fun thing to do. We did one today!

Thanks and have a great weekend,  
CC

---

**From:** 19(1) @fb.com]  
**Sent:** August 10, 2018 4:51 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>  
**Subject:** Re: poll options

Crystallina,

Currently for pages, only two options can be added on a poll. We will let you know if anything changes, sorry for the news!

Best,

19(1)  
| [facebook](#)  
Politics & Government Outreach, U.S. & Canada

---

**From:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Friday, August 10, 2018 at 11:04 AM  
**To:** 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>  
**Subject:** RE: poll options



Perfect. Thank you!

---

**From:** 19(1) [redacted]@fb.com]  
**Sent:** August 10, 2018 11:03 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) [redacted]@fb.com>  
**Subject:** Re: poll options

No problem at all! 19(1) [redacted] can be your point of contact for your digital engagement questions.

Thanks,

19(1) [redacted]

Sent from my iPhone

On Aug 10, 2018, at 10:58 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Thanks!

Sorry – should I just email 19(1) [redacted] for everything? ☺ I was told 19(1) [redacted] for all GOC and 19(1) [redacted] would manage CRA stuff (but he doesn't tend to write back so maybe he's not on our file?) but this was awhile ago.

I don't want to flood your emails by sending stuff to the wrong people.

Thanks,  
CC

---

**From:** 19(1) [redacted]@fb.com]  
**Sent:** August 10, 2018 10:49 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [redacted]@fb.com>  
**Subject:** Re: poll options

+ 19(1) [redacted] who can help here!

Thanks,

19(1) [redacted]

Sent from my iPhone

On Aug 10, 2018, at 10:25 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1) [redacted]:

I noticed that on our business page we're only allowed two poll options. Am I missing a trick to add more options?

Thanks,  
CC

## Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1)@fb.com>  
**Sent:** March 18, 2019 09:13 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: maximizing our FB potential

Crystallina,

Scheduling is a bit challenging, however we can likely schedule a VC. Have you also checked out our site [politics.fb.com](http://politics.fb.com)?

All best,

19(1)

Politics & Government Outreach



---

**From:** "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>

**Date:** Wednesday, March 13, 2019 at 3:59 PM

**To:** 19(1)@fb.com>

**Subject:** RE: maximizing our FB potential

Hi 19(1)

Is meeting with us something that you or someone on your team can do?

Thank you,  
Crystallina

---

**From:** Chiu, Crystallina

**Sent:** March 4, 2019 3:38 PM

**To:** 19(1)@fb.com>

**Subject:** maximizing our FB potential

Hi 19(1):

I haven't connected with you in awhile; if you're not the right person to contact about this, can you please point us in the right direction?

Now that our agency has been on Facebook for a year, I want to reevaluate our strategy to make sure that we're maximizing our potential. One of my goals for 2019-2020 is to increase our capacity on Facebook: to refine our audience, create a persona, and increase engagement, etc. We currently create content with a dad joke vibe to speak about benefits and credits for both individuals and businesses. I want to make sure we're using the right tone and speaking to the right people.

Would you have time in your schedule to sit with us (FaceTime or in-person in Ottawa) to talk about how we can improve?

I appreciate your help,  
Crystallina

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

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THE ATIA  
A-2023-164823



## Fraser, Lori (she/her/elle)

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**From:** Fraser, Lori  
**Sent:** May 1, 2019 03:14 PM  
**To:** Seay, Alison  
**Subject:** RE: IDEA FOR SCAMS MARKETING - meeting with CRA marketing team

Great, thanks. 😊

---

**From:** Seay, Alison  
**Sent:** May 1, 2019 9:55 AM  
**To:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>  
**Subject:** FW: IDEA FOR SCAMS MARKETING - meeting with CRA marketing team

FYI – yes this did cost. Was <sup>21(1)(b)</sup> minimum spent. Food for thought for when and if we get \$ for scams in the future.

*Alison R. Seay*

*Advertising and Marketing Services  
Public Affairs Branch  
Canada Revenue Agency  
555 MacKenzie Ave, Ottawa ON K1A 0L5  
613-954-6978 6-162*

**From:** 19(1) @twitter.com>  
**Sent:** April 10, 2019 3:57 PM  
**To:** Seay, Alison <Alison.Seay@cra-arc.gc.ca>  
**Cc:** 19(1) @twitter.com; 19(1) @twitter.com>  
**Subject:** Re: IDEA FOR SCAMS MARKETING - meeting with CRA marketing team

Hi Alison,

For an execution like this, we would need to engage our brand strategy team. We require a <sup>21(1)(b)</sup> minimum spend on these programs, which could increase depending on the scale and complexity of the execution.

Happy to discuss!

On Wed, Apr 10, 2019 at 1:32 PM Seay, Alison <[Alison.Seay@cra-arc.gc.ca](mailto:Alison.Seay@cra-arc.gc.ca)> wrote:

Can you give me a ballpark on what something like this could cost.

**From:** 19(1) @twitter.com>  
**Sent:** April 10, 2019 1:19 PM  
**To:** Seay, Alison <[Alison.Seay@cra-arc.gc.ca](mailto:Alison.Seay@cra-arc.gc.ca)>  
**Cc:** 19(1) @twitter.com; 19(1) @twitter.com>  
**Subject:** Re: IDEA FOR SCAMS MARKETING - meeting with CRA marketing team

Hi Alison,

Confirming that yes, this is a paid initiative. I would be happy to discuss further should budget become available. Feel free to reach out if there is anything we can do to help.

Thanks!

On Wed, Apr 10, 2019 at 12:24 PM Seay, Alison <[Alison.Seay@cra-arc.gc.ca](mailto:Alison.Seay@cra-arc.gc.ca)> wrote:

Hi

Was the re-start the heart a paid campaign and just went viral organically? If this type of thing was paid, then we need to hold off, as we have no funding at the moment. If organic then we certainly need to talk and I will set-up a meeting when I am back from 19(1).

*Alison R. Seay*

*Advertising and Marketing Services*

*Public Affairs Branch*

*Canada Revenue Agency*

*555 MacKenzie Ave, Ottawa ON K1A 0L5*

*613-954-6978 6-162*

**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Sent:** April 9, 2019 8:49 PM

**To:** Seay, Alison <[Alison.Seay@cra-arc.gc.ca](mailto:Alison.Seay@cra-arc.gc.ca)>

**Cc:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Subject:** Re: IDEA FOR SCAMS MARKETING - meeting with CRA marketing team

Hi Alison,

Thanks for reaching out. I would be happy to discuss! If you could send over a few dates/times that work for you after Easter I will set some time up for us to connect.

Feel free to reach out if there is anything I can help with between now and then.

19(1)

On Tue, Apr 9, 2019 at 12:21 PM Seay, Alison <[Alison.Seay@cra-arc.gc.ca](mailto:Alison.Seay@cra-arc.gc.ca)> wrote:

Hey,

Thanks for coming to speak to us at CRA here a few weeks ago. As you can see below, I really loved this idea and think a similar approach could be used for scams.

I would like to touch base with you both specifically about this especially when it comes to cost. As you know we are headed into an election, so cannot advertise.

I am headed 19(1) this Thursday till after Easter, so if we could meet up after that I would really appreciate some of your time to discuss this idea or any other ideas you may have to help our scams marketing campaign.

Thanks

*Alison R. Seay*

*Advertising and Marketing Services*

*Public Affairs Branch*

*Canada Revenue Agency*

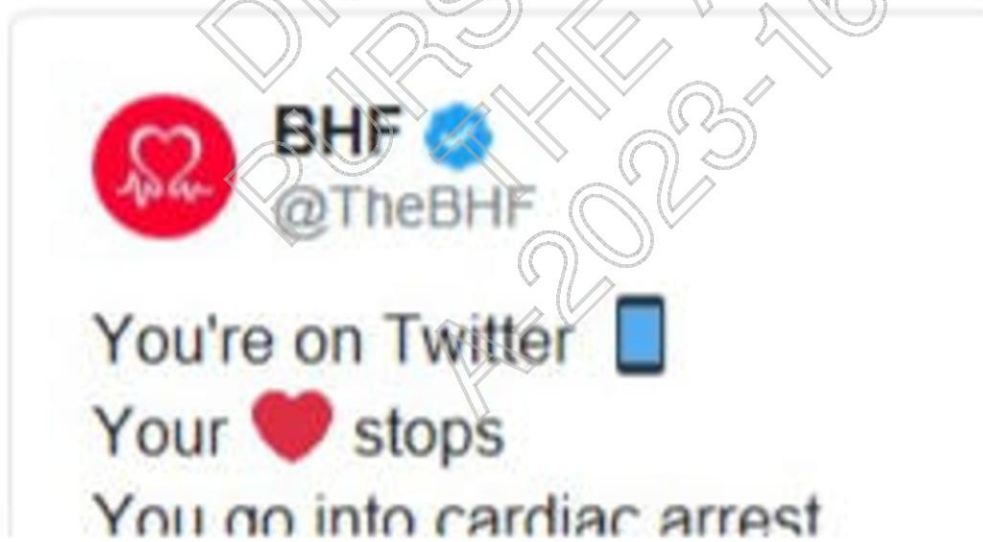
*555 MacKenzie Ave, Ottawa ON K1A 0L5*

This is the idea I had when listening to the Twitter presentation. I think this could work for scams.

We use different scams and they need to click on a button (TBD) to see what happens next.

I think it could be a creative organic way to raise awareness and have people participate in a decision exercise. This way if the real thing comes up...they may think twice.

Twitter even mentioned using a different icon instead of the heart : 19(1)  
19(1)





# YOU'RE U

Nobody nearby knew CPR. B  
arrived, it was too late.

Less than 1 in 10 people in t  
out-of-hospital cardiac arres

We want to change that.

*Alison R. Seay*

*Advertising and Marketing Services*

*Public Affairs Branch*

*Canada Revenue Agency*

*555 MacKenzie Ave, Ottawa ON K1A 0L5*

*613-954-6978 6-162*

<https://www.thedrum.com/news/2016/10/18/british-heart-foundation-puts-twitters-button-the-centre-clever-restart-heart-day>

[https://marketing.twitter.com/emea/en\\_gb/success-stories/british-heart-foundation.html](https://marketing.twitter.com/emea/en_gb/success-stories/british-heart-foundation.html)

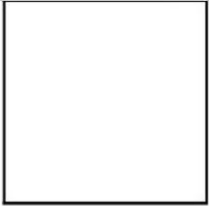
--



19(1)

Senior Client Partner

19(1) [@twitter.com](#) | @19(1)



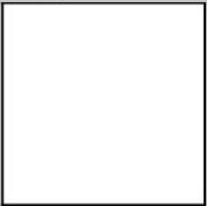
--



19(1)

Senior Client Partner

19(1) [@twitter.com](#) | @19(1)



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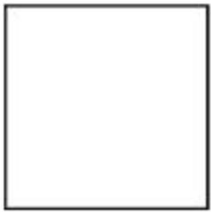


19(1)

Senior Client Partner

19(1) [@twitter.com](#) | @19(1)

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A-2023-164823



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PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Facebook <case++aazqsiveeaul7p@support.facebook.com>  
**Sent:** April 23, 2019 02:07 PM  
**To:** Chiu, Crystallina; Chiu, Crystallina  
**Cc:** 19(1)@fb.com; Jaffer, Arif; Curle, Caroline  
**Subject:** FW: messenger glitch? | Job: 547508805775356

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Crystallina,

Thank you for the clarification.

Would you or another admin be able to provide a screencast/video showing how you access the messages?

Best regards,

19(1)

Facebook Client Support Analyst

>On Thu Apr 18, 2019 14:58:07, Chiu, Crystallina wrote:

>Hi Alicia, to all the admins and editors.

>I'm cc'ing a couple of my team members to help answer any questions as I will be out of the office for the next week or so.

>Thank you for your help,

>CC

>-----Original Message-----

>From: Facebook <case++aazqsiveeaul7p@support.facebook.com>

>Sent: April 18, 2019 5:56 PM

>To: Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Chiu,

>Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

>Cc: 19(1)@fb.com

>Subject: FW: messenger glitch? | Job: 547508805775356 Hi Crystallina,

>Thank you for the update!

>Just to clarify, does this message appear to multiple admins or specifically you?

>Best regards,

19(1)

>Facebook Client Support Analyst

>>On Thu Apr 18, 2019 12:35:54, Chiu, Crystallina wrote:

>>Hi 19(1)

>>Yes, I can continue to see the messages from this person from my phone. We responded to them on Tuesday and no further interactions have taken place. None of us could figure out how to see the messages on desktop.

>>Thanks,

>>CC

>>-----Original Message-----

>>From: Facebook <case++aazqsiveeaul7p@support.facebook.com>

>>Sent: April 18, 2019 2:31 PM

>>To: Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>



>>Cc: 19(1)@fb.com

>>Subject: FW: messenger glitch? | Job: 547508805775356 Hi Crystallina,

>>Thank you for your continued patience as we work together on this matter!

>>As I investigate into this with our specialists, I wanted to check back with you briefly to confirm if you are still able to access the messages on mobile by selecting the "More" option. Also, I wanted to clarify if this message is visible on desktop or only on mobile?

>>Best regards,

> 19(1)

>>Facebook Client Support Analyst

>>>>On Wed Apr 17, 2019 06:41:19, Alicia wrote:

>>>>Hi Crystallina,

>>>>Thank you for the confirmation!

>>>>I'm currently working with our specialists to investigate further and as soon as I have an update, I will loop back.

>>>>In the meantime, should you have any further questions regarding this inquiry, please feel free to reach out and I would be happy to help.

>>>>Best regards,

>>>> 19(1)

>>>>Facebook Client Support Analyst

>>>>On Wed Apr 17, 2019 06:05:31, Chiu, Crystallina wrote:

>>>>>Hi 19(1),

>>>>>Yes, please do access our page to see what's up!

>>>>>Thanks for looking into this!

>>>>>CC

>>>>>-----Original Message-----

>>>>>From: Facebook <case++aazqsiveeaul7p@support.facebook.com>

>>>>>Sent: April 16, 2019 5:56 PM

>>>>>To: Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

>>>>>Cc: 19(1)@fb.com

>>>>>Subject: FW: messenger glitch? | Job: 547508805775356 Hi

>>>>>Crystallina, I hope you are having a great day! My name is Alicia

>>>>>with the Facebook Client Support Team and I'm working alongside 19(1) to investigate into your issue with receiving a message when it is disabled for your Facebook Page (<https://www.facebook.com/canrevagency/>).

>>>>>Before I proceed, I will want to request your permission to access your account in order to reproduce this issue further. Would that be acceptable?

>>>>>If you have any additional questions or concerns regarding this inquiry, please feel free to reply to this email and I would be happy to help.

>>>>>Best regards,

>>>>> 19(1)

>>>>>Facebook Client Support Analyst

>>>>>>From: "Chiu, Crystallina" <Crystallina.Chiu@cra-arc.gc.ca>

>>>>>>Date: Tuesday, April 16, 2019 at 4:14 PM

>>>>>>To: 19(1)@fb.com>

>>>>>>Subject: RE: messenger glitch?

>>>>>>Hi 19(1),

>>>>>>We aren't able to get to them through the desktop version for some reason or another..?

>>>>>>The url for our page: <https://www.facebook.com/canrevagency/>

>>>>>>We accessed this through the CRA mobile page through the "More" menu and then clicked on messages:

>>>>>>[cid:image001.jpg@16(2)(c)]

>>>>>>Another interesting thing is that one message in here is from 2013

>>>>>>but we only opened our Facebook accounts February 2017. (???) Here are the screenshots of the messages:

>>>>>>[cid:image003.jpg@16(2)(c)]

>>>>>>Hope this helps!



## Johnson, Stephanie

---

**From:** 19(1) @fb.com>  
**Sent:** June 9, 2020 10:30 AM  
**To:** Thériault, Valérie  
**Cc:** Curle, Caroline (she/elle); Johnson, Stephanie; 19(1)  
**Subject:** Re: Facebook Story with link

**\*\*\*ATTENTION\*\*\***

This email originated from outside of the Government of Canada. **Do not click links or open attachments unless you recognize the sender and believe the content is safe.** For more information regarding reporting suspicious emails, please visit the KnowHow webpage: [Suspicious emails - how to report](#)  
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Hi Valérie,

Thanks for reaching out. I'm looping in my colleagues 19(1) and 19(1) who will be able to assist with this.

Thanks,



19(1)

Government, Politics & Advocacy Partner Manager |

Responsable des partenariats avec le gouvernement, les institutions et les partis politiques – produits publicitaires

[Facebook](#)

**Resources for Governments Responding to Coronavirus (COVID-19) [here](#)**

**Ressources pour les gouvernements pour répondre à la Coronavirus (COVID-19) [ici](#)**

---

**From:** "Thériault, Valérie" <Valerie.Theriault@cra-arc.gc.ca>

**Date:** Tuesday, June 9, 2020 at 9:25 AM

**To:** 19(1) @fb.com>

**Cc:** "Curle, Caroline" <Caroline.Curle@cra-arc.gc.ca>, "Johnson, Stephanie" <Stephanie.Johnson2@cra-arc.gc.ca>

**Subject:** Facebook Story with link

Good morning 19(1)

How are you? We're trying to post a FB Story and we're having a hard time figuring out how to add a link to it. Could you please help us out?

Thanks a lot in advance,  
Valerie

## Valérie Thériault

Senior Social Media Advisor | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca) | 613-316-7634

Conseillère principale, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca) | 613-316-7634

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THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @fb.com>  
**Sent:** May 14, 2021 01:43 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: organic/advertising meeting with Facebook

**\*\*\*ATTENTION\*\*\***

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Hi CC,

We're happy to just go ahead with Teams; we'll figure it out. Thanks for checking!

Thanks,  
19(1)

---

**From:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Date:** Friday, May 14, 2021 at 12:40 PM  
**To:** 19(1) @fb.com>  
**Subject:** RE: organic/advertising meeting with Facebook

**Categorization: Unclassified**

hi! we are in exploration! We just did a little test where some of us were able to access via the web (not app). I was able to get onto Zoom via my iphone. haha.

Would you be available for a Teams test? I can send you an invite and we can test for 5 minutes if you are able to share your screen. If that doesn't work, let's go with Zoom and I will arrange that people can send their questions through the people who actually can access it 😊

Please let me know! I'm free most of this afternoon 😊

Thanks,  
CC

Crystallina Chiu  
613-793-0405/BBM EF00DBOF

**From:** 19(1) @fb.com>  
**Sent:** May 14, 2021 12:02 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** Re: organic/advertising meeting with Facebook

**\*\*\*ATTENTION\*\*\***

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Ok – that's alright! We can use Teams, since it will be more of a chat than a presentation (so we shouldn't need to share our screens).

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Friday, May 14, 2021 at 11:52 AM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>  
**Subject:** RE: organic/advertising meeting with Facebook

**Categorization:** Unclassified

hi 19(1)  
Zoom is blocked on our networks but I'll see if people have personal devices they can use. Stay tuned!

CC

Crystallina Chiu  
613-793-0405/BBM EF00DB0F

**From:** 19(1) @fb.com>  
**Sent:** May 14, 2021 10:58 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** Re: organic/advertising meeting with Facebook

**\*\*\*ATTENTION\*\*\***

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renseignements sur la façon de signaler les courriels suspects, veuillez consulter la page Web SavoirFaire: [Courriels suspects – Comment signaler](#)

Hi CC,

That's great and early congrats on getting 19(1) !

If it's possible to use Zoom instead, that would be great (we're happy to send across a link) – as we've had a number of issues on our end in the past with screen-sharing on Teams.

Thanks,  
19(1)

---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Thursday, May 13, 2021 at 5:19 PM  
**To:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Subject:** RE: organic/advertising meeting with Facebook

**Categorization: Unclassified**

hi 19(1) !

Thanks so much for getting back to me!

Wednesday, May 19 at 3 PM works best for our team. I will be getting 19(1) at the time but I'll be sure to send my questions through my team 😊

Are you ok with MS Teams? I can send a meeting invitation tomorrow if that works for you.

Thanks,  
CC 😊

Crystallina Chiu  
613-793-0405/BBM EF00DB0F

---

**From:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Sent:** May 13, 2021 3:59 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Subject:** Re: organic/advertising meeting with Facebook

**\*\*\*ATTENTION\*\*\***

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Hi Crystallina,

We'd be happy to connect at one of the following times:

- Monday May 17<sup>th</sup>, 4pm ET
- Tuesday May 18<sup>th</sup>, 2:30pm ET
- Wednesday May 19<sup>th</sup>, #pm ET

Let us know which would work best for you.

Thanks,

For all the latest info on iOS updates and actions to take for ads ecosystem changes please see [here](#).

## FACEBOOK

19(1)

Government, Politics & Nonprofits Partner Manager |  
Responsable des partenariats avec le gouvernement, les ONG et les partis politiques – produits publicitaires  
[Facebook](#) | 19(1)

---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Tuesday, May 11, 2021 at 4:09 PM  
**To:** 19(1) <[@fb.com](#)>, 19(1) <[@fb.com](#)>, 19(1) <[@fb.com](#)>  
**Subject:** RE: organic/advertising meeting with Facebook

**Categorization:** Unclassified

Thanks 19(1)!

19(1), I'm looking forward to meeting with you. Please let me know when you're free and I'll organize a meeting with our social media and advertising teams.

Thanks,  
CC

Crystallina Chiu  
613-793-0405/BBM EF00DBOF

---

**From:** 19(1) <[@fb.com](#)>  
**Sent:** May 5, 2021 12:00 PM



To: Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1)

19(1) @fb.com>

Subject: Re: organic/advertising meeting with Facebook

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-19(1) and 19(1) who can help here!

Thanks,

19(1)

Sent from my iPhone

On May 5, 2021, at 11:57 AM, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hello 19(1),

I'm looking at any other FB contacts I have in my history and hoping this email address still works.

If you are still at Facebook, can you please direct my message to someone who can help the CRA with our organic content strategy/advertising to vulnerable populations?

Thank you!

CC

Crystallina Chiu

613-793-0405/BBM EF00DB0F

---

**From:** Chiu, Crystallina

**Sent:** April 28, 2021 5:14 PM

**To:** 19(1)@fb.com' 19(1)@fb.com>

**Subject:** organic/advertising meeting with Facebook

**Categorization: Unclassified**

hi 19(1),

are you still the GOC's Facebook representative?

Our Advertising team is exploring paid advertisements on social media. Would we be able to have a little organic post check-in and a meeting with your advertising counterpart? We are looking for options for targeting vulnerable populations through ads on Facebook as well as chatting about how to improve our organic posts.

Would sometime in the next couple of weeks be ok?

Thank you,  
CC

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405  
BBM EFOODB0F

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405  
BBM EFOODB0F

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A-2023-164823

## Johnson, Stephanie

**From:** 19(1) @fb.com>  
**Sent:** February 17, 2022 02:45 PM  
**To:** 19(1); McNeely, Jennifer; 19(1)  
**Cc:** Johnson, Stephanie; 19(1); Chiu, Crystallina (she/her/elle); 19(1)  
**Subject:** Re: Instagram handle

**\*\*\*ATTENTION\*\*\***

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Jen,

I'm working with our tech team to have this account verified. Thank you for your patience!

Have a great day,

19(1)

Meta Politics & Government Outreach  
North America + Canada  
E: [19\(1\)@fb.com](mailto:19(1)@fb.com)

---

**From:** 19(1) @fb.com>

**Sent:** Thursday, February 17, 2022 2:41 PM

**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1)

19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>

**Subject:** Re: Instagram handle

Got it! 19(1) I will process the verification and yes – verification helps with search optimization.

Best,

19(1)

 Meta

19(1)

Politics & Government Outreach Manager



---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Date:** Thursday, February 17, 2022 at 2:40 PM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>, 19(1) @fb.com>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, 19(1) @fb.com>  
**Subject:** RE: Instagram handle

**Categorization: Unclassified**

That is correct. And also wondering if having it verified will make it appear in searches.

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) @fb.com>  
**Sent:** February 17, 2022 2:10 PM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>  
**Subject:** Re: Instagram handle

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Happy to help. Just so I understand, the ask is simply to verify @CanRevAgency?



19(1)  
Politics & Government Outreach Manager  
Meta | Washington, DC

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Date:** Thursday, February 17, 2022 at 1:12 PM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>, 19(1) @fb.com>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, 19(1) @fb.com>  
**Subject:** RE: Instagram handle



**Categorization: Unclassified**

Hi 19(1)

I just received notice of 19(1) out-of-office message (until Feb 24<sup>th</sup>). It's unfortunate that she never mentioned her upcoming absence in our earlier exchanges yesterday and the day before.

I am sure you can appreciate our concern the urgency I outline below. Hoping I can count on your speedy assistance.

**Jen McNeely**  
(343-551-4568)

---

**From:** McNeely, Jennifer

**Sent:** February 17, 2022 12:43 PM

**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** RE: Instagram handle

**Importance:** High

**Categorization: Unclassified**

Hi again 19(1)

Not sure if this is related to the blue checkmark being absent from our English Instagram account but when we search "Canada Revenue Agency" on the platform, only the French account is suggested while the English account is not one of the suggested search results.

**Can you please confirm that you will add a blue checkmark to our English account asap and that this will rectify the search issue?**

While we soft-launched this past Monday, we haven't done any cross-promotion of the account while we work out all the kinks. Having said this, tax season officially launched on Monday Feb 21<sup>st</sup> and we have many cross-promotion social media posts planned, as well as other comms products (News release templates, emails, etc) to promote the account. **I would not feel comfortable promoting the account until it is verified.**

Thanks in advance for your quick help on this.

**Jen McNeely**  
(343-551-4568)

---

**From:** McNeely, Jennifer

**Sent:** February 16, 2022 4:15 PM

**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Good afternoon 19(1),

I notice that our French account now has the blue checkmark – thank you!!! Any idea when the checkmark will be added to the English account?

Thanks,

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) @fb.com>  
**Sent:** February 14, 2022 1:50 PM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Instagram handle

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We can go ahead and try to out the request in from our side as well. Keep you posted!

19(1)  
Politics & Government Outreach | Policy  
Sent via mobile

Get [Outlook for iOS](#)

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Sent:** Monday, February 14, 2022 11:39:50 AM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Yes! I see it, thanks so much for your help 19(1).



How do we go about securing a blue checkmark as a verified account? In both English (@CanRevAgency) and French (@AgenceRevCan)? I ask because, as you know, there are many accounts with variations on our handle trying to pass as the CRA. We want to ensure that our account is set apart and clearly legitimized for our users.

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) @fb.com>  
**Sent:** February 14, 2022 11:36 AM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Instagram handle

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Should have just landed. You'll see it now or very shortly.



19(1)  
Politics & Government Outreach | Policy

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Date:** Monday, February 14, 2022 at 10:48 AM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Thanks 19(1) Are you able to give us a timeframe for when the transfer may happen?

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) @fb.com>  
**Sent:** February 14, 2022 9:55 AM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Instagram handle

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Sounds good, thanks for the heads up and we tell teams to greenlight.



19(1)

Politics & Government Outreach | Policy

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**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>  
**Date:** Monday, February 14, 2022 at 8:57 AM  
**To:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Good morning!

Our first post is live and we're ready to have our **official handle released asap!**

Please swap our temporary handle [@canadarevenueagency2](#) to our official one: [@canrevagency](#)

**Jen McNeely**  
(343-551-4568)

---

**From:** McNeely, Jennifer  
**Sent:** February 1, 2022 1:55 PM  
**To:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Excellent, thanks 19(1) We will have our first post issued at 8:30am EST so handle could be transferred at that time or shortly after?

Is there any chance the handle could be transferred in advance? Given we are a Government organization and that our current Facebook handle is the same as the one we are requesting for Instagram?

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Sent:** January 31, 2022 5:07 PM  
**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>  
**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; Chiu, Crystallina



<Crystallina.Chiu@cra-arc.gc.ca>

Subject: Re: Instagram handle

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Jen,

Just let us know what time PST/EST on the 14<sup>th</sup> you want to transfer the handle and we can set it up internally.

Best,  
Sharon



19(1)

Politics & Government Outreach | Policy

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>

**Date:** Monday, January 31, 2022 at 4:33 PM

**To:** 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** 19(1) @fb.com>, Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>, 19(1) @fb.com>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Thanks for adding 19(1) to the email thread 19(1). Wondering if we could have a chat or set up a meeting to touch base? We are really keen to ensure this goes as smoothly (and as quickly) as possible.

Much appreciated!

**Jen McNeely**  
(343-551-4568)

---

**From:** 19(1) @fb.com>

**Sent:** January 27, 2022 1:57 PM

**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>

**Cc:** 19(1) @fb.com>; Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** Re: Instagram handle

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renseignements sur la façon de signaler les courriels suspects, veuillez consulter la page Web SavoirFaire: [Courriels suspects – Comment signaler](#)

+ 19(1)

Sent from my iPhone

On Jan 26, 2022, at 2:16 PM, McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Hi 19(1):

We're getting closer to our Instagram launch and are tracking for a soft launch (our first post) on Monday, February 14<sup>th</sup>.

I understand from our exchanges below that you require our profile to be public with a complete bio and one post before you can reassign our handle. I am hoping we can coordinate a meeting or block time in our calendars on the morning of Feb 14<sup>th</sup> to be able to reassign the handle as quickly as possible?

The handle we want is **@canrevagency** (same as our Facebook). We have temporarily set up **@canadarevenueagency2** to allow us to meet your requirements for reassignment. Is there a way for you to align policy and engineering in advance and line up what is needed to make the switch quickly once we go live?

We really appreciate your support in making this launch go as smoothly as possible.

**Jen McNeely**

Team Lead, Social Media Operations  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
Cell: 343-551-4568

Chef d'équipe, Opérations des médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
Cell: 343-551-4568

**From:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>

**Sent:** September 28, 2021 9:49 AM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>

**Subject:** Re: Instagram handle

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Yes, we work with policy and eng to make the handle transfer.

Get [Outlook for iOS](#)

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Sent:** Tuesday, September 28, 2021 9:17:49 AM

**To:** 19(1) <[REDACTED]@fb.com>; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1)

<[REDACTED]@fb.com>; 19(1) <[REDACTED]@fb.com>

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Thanks for your help [REDACTED]

When we are able to go ahead and upload the bio, photo, etc. how do we do that without having the handle? Do we just let you know when we're ready, and you'll reassign it to us?

Thanks again!

Steph

---

**From:** 19(1) <[REDACTED]@fb.com>

**Sent:** September 27, 2021 9:56 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; McNeely, Jennifer

<[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) <[REDACTED]@fb.com>; 19(1)

<[REDACTED]@fb.com>

**Subject:** Re: Instagram handle

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Our policy prevents us from assigning the handle until the profile is public, a complete bio, and one post. Let me know when that is complete, and I can help reassign the handle.

Best,

[REDACTED]

**FACEBOOK**

[REDACTED]

Politics & Government Outreach | Policy

---

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>  
**Date:** Friday, September 24, 2021 at 8:45 AM  
**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>, 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Hi 19(1) ,

Checking in to see if you had any updates on getting the @canrevagency Instagram handle.

Thanks again for you help!

Steph

---

**From:** Johnson, Stephanie  
**Sent:** September 13, 2021 3:12 PM  
**To:** McNeely, Jennifer <[JenniferM.McNeely@cra-arc.gc.ca](mailto:JenniferM.McNeely@cra-arc.gc.ca)>, 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** RE: Instagram handle

Hi 19(1) ,

I just wanted to follow up to see if you had any luck getting up the user name. Let me know if you need anything else!

Thanks again,

Steph

**Stephanie Johnson**  
Tel: 343-542-3165

---

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>  
**Sent:** September 1, 2021 3:26 PM  
**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

That's correct. We need to have the avatar and bio approved.

**Jen McNeely**  
(343-551-4568)

---

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>  
**Sent:** September 1, 2021 3:06 PM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
19(1) @fb.com>



Cc: McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

Subject: RE: Instagram handle

Hi 19(1).

Our strategy is still in approvals so we're unable to post anything until this is complete.

If it helps our name would be *Canada Revenue Agency* and our profile photo would likely be the same as Facebook. Jen, correct me if I'm wrong but I don't think we'd be able to upload a photo or bio without approval either.

**Stephanie Johnson**

Tel: 343-542-3165

---

From: 19(1) @fb.com>

Sent: September 1, 2021 12:00 PM

To: Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>

Cc: McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

Subject: Re: Instagram handle

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Stephanie,

For the handle you created, mind adding:

Name, Profile Photo, a Bio (clearly indicating what the account represents) and at least one post on the account.

This ensures the best chance of us being able to reassign you with the name you want!

**FACEBOOK**

19(1)

Politics & Government Outreach | Policy

---

From: Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

Date: Wednesday, September 1, 2021 at 3:33 PM

To: 19(1) @fb.com>, 19(1) @fb.com>, 19(1)

19(1) @fb.com>

Cc: McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

Subject: RE: Instagram handle

Great, thanks for the help 19(1) !

**Stephanie Johnson**

Tel: 343-542-3165

---

**From:** 19(1) @fb.com>

**Sent:** August 31, 2021 5:11 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** Re: Instagram handle

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Hey Stephanie, I think we can probably help you get that username. I'll get the process started on my end.

**FACEBOOK**

19(1)

Politics & Government Outreach | Policy

---

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Date:** Tuesday, August 31, 2021 at 4:39 PM

**To:** 19(1) @fb.com>, 19(1) i@fb.com>, 19(1) 19(1) @fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** Instagram handle

Good morning Facebook team,

We're in the process of setting up our Instagram accounts and were wondering if you can help answer a question, or point us in the right direction!

I was able to successfully register the @agencerevcan handle, but @canrevagency is unavailable. It doesn't appear it be in use, so I did a bit of research and it seems an account may be pulled if it was reported for "bad behaviour".

I remember some accounts were reported for impersonating us in the past, so I'm wondering if this is the issue.

While I can choose a different handle, this is the one we have on Facebook and Twitter and we'd like to be consistent. I'm also worried that if @canrevagency is released sometime in the future it could be confusing to users, and become available to impersonators.

Thanks for the help 😊

Steph

**Stephanie Johnson**

Public Affairs Advisor | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[stephanie.johnson2@cra-arc.gc.ca](mailto:stephanie.johnson2@cra-arc.gc.ca) | Tel: 343-542-3165

Conseillère en affaires publiques | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[stephanie.johnson2@cra-arc.gc.ca](mailto:stephanie.johnson2@cra-arc.gc.ca) | Tél: 343-542-3165

DISCLOSED TO  
PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) [redacted]@fb.com>  
**Sent:** December 6, 2021 11:56 AM  
**To:** Nassar, Lisa; 19(1) [redacted]  
**Cc:** Fraser, Lori; Boguslawski, Alexander; Gamester, Natasha; Chiu, Crystallina; Social Media Team / Équipe médias sociaux (CRA/ARC)  
**Subject:** Re: Ads on Facebook to promote CRA jobs

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Ok great – yes I'd recommend using the CRA account (so logging onto it) and then promoting yourself (your real account) and one other person on the Business Manager to admins/having full access. Here are the steps for that: <https://www.facebook.com/business/help/2169003770027706?id=2190812977867143>.

Once you have two Business Manager admins, who are current members of your team and who are using their real accounts, you won't have to rely on the CRA account any more and can manage access to your ad accounts and Pages from there. It is likely that the CRA account could get restricted again at some point, as it's not an account that represents a real person and our systems are always looking to take down inauthentic accounts, so I recommend that you use your own accounts for managing the CRA form here on out.

Thanks,  
19(1) [redacted]

---

**From:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>  
**Date:** Monday, December 6, 2021 at 11:37 AM  
**To:** 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>, Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>, Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>  
**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization: Unclassified**

We tried to add a phone number last week and it kept saying it wasn't a valid phone number. I've now just tried every number on our team and found one that worked! Two factor is now on so I will walk through and see if I can successfully get through the rest so that I can post the ads.

Lisa Nassar



---

**From:** 19(1) @fb.com>  
**Sent:** December 6, 2021 11:02 AM  
**To:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>  
**Subject:** Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

It seems like completing the two-factor authentication process is the only way to resolve the restricted CRA profile/account. Could you provide us with a bit more information about what's going wrong when you try to complete the 2fac process? Is the phone number still valid? Are you receiving the codes or is that the piece that's missing?

Thanks,  
19(1)

---

**From:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>  
**Date:** Friday, December 3, 2021 at 2:53 PM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>, Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>, Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>  
**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Thank you 19(1)

We can confirm that everyone currently associated with the CRA pages is using authentic profiles. As mentioned in my previous email, once this has been sorted out, we will set up the CRA account properly so that we can avoid these types of issues in the future. We may need some assistance/recommendations doing this to ensure we have the bases covered.

Lisa Nassar  
613-292-4703

**From:** 19(1) @fb.com>

**Sent:** December 3, 2021 1:56 PM

**To:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; 19(1) @fb.com>

**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>

**Subject:** Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

It's easier for us to do our investigative work to look into the issues you're facing over email. We're usually not able to troubleshoot these types of issues over a video call, as we need to pull up information ourselves using our internal tools and then triage to the relevant technical teams once we understand what's going on. Rest assured that even though we are working with you over email, we're doing all that we can to get this resolved for you.

So what's happening here is that you only have one admin on the CRA Business Manager, and that one admin is the CRA fake profile, which is currently restricted. The only way to promote other people to admins on the Business Manager is to have the existing admin add them – and this is obviously not possible in this case. We're going to see what we can do to unblock the fake account or see if there's another way we can get you added as an admin on the Business Manager so that you can proceed with running the ads. We ask for your patience as we work to figure this out, as it's a tricky situation.

Going forward, we strongly recommend the following two things, to make sure we don't end up in this situation again:

1. Everyone on your Business Manager / in Business Suite (anyone working on your Pages or ad accounts) should be using their own, authentic profiles.
2. You should have at least **\*two\*** admins on your Business Manager, so that if there's an issue people with person/account it won't lock the entire team out of the Business Manager

We'll circle back shortly with next steps.

Thanks,

19(1)

---

**From:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>

**Date:** Friday, December 3, 2021 at 11:58 AM

**To:** 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>



Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1)

We understand the policy and since the 2018 launch of our account, several of our employee's profiles have been made admins, such as Crystallina. I believe initially, it was set up this way so that it was one user account that the entire team could access and we could avoid problems with employees coming/leaving etc. To be honest, the dummy profile was more or less forgotten about until you requested the profile associated with the pages to help solve the issues.

I feel enough emails have been exchanged since Monday, and a quick meeting to walk us through what adjustments need to be made in real time would be much more efficient, not to mention solve any other problems we may run into along the way. The business suite truly isn't that intuitive for people that do not work in it every day. Once the ads are live, it would be great to schedule a follow-up meeting with our team so we can better understand how to properly set up our CRA accounts.

Can somebody on your team accommodate a meeting today? Please let me know and I will work around your schedule to set up a time.

Thank you,

Lisa Nassar  
613-292-4703

---

**From:** 19(1) @fb.com>

**Sent:** December 3, 2021 11:09 AM

**To:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>; 19(1) @fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** Re: Ads on Facebook to promote CRA jobs

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Lisa and Crystallina,

Building upon what 19(1) mentioned below, it is actually against our policy to use fake/inauthentic profiles on our platform and/or to manage Pages with them. As part of our ongoing integrity efforts on our platform, we are cracking down on the creation and use of inauthentic profiles. so sadly, these profiles will continue being check pointed. (<https://www.facebook.com/communitystandards/misrepresentation/>)

Are there any real profiles listed as admins to your Pages?

19(1)



19(1)

Politics & Government Outreach | Policy

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**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>

**Date:** Friday, December 3, 2021 at 10:47 AM

**To:** 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>, Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1),

Wanted to check in and see if you had an update. Our clients have been asking us for a status as the job poster is currently live.

Thanks,

Lisa Nassar  
613-292-4703

---

**From:** Nassar, Lisa

**Sent:** December 2, 2021 2:33 PM

**To:** 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1),

This is the profile that was created in order to set up the English and French CRA pages mentioned below. It was created in 2018 when we launched our Facebook pages.

<https://www.facebook.com/profile.php?id=100001917961091>

The email associated with the account is [pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca). I have also looped in Crystallina who is the manager of the social media team.

Lisa Nassar  
613-292-4703

---

**From:** 19(1) @fb.com>

**Sent:** December 2, 2021 1:31 PM



To: Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>; 19(1) @fb.com>

Cc: Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

Subject: Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

What you've sent below are Pages, however in your screenshot we're seeing issues with 2 'people' (profiles). Additionally we only require two-factor authentication for profiles, not for Pages. Could you please send us the links to the two profiles in your screenshot so that we can investigate the issue with those?

Thanks,  
19(1)

---

From: Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>

Date: Thursday, December 2, 2021 at 12:53 PM

To: 19(1) @fb.com>, 19(1) @fb.com>

Cc: Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

Subject: RE: Ads on Facebook to promote CRA jobs

Categorization: Unclassified

Hi 19(1)

I don't believe this has anything to do with Alex's account. He only has partial access as well. The Canada Revenue account you see listed is the account that has full control. We logged in as CRA to see if we could adjust my settings or post from the CRA account if it had full access. The two facebook profiles for CRA are:

<https://www.facebook.com/canrevagency>

<https://www.facebook.com/AgenceRevCan>

Lisa Nassar  
613-292-4703

---

From: 19(1) @fb.com>

Sent: December 2, 2021 12:41 PM

To: Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>; 19(1) @fb.com>

Cc: Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

Subject: Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

Could you please send us the links for both of the Facebook profiles displayed in your screenshot?

Thanks,  
19(1)

---

**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>

**Date:** Thursday, December 2, 2021 at 11:32 AM

**To:** 19(1) <[REDACTED]@fb.com>, 19(1) <[REDACTED]@fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1)

We have run into a series of problems and are now unable to post any ad. Long story short, the Canada Revenue Agency account was flagged as needing two-factor authentication (see left hand side of first image under Alex Boguslawski). To do this, a valid phone number needed to be entered. We tried to add a phone number to receive a text message and none of our phone numbers were considered valid. Now we're seeing that we are restricted (2<sup>nd</sup> image). Could somebody from the Facebook team please be available to meet via MS Teams so that we can solve this problem today? We are already a few days past our planned launch date.

People

Filter by name or ID or email  Add

- Alex Boguslawski  
Two-factor authentication not set up
- Canada Revenue Agency - Agence du re...  
Two-factor authentication not set up
- Katrina Hollett
- Lisa Nassar

**Alex Boguslawski**  
Employee access alex\_boguslawski@hotmail.com

**Two-factor Authentication Required**  
This person must turn on two-factor authentication before they can access this Business Account.  
[Learn more](#)

Add Assets

**Assigned Assets** Add Assets

Here are the assets Alex Boguslawski can access. View and manage their permissions. Add or remove assets.

Search by ID or name

Pages

- Agence du revenu du Canada
- Canada Revenue Agency

Ad Accounts

- Canada Revenue Agency - Agence du revenu du Canada

**You're Restricted From Advertising**  
You can't run ads or manage ad accounts.

See Details

Lisa Nassar  
613-292-4703

**From:** 19(1) @fb.com>  
**Sent:** December 1, 2021 3:01 PM  
**To:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>  
**Subject:** Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

You still do not have full control for the ad account (this is a view from the CRA Business Manager):

FACEBOOK ☰

## Business settings

Canada Revenue Agenc... ▾

- Users
- People
- Partners
- System Users
- Accounts**
- Pages
- Ad Accounts**
- Business asset groups
- Apps
- Instagram Accounts
- WhatsApp Accounts
- Data Sources ▾

### Ad Accounts

Enter ID / asset name / b... 🔍 Add ▾

Filter by... ▾ Sort by... ▾

Hide closed ad accounts

Canada Revenue Agency - Agence du re...

👤 C 0

+ Add

**People**



You will need to have the toggle for 'Full Control – manage ad account' on in order to make the changes you're trying to make on the ad account.

Thanks,  
19(1)

---

**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>  
**Date:** Wednesday, December 1, 2021 at 12:24 PM  
**To:** 19(1) @fb.com, 19(1) @fb.com  
**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>  
**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1),

Here is my facebook profile.

<https://www.facebook.com/lisa.berrynassar/>

Lisa Nassar  
613-292-4703

---

**From:** 19(1) @fb.com  
**Sent:** December 1, 2021 12:21 PM  
**To:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>; 19(1) @fb.com  
**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>  
**Subject:** Re: Ads on Facebook to promote CRA jobs

**\*\*\*ATTENTION\*\*\***

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Ce courriel provient de l'extérieur du Gouvernement du Canada. **Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes, à moins de connaître l'expéditeur et croire que le contenu est sécuritaire.** Pour de plus amples renseignements sur la façon de signaler les courriels suspects, veuillez consulter la page Web SavoirFaire: [Courriels suspects – Comment signaler](#)

Hi Lisa,

Is it possible that you're using two different Facebook profiles/accounts? Because I'm only seeing you listed as having advertiser access on the back-end here.

Could you please send me the link to your Facebook profile, so I can confirm?

Thanks,  
19(1)

**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>  
**Date:** Wednesday, December 1, 2021 at 12:17 PM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>  
**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1),

I was made an admin yesterday and it still does not work. On top it, both the social media team and myself have different views. I seem to be able to launch two different views – one shows ad campaigns I did back in 2018 and the other is using the business suite. Please see screen shots below. Am I now not supposed to post ads using the template in image 1? We do not post ads very often ourselves 21(1)(b)

**Warning**  
The credit card used for this ad account has expired. Please go to Billing to update your payment method.

**Additional information**  
Does your business, Canada Revenue Agency - Agence du revenu du Canada, focus on politics or on advocating for issues of national importance? We'll use this information to improve people.  
 Yes  No

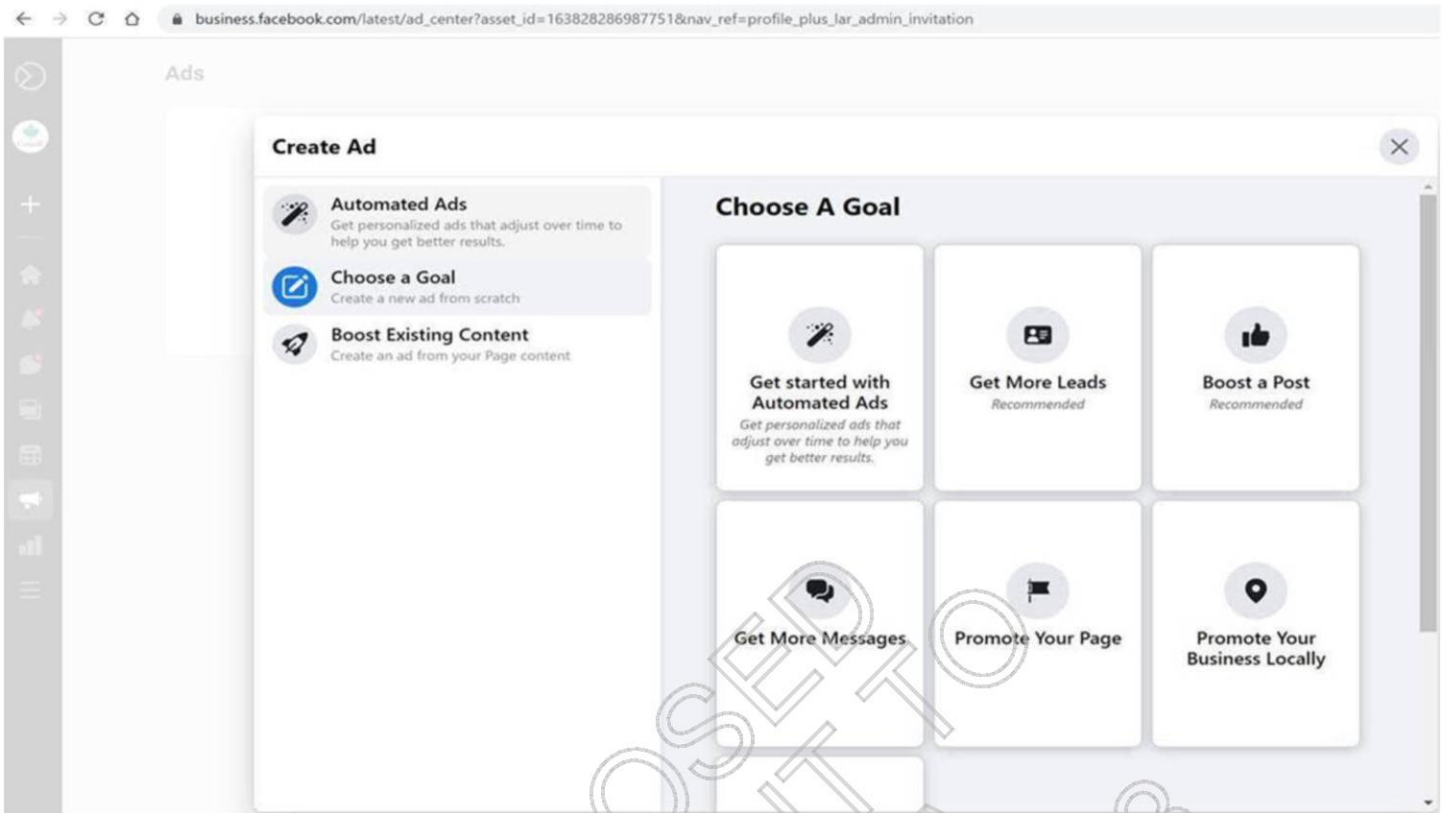
**Default attribution setting change** 7-day click or 1-day view is now the default attribution setting. This change is part of our ongoing efforts to report on the true impact of your ads.

Search and filter

**Campaigns** 1 selected x Ad sets for 1 Campaign Ads for 1 Campaign

+ Create Duplicate Edit A/B Test Rules View Setup

| <input type="checkbox"/>            | Off / on                            | Campaign Name      | Delivery ↑ | Bid Strategy        | Budget             | Attribution Setting | Results | Rea                  |
|-------------------------------------|-------------------------------------|--------------------|------------|---------------------|--------------------|---------------------|---------|----------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Quebec Recruitment | In Draft   | Using ad set bid... | Using ad set bu... | —                   | —       | —                    |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Scams1819_Images   | Off        | Using ad set bid... | Using ad set bu... | 28-day click o...   | —       | Link Click           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Scams1819_Video    | Off        | Using ad set bid... | Using ad set bu... | 28-day click o...   | —       | 10-Second Video View |
| Results from 3 campaigns ⓘ          |                                     |                    |            |                     |                    | 28-day click o...   | —       | Multiple Conversions |



Lisa Nassar  
613-292-4703

**From:** 19(1) @fb.com  
**Sent:** December 1, 2021 12:01 PM  
**To:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; 19(1) @fb.com  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>  
**Subject:** Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

I can see that you only have 'advertiser' level access on ad account 16(2)(c), and updating this information can only be done by someone with 'admin' level access. You will either need to get someone who is an admin on the ad account to effectuate these changes or you will need to get someone who is an admin on the ad account [to make you and admin as well](#), so that you can effectuate these changes.

Thanks,



19(1)

**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>

**Date:** Tuesday, November 30, 2021 at 4:40 PM

**To:** 19(1) <[redacted]@fb.com>, 19(1) <[redacted]@fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

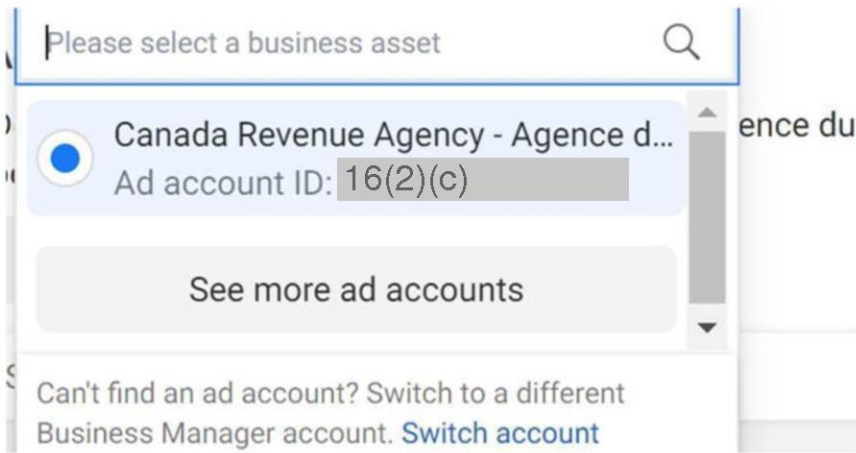
**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1),

I am not able to screen record. This is the message I get when I put in the postal code. I took a screenshot of what I think is the Business ID. Is it possible to have a MS Teams call tomorrow? The social media team seems to have a different view than I do and all of us are confused 😊

The screenshot shows a 'Tax Information' window with a close button (X) in the top right. Below the title is a red error message: 'Couldn't Complete Action' with a minus sign icon and an upward arrow icon. The message text reads: 'It looks like you aren't authorized to perform that action. If you think this is a mistake, please try again.' Below the error message is a form with two fields: 'Province' with 'Ontario' selected and a dropdown arrow, and 'Postal Code' with 'K1A0L5' entered and a green checkmark icon to its right. Below the form is the heading 'Goods and Services Tax ID (GST ID) / Harmonized Sales Tax ID (HST ID)' followed by explanatory text: 'By providing your GST /HST ID, you are confirming that you are registered for Goods and Services Tax (GST) or Harmonized Sales Tax (HST) and should not be charged GST/HST. You will be charged GST/HST if the GST/HST ID you provide is invalid or incomplete. [Learn More](#)'. At the bottom of the form is a large empty text box with the word 'Optional' written inside it.



Lisa Nassar  
613-292-4703

**From:** 19(1) [redacted]@fb.com>  
**Sent:** November 30, 2021 2:16 PM  
**To:** Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; 19(1) [redacted]@fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Boguslawski, Alexander <Alexander.Boguslawski@cra-arc.gc.ca>; Gamester, Natasha <Natasha.Gamester@cra-arc.gc.ca>  
**Subject:** Re: Ads on Facebook to promote CRA jobs

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Hi Lisa,

Can you share a screen recording that shows you entering in a province and postal code and being unable to proceed after that? You shouldn't be forced to enter in a GST/HST number if you don't have one.

Can you also share the relevant Ad Account and Business Manager IDs here?

Thanks,

 Meta

19(1) [redacted]

Government, Politics & Advocacy Partner Manager

Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires

Meta | 19(1) [redacted]@fb.com

---

**From:** Nassar, Lisa <[Lisa.Nassar@cra-arc.gc.ca](mailto:Lisa.Nassar@cra-arc.gc.ca)>

**Date:** Tuesday, November 30, 2021 at 12:01 PM

**To:** 19(1) [REDACTED]@fb.com>, 19(1) [REDACTED]@fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>, Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

**Subject:** RE: Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1) [REDACTED]

We've created our ads for the campaign mentioned below but are unable to publish because it is now asking for tax information for GST/HST (see screenshot below). We tried putting our HQ postal code but it didn't work. How do we handle this?

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## Tax Information

Province ▼

Postal Code

Edit

### Goods and Services Tax ID (GST ID) / Harmonized Sales Tax I

By providing your GST /HST ID, you are confirming that you are registered for Goods and Services Tax (GST) or Harmonized Sales Tax (HST) and should not be charged GST/HST. You will be charged GST/HST if the GST/HST ID you provide is invalid or incomplete. [Learn More](#)

Optional

Facebook is required to share your business information with local tax authorities.

C

Lisa Nassar  
613-292-4703

**From:** Nassar, Lisa

**Sent:** November 8, 2021 2:17 PM

**To:** 19(1) @fb.com' <19(1) @fb.com>; 19(1)@fb.com' 19(1) @fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Boguslawski, Alexander <[Alexander.Boguslawski@cra-arc.gc.ca](mailto:Alexander.Boguslawski@cra-arc.gc.ca)>; Gamester, Natasha <[Natasha.Gamester@cra-arc.gc.ca](mailto:Natasha.Gamester@cra-arc.gc.ca)>

**Subject:** Ads on Facebook to promote CRA jobs

**Categorization:** Unclassified

Hi 19(1) ,

We are planning to place some ads targeting the Quebec region to promote available jobs. For this particular small campaign, we will not be using Cossette and will be placing the ads ourselves as admins on the CRA Facebook page. I wanted to confirm that we will not have to have our personal Facebook accounts verified as part of the process.

Thanks,

Lisa Nassar

Senior Marketing Advisor | Conseillère principale en marketing  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada  
555 MacKenzie Ave Ottawa ON K1A 0L5  
613-292-4703

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PURSUANT TO  
THE ATIA  
A-2023-164823

## Johnson, Stephanie

---

**From:** Chiu, Crystallina  
**Sent:** December 15, 2021 05:12 PM  
**To:** Escobar, Amanda (she/her/elle); Pegden, Bailee (she/her/elle); Curle, Caroline (she/elle); Penner, Elizabeth; Fink, Frédéric; McNeely, Jennifer; Vasiliadis, Nektarios; Mcsherry, Paige; Johnson, Stephanie  
**Subject:** FW: Trainings for the New Pages Experience

### Categorization: Unclassified

hi team, in case you didn't get this!  
I've signed up for the session on Jan 19.

Thanks,  
CC ☺

Crystallina Chiu

613-793-0405/BBM EF00DBOF

---

**From:** 19(1) @fb.com>  
**Sent:** December 15, 2021 4:28 PM  
**To:** 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** Trainings for the New Pages Experience

**\*\*\*ATTENTION\*\*\***

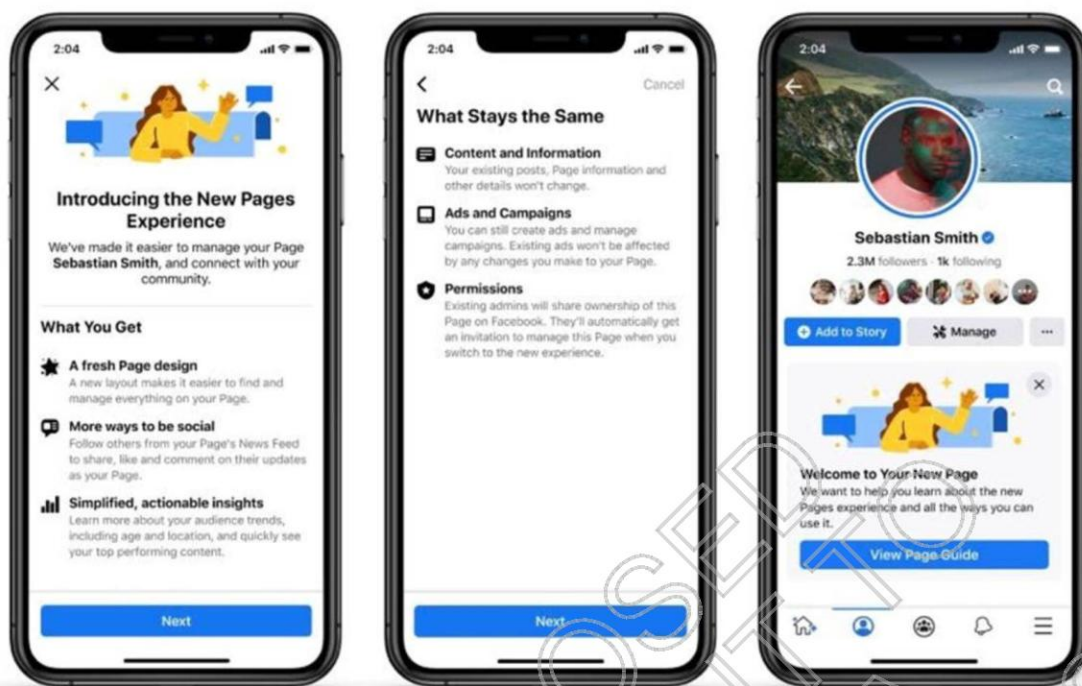
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Happy holidays and I hope this note finds you well.

As you've likely noticed, we are we are transitioning the Classic Facebook Pages format into the [new Pages experience](#) (NPE) to make it easier for you to build community and engage with the people you serve. We are hosting a number of NPE training sessions to help prepare folks for this transition so nothing comes as a surprise in the new year. The first training takes place tomorrow and we will have more sessions in early January.



Government, political, advocacy and non-profit Pages currently have the option to convert to the new Pages experience. All Pages will be transitioned to the new Page Experience early next year.



You don't have to take any additional action if your page is already on the new Page experience. You can also expect to have access to the [new Facebook Business Suite](#) when you transition your page.

If you are interested in learning more about managing a new Page, sign up for one of our training sessions below:

[Click here to view our full training schedule!](#)

- |                                        |                            |
|----------------------------------------|----------------------------|
| Thursday, December 16, 2021 @ 2PM EST  | <a href="#">[Register]</a> |
| Monday, December 20, 2021 @ 2:30PM EST | <a href="#">[Register]</a> |
| Friday, January 7, 2022 @ 2PM EST      | <a href="#">[Register]</a> |
| Thursday, January 13, 2022 @ 2PM EST   | <a href="#">[Register]</a> |
| Wednesday, January 19, 2022 @ 2PM EST  | <a href="#">[Register]</a> |
| Thursday, January 20, 2022 @ 2PM EST   | <a href="#">[Register]</a> |

Here are some resources that will help you during your transition:

- [Introducing the New Pages Experience](#)
- [Navigating the New Page Permissions](#)
- [Connect With Your Community in News Feed](#)
- [Using Facebook's Q&A Tool to Connect With Your Followers](#)
- [Review The Privacy Settings on the New Pages Experience](#)
- [Introducing Facebook Business Suite](#)

As always, we're here to help! Visit our [help center](#) to learn more or get support directly from our team [here](#). We look forward to seeing all the ways you connect with your communities on the new Page experience and Facebook Business Suite!

Thanks,  
19(1)



19(1)

Politics & Government Outreach | Policy  
575 7<sup>th</sup> St. NW, Washington, DC 20004  
f: [@19\(1\)](#) ig: [@19\(1\)](#)

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**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) <no-reply@zoom.us>  
**Sent:** December 15, 2021 05:10 PM  
**To:** Chiu, Crystallina  
**Subject:** NPE Scaled Training v2, #5 @ 2pm Confirmation

**\*\*\*ATTENTION\*\*\***

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information about this webinar below.

02:00 PM Eastern Time (US and Canada)

52



18SOBZZLTK2E.DQMAAAWXgJN\_BZBWlhNY1pBUFJ2T2RZTktHcUdqLW93AAAAAAAAAAAAAAAAAAAAAAAAAAAA&pwd=Uk9hS

58782,,96066489852#,...\*510081# or +13017158592,,96066489852#,...\*510081#

ality, dial a number based on your current location.

15 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 346 248 7799 or +1 669 900 6833 or +1 929 205 6099 or 833 548 0276 (Toll Free)

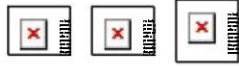
2

- 1 (US West)
- 1 (US East)
- 7 (India Mumbai)
- 7 (India Hyderabad)
- 10 (Amsterdam Netherlands)
- 110 (Germany)
- 55 (Australia Sydney)
- 55 (Australia Melbourne)
- 10 (Singapore)
- 60 (Brazil)
- 53 (Mexico)
- 0 (Canada Toronto)
- 0 (Canada Vancouver)
- 110 (Japan Tokyo)
- 10 (Japan Osaka)

2

@zoomcrc.com

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**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) @fb.com>  
**Sent:** January 12, 2022 04:15 PM  
**To:**  
**Cc:** 19(1)  
**Subject:** Re: Trainings for the New Pages Experience

**\*\*\*ATTENTION\*\*\***

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Happy new year all,

I wanted to resurface this email re: our NPE trainings as all Pages will be transitioned to this new format next week. Please sign up for one of our trainings:

Thursday, January 13, 2022 @ 2PM EST [\[Register\]](#)  
Wednesday, January 19, 2022 @ 2PM EST [\[Register\]](#)  
Thursday, January 20, 2022 @ 2PM EST [\[Register\]](#)

Many thanks,  
19(1)



19(1)  
Politics & Government Outreach | Policy

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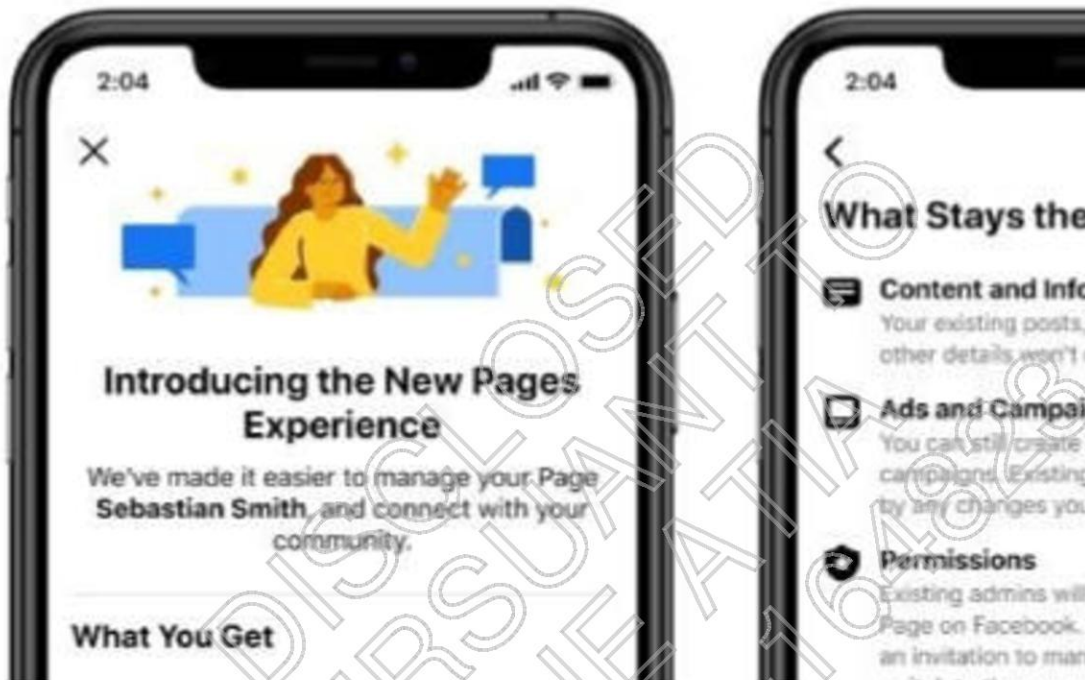
**From:** 19(1) @fb.com>  
**Date:** Wednesday, December 15, 2021 at 4:28 PM  
**To:** 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>  
**Subject:** Trainings for the New Pages Experience

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- |                                        |                            |
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| Friday, January 7, 2022 @ 2PM EST      | <a href="#">[Register]</a> |
| Thursday, January 13, 2022 @ 2PM EST   | <a href="#">[Register]</a> |
| Wednesday, January 19, 2022 @ 2PM EST  | <a href="#">[Register]</a> |
| Thursday, January 20, 2022 @ 2PM EST   | <a href="#">[Register]</a> |

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- [Navigating the New Page Permissions](#)
- [Connect With Your Community in News Feed](#)
- [Using Facebook's Q&A Tool to Connect With Your Followers](#)
- [Review The Privacy Settings on the New Pages Experience](#)
- [Introducing Facebook Business Suite](#)

As always, we're here to help! Visit our [help center](#) to learn more or get support directly from our team [here](#). We look forward to seeing all the ways you connect with your communities on the new Page experience and Facebook Business Suite!

Thanks,  
19(1)



19(1)

Politics & Government Outreach | Policy  
575 7<sup>th</sup> St. NW, Washington, DC 20004  
f: @19(1) ig: @19(1)

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A-2023-164823

**Laberge, Emilie (she/her/elle)**

---

**From:** Laberge, Emilie  
**Sent:** February 10, 2022 12:14 PM  
**To:** 19(1)  
**Cc:** Fraser, Lori; Côté, Ginette; Niculescu, Alexandru Mihai  
**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1),

I will ask Cossette Media to confirm as they are responsible for scheduling all of our ads. They only sent me the email below.

Stay tuned!

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)  
C: 613.878.2689

---

**From** 19(1) @fb.com>  
**Sent:** February 10, 2022 12:12 PM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Subject:** Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

**\*\*\*ATTENTION\*\*\***

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Hi Emilie,

Have you tried publishing the ads and the ads were rejected? Or is something preventing you from actually publishing the ads?

Could you please provide relevant screenshots of what you're seeing plus Ad IDs for the ads in question here, link to Page, Ad Account ID etc.?

Thanks,



19(1)

Government, Politics & Advocacy Partner Manager  
*Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires*  
[Meta](#) 19(1) @fb.com

---

**From:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>  
**Date:** Thursday, February 10, 2022 at 11:53 AM  
**To:** 19(1) @fb.com, 19(1) @fb.com  
**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>, Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>  
**Subject:** CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1)

I am working with Cossette Media (the Government of Canada’s Agency of Record for media buying) to launch the Canada Revenue Agency’s (CRA) Benefits and Credits advertising campaign. We have Facebook and Instagram ads that are to launch on Monday, February 14, 2022. However, we are being asked to complete the ID confirmation process (see email below). Given that this ID confirmation process requires a Government of Canada employee to provide their personal information (e.g. drivers licence), we are unable to complete the process and would instead have to pull our planned Facebook (and/or Instagram) ads.

We are writing to you to appeal Facebook’s decision that these ads fall into the category of “social issues” which would ensure we do not have to complete the process, or to provide an alternative solution. The ads for the Benefits and Credits campaign are not directly related to politics or elections or any social issue as defined by Facebook:

- Civil and Social Rights
- Economy
- Environmental Politics
- Health
- Immigration
- Political Values and Governance
- Security and Foreign Policy

Please find the English ads attached (static ads on Facebook and Instagram. The one English video for Instagram can be found in this Dropbox link: [https://www.dropbox.com/s/2jg6upeedxeauun/6\\_tiktok\\_jamal\\_15e\\_9x16\\_v04.mp4?dl=0](https://www.dropbox.com/s/2jg6upeedxeauun/6_tiktok_jamal_15e_9x16_v04.mp4?dl=0)

Please let me know if you would like me to send along the corresponding French ads.

Please advise us as to whether you are able to rectify this issue.

Many thanks,

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)  
Senior Marketing Advisor | Conseillère principale en marketing  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada  
C: 613.878.2689

**From:** 19(1) @cossettemedia.com>  
**Sent:** February 10, 2022 10:49 AM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Cc:** 19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>; Stephan Banville <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1) @cossettemedia.com>  
**Subject:** FACEBOOK\_SET-UP\_TA# 46558-233765-001-CZ\_CRA\_Benefits and Credits 2021-2022\_2122-190352

Hi everyone,

It looks like the FB Page's disclaimer is owned by someone who is not an authorized Page admin. In order to continue running ads with the disclaimer without issue, an authorized Page admin will need to claim it. Here's the error message for reference:

Page does not have an authorized admin: This ad can't be placed because the Page doesn't have an admin who has completed the ID confirmation process for ads about social issues, elections or politics. Please have a page admin complete the ID confirmation process at <https://www.facebook.com/id/#2708013> In order for a Page admin to claim ownership of a disclaimer: Go to your Page. Click **Settings**. In the left menu, click **Issue, Electoral or Political Ads**. In the **Where will you run ads?** section, click the dropdown and select **Canada**. Under **Create and Manage Disclaimers**, click the **View** button in any disclaimer you're seeking ownership of. Click on the **Claim Disclaimer** button. Enter a business email address with the same domain as your website, which was provided when the disclaimer was first set up. This domain can't be changed. We'll send you an email with a six-digit verification code to confirm your relationship to the business.\* Refresh, click on the same disclaimer and review the owners of this disclaimer section. Your name should be visible.

Here's the link for the help center, if needed:

[https://www.facebook.com/business/help/609103326609944?id=288762101909005&country\\_select=CA](https://www.facebook.com/business/help/609103326609944?id=288762101909005&country_select=CA)

Thank you,

--  
-

19(1)

**Cossette Média**  
Activatrice numérique  
1010 rue Sainte-Catherine Ouest, Suite 900  
Montréal, QC H3B 5L1 Canada  
cossettemedia.com



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solely for the use of the individual or entity to which they are addressed. If you have received this email by error, please notify us immediately and permanently delete it from your computer.

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823



# Canada child benefit

Newsfeed Carousel Static - English & French



English Version



French Version



# Disability tax credit

Newsfeed Carousel Static - English & French



English Version



French Version

# Canada workers benefit

Newsfeed Carousel Static - English & French



English Version



French Version





# Free tax help

Newsfeed Carousel Static - English & French



English Version



French Version

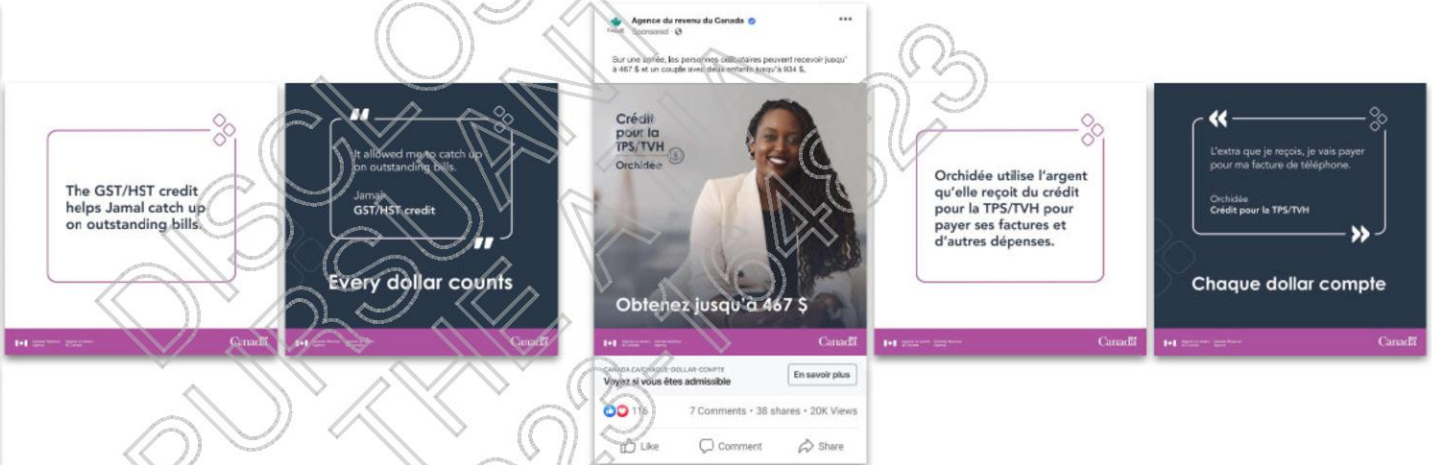


# GST/HST credit

Newsfeed Carousel Static - English & French



English Version



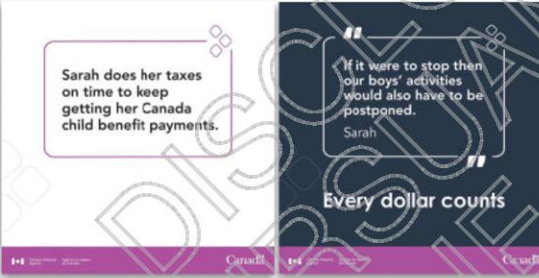
French Version

# Taxes on time

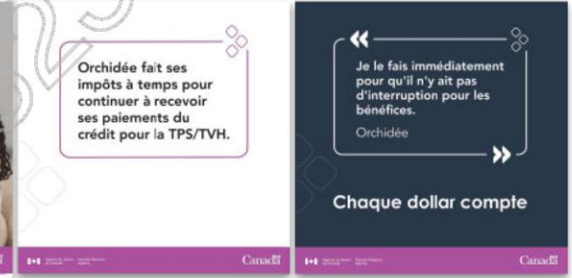
Newsfeed Carousel Static - English & French



English Version



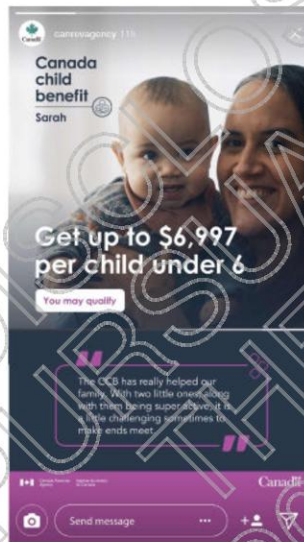
French Version





# Canada child benefit

Static Stories - English & French



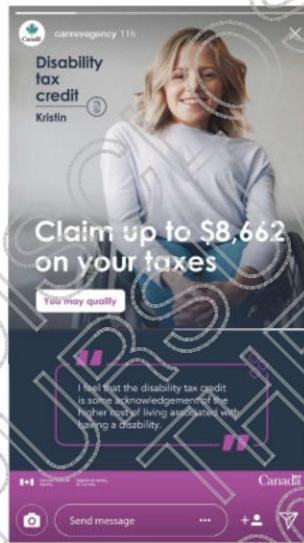
English Version



French Version

# Disability tax credit

Static Stories - English & French



English Version



French Version

# Canada workers benefit

Static Stories - English & French



English Version

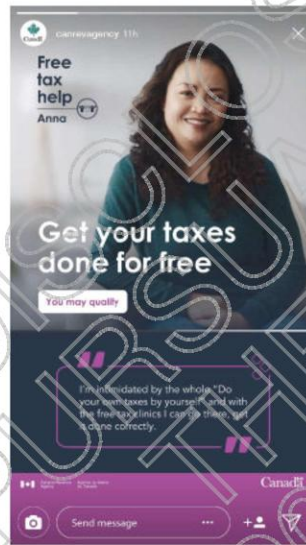


French Version



# Free tax help

Static Stories - English & French



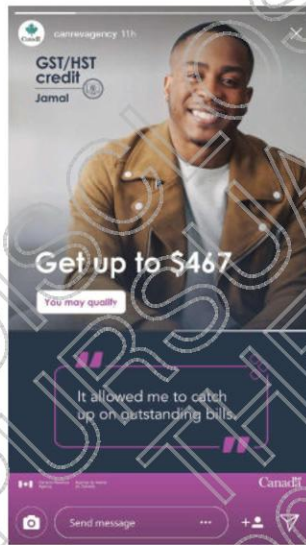
English Version



French Version

# GST/HST credit

Static Stories - English & French



English Version



French Version

## Laberge, Emilie (she/her/elle)

---

**From:** Laberge, Emilie  
**Sent:** February 11, 2022 11:38 AM  
**To:** 19(1)  
**Cc:** Fraser, Lori; Côté, Ginette; Niculescu, Alexandru Mihai  
**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1),

I have asked Cossette to provide me those details. I will send them along as soon as I receive them.

Many thanks,

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)

C: 613.878.2689

---

**From:** 19(1) @fb.com>  
**Sent:** February 11, 2022 11:34 AM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Subject:** Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi Emilie,

I'm not able to pull up those ad IDs – likely because they haven't been published. Could you please send me the ad account ID and a screenrecording or screenshot of the error message?

Thanks,

 Meta

19(1)

Government, Politics & Advocacy Partner Manager

*Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires*

[Meta](#) | 19(1) @fb.com

---

**From:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>  
**Date:** Friday, February 11, 2022 at 8:19 AM  
**To:** 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>, Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>  
**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Good morning,



Happy Friday!

I'm just following up to my email below. 😊

Many thanks,

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)  
C: 613.878.2689

---

**From:** Laberge, Emilie  
**Sent:** February 10, 2022 1:58 PM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1),

I got the following information from Cossette Media (the GC's agency of record for media buying):

The error message in the previous mail is what is showing every time we are trying to publish the ads.

Since it is related to your CRA FB page disclaimer ownership and without this issue being resolved, that means that it will prevent us from launching the campaign on our end.

Here are the Ad IDs :

6259232196915  
6259232196315

Current status of the ads : setup error.

We are currently troubleshooting the issue with the FB support to try to get them approved as the French ads were not disapproved.

As per the email Cossette has reached out to FB support. Please note that the French ads were not disapproved, only the English.

Many thanks,

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)  
C: 613.878.2689

From: 19(1) [redacted]@fb.com>

Sent: February 10, 2022 12:12 PM

To: Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) [redacted]@fb.com>

Cc: Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>

Subject: Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

**\*\*\*ATTENTION\*\*\***

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Hi Emilie,

Have you tried publishing the ads and the ads were rejected? Or is something preventing you from actually publishing the ads?

Could you please provide relevant screenshots of what you're seeing plus Ad IDs for the ads in question here, link to Page, Ad Account ID etc.?

Thanks,

 Meta

19(1) [redacted]

Government, Politics & Advocacy Partner Manager

*Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires*

[Meta](#) 19(1) [redacted]@fb.com

---

From: Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>

Date: Thursday, February 10, 2022 at 11:53 AM

To: 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>

Cc: Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>

Subject: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1) [redacted]

I am working with Cossette Media (the Government of Canada's Agency of Record for media buying) to launch the Canada Revenue Agency's (CRA) Benefits and Credits advertising campaign. We have Facebook and Instagram ads that are to launch on Monday, February 14, 2022. However, we are being asked to complete the ID confirmation process (see email below). Given that this ID confirmation process requires a Government of Canada employee to provide their personal information (e.g. drivers licence), we are unable to complete the process and would instead have to pull our planned Facebook (and/or Instagram) ads.



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Please let me know if you would like me to send along the corresponding French ads.

Please advise us as to whether you are able to rectify this issue.

Many thanks,

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)

Senior Marketing Advisor | Conseillère principale en marketing  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada  
C: 613.878.2689

---

**From:** 19(1) <[REDACTED]@cossettemedia.com>  
**Sent:** February 10, 2022 10:49 AM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Cc:** 19(1) <[REDACTED]@cossettemedia.com>; 19(1) <[REDACTED]@cossettemedia.com>; 19(1) <[REDACTED]@cossettemedia.com>; Stephan Banville <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1) <[REDACTED]@cossettemedia.com>  
**Subject:** FACEBOOK\_SET-UP\_TA# 46558-233765-001-CZ\_CRA\_Benefits and Credits 2021-2022\_2122-190352

Hi everyone,

It looks like the FB Page's disclaimer is owned by someone who is not an authorized Page admin. In order to continue running ads with the disclaimer without issue, an authorized Page admin will need to claim it. [Here's the error message for reference:](#)  
Page does not have an authorized admin: This ad can't be placed because the Page doesn't have an admin who has completed the ID confirmation process for ads about social issues, elections or politics. Please have a page admin complete the ID confirmation process at <https://www.facebook.com/id/> (#2708013) In order for a Page admin to claim ownership of a disclaimer: Go to your Page. Click **Settings**. In the left menu, click **Issue, Electoral or Political Ads**. In the **Where will you run ads?** section, click the dropdown and select **Canada**. Under **Create and**



**Manage Disclaimers**, click the **View** button in any disclaimer you're seeking ownership of. Click on the **Claim Disclaimer** button. Enter a business email address with the same domain as your website, which was provided when the disclaimer was first set up. This domain can't be changed. We'll send you an email with a six-digit verification code to confirm your relationship to the business.\* Refresh, click on the same disclaimer and review the owners of this disclaimer section. Your name should be visible.

Here's the link for the help center, if needed:

[https://www.facebook.com/business/help/609103326609944?id=288762101909005&country\\_select=CA](https://www.facebook.com/business/help/609103326609944?id=288762101909005&country_select=CA)

Thank you,

--

-

19(1)

**Cossette Média**  
**Activatrice numérique**  
**1010 rue Sainte-Catherine Ouest, Suite 900**  
**Montréal, QC H3B 5L1 Canada**  
**cossettemedia.com**



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**Laberge, Emilie (she/her/elle)**

---

**From:** Laberge, Emilie  
**Sent:** February 11, 2022 02:37 PM  
**To:** 19(1)  
**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer  
**Importance:** High

Hi 19(1)

Are you available for a call? I'm hoping it will save time.

Emilie

~~~~~  
**Emilie Laberge Caputo** (she/her/elle)  
C: 613.878.2689

---

**From:** 19(1) @fb.com>  
**Sent:** February 11, 2022 2:13 PM  
**To:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>  
**Subject:** Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

**\*\*\*ATTENTION\*\*\***

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Thanks Emilie –

It looks like the issue here is that you're trying to apply a disclaimer to the ads that is currently invalid, because it's not owned by an authorized Page admin. You'll either need to resolve the disclaimer issue (steps [here](#)) before running the ads with this disclaimer, or you'll need to remove the disclaimer from the ads (but unchecking the box at the campaign level that declares it as being about social issues, elections or politics).



19(1)

Government, Politics & Advocacy Partner Manager

Meta 19(1) @fb.com

---

**From:** Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>

**Date:** Friday, February 11, 2022 at 12:00 PM

**To:** 19(1) @fb.com, 19(1) @fb.com

**Cc:** Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>, Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>, Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>

**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1)

I just got the attached and details below from Cossette Media:

We are still troubleshooting on our end with Facebook. I finished setting up the campaign on FB/IG and we have now the same issue with more than 15 ads.

The disclaimer is preventing us from publishing the ads, as mentioned before. You'll find a screenshot in attachment of the same message for all the ads listed below.

Here's the account ID:

16(2)(c)

Here are the ad ID:

6259437902315  
6259439588115  
6259437284915  
6259432785715  
6259432784715  
6259349192315  
6259349192515  
6259337603315  
6259338119515  
6259338213115  
6259337603915  
6259338043115  
6259232196915  
6259232196315  
6259233313515  
6259209488115

I hope that helps,

Thanks!

Emilie

~ ~ ~ ~ ~

**Emilie Laberge Caputo** (she/her/elle)

C: 613.878.2689



From: 19(1) [redacted]@fb.com>

Sent: February 11, 2022 11:34 AM

To: Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) [redacted]@fb.com>

Cc: Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>

Subject: Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

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Hi Emilie,

I'm not able to pull up those ad IDs – likely because they haven't been published. Could you please send me the ad account ID and a screenrecording or screenshot of the error message?

Thanks,

 Meta

19(1) [redacted]

Government, Politics & Advocacy Partner Manager

*Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires*

[Meta](#) | [laurenjutai@fb.com](mailto:laurenjutai@fb.com)

From: Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>

Date: Friday, February 11, 2022 at 8:19 AM

To: 19(1) [redacted]@fb.com>, 19(1) [redacted]@fb.com>

Cc: Fraser, Lori <Lori.Fraser@cra-arc.gc.ca>; Côté, Ginette <Ginette.Cote@cra-arc.gc.ca>; Niculescu, Alexandru Mihai <AlexandruMihai.Niculescu@cra-arc.gc.ca>

Subject: RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Good morning,

Happy Friday!

I'm just following up to my email below. 😊

Many thanks,

Emilie

**Emilie Laberge Caputo** (she/her/elle)

C: 613.878.2689

---

**From:** Laberge, Emilie

**Sent:** February 10, 2022 1:58 PM

**To:** 19(1) <[REDACTED]@fb.com>; 19(1) <[REDACTED]@fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>; Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>

**Subject:** RE: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

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Here are the Ad IDs :

6259232196915

6259232196315

Current status of the ads : setup error.

We are currently troubleshooting the issue with the FB support to try to get them approved as the French ads were not disapproved.

As per the email Cossette has reached out to FB support. Please note that the French ads were not disapproved, only the English.

Many thanks,

Emilie  
~~~~~

**Emilie Laberge Caputo** (she/her/elle)

C: 613.878.2689

---

**From:** 19(1) <[REDACTED]@fb.com>

**Sent:** February 10, 2022 12:12 PM

**To:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>; 19(1) <[REDACTED]@fb.com>

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>; Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>

**Subject:** Re: CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

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Hi Emilie,

Have you tried publishing the ads and the ads were rejected? Or is something preventing you from actually publishing the ads?

Could you please provide relevant screenshots of what you're seeing plus Ad IDs for the ads in question here, link to Page, Ad Account ID etc.?

Thanks,

 Meta

19(1) )

Government, Politics & Advocacy Partner Manager

*Responsable des partenariats avec le gouvernement et les partis politiques – produits publicitaires*

[Meta](#) 19(1) [i@fb.com](#)

---

**From:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>

**Date:** Thursday, February 10, 2022 at 11:53 AM

**To:** 19(1) [@fb.com](#), 19(1) [@fb.com](#)

**Cc:** Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>, Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>, Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>

**Subject:** CRA Benefits & Credits Ad Campaign – Facebook Page Admin and Disclaimer

Hi 19(1),

I am working with Cossette Media (the Government of Canada's Agency of Record for media buying) to launch the Canada Revenue Agency's (CRA) Benefits and Credits advertising campaign. We have Facebook and Instagram ads that are to launch on Monday, February 14, 2022. However, we are being asked to complete the ID confirmation process (see email below). Given that this ID confirmation process requires a Government of Canada employee to provide their personal information (e.g. drivers licence), we are unable to complete the process and would instead have to pull our planned Facebook (and/or Instagram) ads.

We are writing to you to appeal Facebook's decision that these ads fall into the category of "social issues" which would ensure we do not have to complete the process, or to provide an alternative solution. The ads for the Benefits and Credits campaign are not directly related to politics or elections or any social issue as defined by Facebook:

- Civil and Social Rights
- Economy
- Environmental Politics
- Health
- Immigration



- Political Values and Governance
- Security and Foreign Policy

Please find the English ads attached (static ads on Facebook and Instagram. The one English video for Instagram can be found in this Dropbox link: [https://www.dropbox.com/s/2jq6upeedxeauun/6\\_tiktok\\_jamal\\_15e\\_9x16\\_v04.mp4?dl=0](https://www.dropbox.com/s/2jq6upeedxeauun/6_tiktok_jamal_15e_9x16_v04.mp4?dl=0)

Please let me know if you would like me to send along the corresponding French ads.

Please advise us as to whether you are able to rectify this issue.

Many thanks,

Emilie

~~~~~

**Emilie Laberge Caputo** (she/her/elle)

Senior Marketing Advisor | Conseillère principale en marketing  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada  
C: 613.878.2689

---

**From:** 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Sent:** February 10, 2022 10:49 AM  
**To:** Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>; Côté, Ginette <[Ginette.Cote@cra-arc.gc.ca](mailto:Ginette.Cote@cra-arc.gc.ca)>; Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Niculescu, Alexandru Mihai <[AlexandruMihai.Niculescu@cra-arc.gc.ca](mailto:AlexandruMihai.Niculescu@cra-arc.gc.ca)>  
**Cc:** 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; Stephan Banville <[Stephan.Banville@tpsgc-pwgc.gc.ca](mailto:Stephan.Banville@tpsgc-pwgc.gc.ca)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Subject:** FACEBOOK\_SET-UP\_TA# 46558-233765-001-CZ\_CRA\_Benefits and Credits 2021-2022\_2122-190352

Hi everyone,

It looks like the FB Page's disclaimer is owned by someone who is not an authorized Page admin. In order to continue running ads with the disclaimer without issue, an authorized Page admin will need to claim it. [Here's the error message for reference:](#)  
Page does not have an authorized admin: This ad can't be placed because the Page doesn't have an admin who has completed the ID confirmation process for ads about social issues, elections or politics. Please have a page admin complete the ID confirmation process at <https://www.facebook.com/id/#2708013> In order for a Page admin to claim ownership of a disclaimer: Go to your Page. Click **Settings**. In the left menu, click **Issue, Electoral or Political Ads**. In the **Where will you run ads?** section, click the dropdown and select **Canada**. Under **Create and Manage Disclaimers**, click the **View** button in any disclaimer you're seeking ownership of. Click on the **Claim Disclaimer** button. Enter a business email address with the same domain as your website, which was provided when the disclaimer was first set up. This domain can't be changed. We'll send you an email with a six-digit verification code to confirm your relationship to the business.\* Refresh, click on the same disclaimer and review the owners of this disclaimer section. Your name should be visible.

Here's the link for the help center, if needed:

Thank you,

--

-

19(1)

**Cossette Média**  
**Activatrice numérique**  
**1010 rue Sainte-Catherine Ouest, Suite 900**  
**Montréal, QC H3B 5L1 Canada**  
**cossettemedia.com**



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A-2023-164823



Search

- CAR|Static|benefitscredits2|FR|C... \*\*\*
- CAR|Static|benefitscredits2|FR|C... \*\*\*
- CAR|Static|benefitscredits2|FR|C... \*\*\*
- IMG|Static|benefitscredits2|FR|C... \*\*\*
- IMG|Static|benefitscredits2|FR|C... \*\*\*
- IMG|Static|benefitscredits2|FR|C... \*\*\*
- CAR|Static|benefitscredits2|FR|C... \*\*\*
- CAR|Static|benefitscredits2|FR|C... \*\*\*
- IMG|Static|benefitscredits2|FR|C... \*\*\*
- IMG|Static|benefitscredits2|FR|C... \*\*\*
- expats-ethnic-interests|INTR|NAT|F... \*\*\*
- CAR|Static|benefitscredits... \*\*\* ⚠
- CAR|Static|benefitscredits... \*\*\* ⚠
- CAR|Static|benefitscredits... \*\*\* ⚠
- IMG|Static|benefitscredits2... \*\*\* ⚠
- CAR|Static|benefitscredits... \*\*\* ⚠
- IMG|Static|benefitscredits2|EN|C... \*\*\*
- IMG|Static|benefitscredits2|EN|C... \*\*\*
- IMG|Static|benefitscredits2|EN|C... \*\*\*
- CAR|Static|benefitscredits2|EN|C... \*\*\*
- IMG|Static|benefitscredits2|EN|C... \*\*\*

7008-SO-0015|benefitscredits2|46558-233765-001-CZ|2122-19... 65plus|DEMO||SEN|FBK|FBK-STNW|TRA|benefitscredits2|SOC|... CAR|Static|benefitscredits2|EN|C01-GST-HST-Jamal-P1|TRA|CRA

[Edit](#) [Review](#)

### Ad name

CAR|Static|benefitscredits2|EN|C01-GST... [Create template](#)

### Identity

**Facebook Page**  
Canada Revenue Agency

This ad is about social issues, elections or politics. [Learn more](#)

**Edit selection in campaign settings**  
You selected the category of social issues, elections and politics. To change this, go to the campaign settings and select the Special Ad Category. [Learn more](#)

**Advertise on Instagram**  
Run this ad on Facebook and Instagram at the same time to reach more people who matter to you. [Learn more](#)

[Add Instagram placement](#)

**Branded content**  
If this post features a third-party brand or product then you must tag your business partner's Page. See branded content policy

### Ad setup

Create ad

**Format**  
Choose how you'd like to structure your ad.

Single image or video  
One image or video, or a slideshow with multiple images

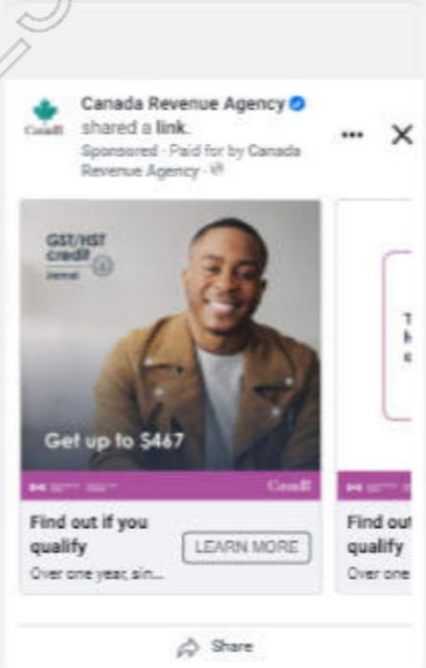
Carousel

**Review 1 error**

Page does not have an authorized admin: This ad can't be placed because the Page doesn't have an admin who has completed the ID confirmation process for ads about social issues, elections or politics. Please have a page admin complete the ID confirmation process at <https://www.facebook.com/id/> (#2708013)

Ad preview [Share](#) [Advanced preview](#)

**Facebook Feeds** **Facebook Stories**



**Placement Not Available**  
We can't provide a preview because the placement you selected isn't available for ads about social issues, elections or politics.

000115

By clicking "Publish," you agree to Facebook's Terms and Advertising Guidelines.

[Close](#)

[Discard draft](#) [Publish](#)



## Hollett, Katrina

---

**From:** Pak, Katrina  
**Sent:** February 23, 2022 03:37 PM  
**To:** 19(1)  
**Cc:** Despatie, Chelsea; Nassar, Lisa; Julia Vumilia Vira  
**Subject:** RE: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

**Categories:** Youth

### Categorization: Unclassified

Thanks 19(1) Here's hoping that we won't need to do any of this!

### Katrina Pak Hollett

343-571-7836

---

**From:** 19(1) @fb.com>  
**Sent:** February 23, 2022 2:02 PM  
**To:** Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>; 19(1) @fb.com>  
**Cc:** Despatie, Chelsea <CHELSEA.DESPATIE@cra-arc.gc.ca>; Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>; Julia Vumilia Vira <julia.vumiliavira@cossettemedia.com>  
**Subject:** Re: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

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Hi Katrina,

Thanks for letting us know. If you run into issues with your ads for this campaign being flagged/rejected, you should appeal the decisions right away (you can do this easily in ads manager or via the email sent to you with the disapproved ads). You can also reach out to our support team [here](#), and please include the Ad IDs in your message to them. If you're not getting traction with the appeals and with via the support team then you can reach out to me.

Thanks,

 Meta

19(1)

Government, Politics & Advocacy Partner Manager

Meta 19(1) i@fb.com

---

**From:** Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>

**Date:** Wednesday, February 23, 2022 at 9:46 AM

**To:** 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** Despatie, Chelsea <CHELSEA.DESPATIE@cra-arc.gc.ca>, Nassar, Lisa <Lisa.Nassar@cra-arc.gc.ca>, 19(1) 19(1) @cossettemedia.com>

**Subject:** FW: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

**Categorization: Unclassified**

Hi 19(1)

CRA will be launching a youth Facebook and Instagram campaign soon (target date Feb 28).

We may require your immediate assistance in getting the ads pushed live, should they be flagged as social issues. The ads are promoting an educational tool so they should not be considered a social issue, but I am anticipating that this could happen given that the CRA's Benefits and Credits campaign ads were mistakenly flagged.

I understand that you were involved in resolving this for Benefits and Credits and so I wanted to let you know that we will be launching another campaign and that this issue could come up again.

Thank you,

**Katrina Pak Hollett**

343-571-7836

---

**From:** 19(1) @cossettemedia.com>

**Sent:** February 23, 2022 8:00 AM

**To:** 19(1) @feastinteractive.com>

**Cc:** # Québec - Cossette Media - AOR Planning <aor-planningteam@cossettemedia.com>; AOR-GCclients-All <AOR-GC@cossettemedia.com>; Stephan Banville <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1)

19(1) i@cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1)

19(1) @cossettemedia.com>; 19(1) @feastinteractive.com>; 19(1)

19(1) @feastinteractive.com>; Despatie, Chelsea <CHELSEA.DESPATIE@cra-arc.gc.ca>; Trafficking | FEAST <trafficking@feastinteractive.com>; Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>

**Subject:** Re: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

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Hi Katrina and Rebecca,

The campaign identifier has been updated in the media plan and I confirm receipt of the creatives.

For the disclaimer, this is unfortunately something we can not plan given the error message appears once we are at the end of the set-up.

The only solution we found in collaboration with our FB rep to avoid the campaign being rejected is to submit each campaign component prior to the Facebook team to ask for a pre-approval. But this process requires at least 1 week before the set-up, which would lead us to postpone the current launch, without considering the changes that could be required by Facebook.

We would not recommend this at this moment when we only have 1 month left before the end of the fiscal year.

Thanks,

On Tue, Feb 22, 2022 at 11:48 AM 19(1) <[REDACTED]> <[\[REDACTED\]@feastinteractive.com](mailto:[REDACTED]@feastinteractive.com)> wrote:

Hi again,

Please disregard the CT in the previous email. I've re-attached the most updated version here, which matches what is in AdMIS.

Thank you!

19(1)

On Tue, Feb 22, 2022 at 11:29 AM 19(1) <[REDACTED]> <[\[REDACTED\]@feastinteractive.com](mailto:[REDACTED]@feastinteractive.com)> wrote:

Hi 19(1)

Please see attached for the final CRA B&C Youth Advertising CT.

Creative assets can be found in this Dropbox folder:

[https://www.dropbox.com/sh/2upoutpr71tsjoy/AACeJiKb6\\_BQ1HoJ8ILSwMQJa?dl=0](https://www.dropbox.com/sh/2upoutpr71tsjoy/AACeJiKb6_BQ1HoJ8ILSwMQJa?dl=0)

Let me know if you need anything else.

Thanks!

19(1)

On Mon, Feb 21, 2022 at 8:29 AM Pak, Katrina <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Hi again 19(1)

I understand that there were/are challenges with the CRA Benefits and Credits ads on Facebook and Instagram, saying that disclaimers were required. I think your team was able to resolve the issue with



Facebook by unchecking a certain box at the campaign level. Just wanted to flag if you can do whatever you did to get the Benefits and Credits ads working for this campaign as well to avoid further delays?

Thanks,

**Katrina Pak Hollett**

343-571-7836

---

**From:** Pak, Katrina  
**Sent:** February 21, 2022 8:18 AM  
**To:** 19(1) @cossettemedia.com; 19(1) @cossettemedia.com  
**Cc:** '# Québec - Cossette Media - 19(1) @cossettemedia.com'; 'AOR-GCclients-All' <AOR-GC@cossettemedia.com>; 'Stephan Banville' <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1) @cossettemedia.com; 19(1) @cossettemedia.com; 19(1) @cossettemedia.com; 19(1) @cossettemedia.com; 19(1) @feastinteractive.com; 19(1) @feastinteractive.com; Despatie, Chelsea <CHELSEA.DESPATIE@cra-arc.gc.ca>; 19(1) @feastinteractive.com; 'Trafficking | FEAST' <trafficking@feastinteractive.com>  
**Subject:** RE: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

**Categorization: Unclassified**

Good morning 19(1)

I just noticed that the UTM tags were not included in the Media Plan.

Please see the tags that should be used for this campaign:

**WEBSITE ANALYTICS - UTM TAGS**

<b>Campaign Identifier / Identifiant de campagne</b>	youth
<b>Fiscal year / Année fiscale</b>	21-22
<b>utm_campaign</b>	cra-arc-youth-21-22

Thanks,

**Katrina Pak Hollett**

343-571-7836

---

**From:** Pak, Katrina

**Sent:** February 21, 2022 8:05 AM

**To:** 19(1) @feastinteractive.com>; Trafficking | FEAST <trafficking@feastinteractive.com>

**Cc:** # Québec - Cossette Media - AOR Planning <aor-planningteam@cossettemedia.com>; AOR-GCclients-All <AOR-GC@cossettemedia.com>; Stephan Banville <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1)

19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>;

19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1)

19(1) @feastinteractive.com>; 19(1) @feastinteractive.com>; Despatie, Chelsea

<CHELSEA.DESPATIE@cra-arc.gc.ca>

**Subject:** RE: MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350

**Categorization: Unclassified**

Hi 19(1),

For your action. Here is the material delivery email from the AOR. Please share the Facebook and Instagram creatives with them.

Thanks,

**Katrina Pak Hollett**

343-571-7836

---

**From:** 19(1) @cossettemedia.com>

**Sent:** February 21, 2022 8:00 AM

**To:** Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>

**Cc:** # Québec - Cossette Media - AOR Planning <aor-planningteam@cossettemedia.com>; AOR-GCclients-All <AOR-GC@cossettemedia.com>; Stephan Banville <Stephan.Banville@tpsgc-pwgsc.gc.ca>; 19(1)

19(1) @cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1)

19(1) @cossettemedia.com>

**Subject:** MATERIAL DELIVERY\_TA# 46558-221344-001-CZ\_CRA\_Youth Learn about your Taxes\_2122-204350



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Hi,

The AOR has received the approved media plan and buying authorization for this campaign.

Please take note of the next steps and deliverables required from the **creative agency** and **GC institution** in order to launch the campaign:

**1) TRAFFICKING:**

- **CREATIVE TRAFFICKING SHEET:** **creative agency** needs to send the completed document to the Institution who is responsible to upload it into ADMIS 3.0, the aor will send these trafficking instructions to suppliers when setting up the campaign
- **BROADCAST TRAFFICKING:** the aor trafficking team will advise the **creative agency** once broadcast buys are completed and request further information for trafficking

**2) MATERIAL DELIVERY:**

- **DIGITAL:** **creative agency** needs to send digital creatives in zip file format to the Institution client who is responsible to send it to the aor by replying to this email thread.
- **OOH/PRINT:** **creative agency** to send material directly to supplier contacts (listed on Creative Trafficking Sheet); make sure to reference the campaign name, TA# and specify that Cossette Media will be booking the campaign
- **TV/RADIO:** **creative agency** to send material to distribution house
- **SEM :** material delivered with the media plan

**3) SOCIAL MEDIA SET-UP:**

- **LinkedIn and Twitter posts are dark-posted by the GC institution.** For Twitter, the aor will first provide you with tags and naming conventions to be used in the set-up of your ads. You can then proceed with your dark posts by creating it as a Promoted-only tweet and please **DO NOT USE the new Tweet composer.** For LinkedIn, please wait before creating your posts, as the aor will first provide you with tags and naming conventions to be used in the set-up of your ads.



- The aor will provide preview links to the Facebook ads for approval by the **GC institution**, links to manage Facebook comments will also be provided once the ads are approved

Please note that buying & trafficking timelines vary by media channel, and can take up to 10 business days. The AOR will provide the Project Authority with a status once the media campaign has launched.

Thanks,

--

-

19(1)

**Cossette Média**  
**Superviseure, lead activation média**  
**1010 rue Sainte-Catherine Ouest, Suite 900**  
**Montréal, QC H3B 5L1 Canada**  
**cossettemedia.com**



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A-2023-162823

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19(1)

DIGITAL COMMUNICATIONS & MEDIA SUPERVISOR  
FEAST INTERACTIVE INC.

--

19(1)

DIGITAL COMMUNICATIONS & MEDIA SUPERVISOR  
FEAST INTERACTIVE INC.

--

19(1)

**Cossette Média**  
**Superviseure Activation Média**

1010 rue Sainte-Catherine Ouest, Suite 900  
Montréal, QC H3B 5L1 Canada

19(1)

[cossettemedia.com](http://cossettemedia.com)



DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** February 28, 2022 12:40 PM  
**To:** 19(1) McNeely, Jennifer; 19(1)  
**Cc:**  
**Subject:** RE: Instagram handle

### Categorization: Unclassified

Thanks a million, 19(1) !

This is so helpful and will be an enormous relief to our senior management. I've sent a message to our web team to update the icons on Canada.ca. Thank you!

CC ☺

### Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

---

**From:** 19(1) @fb.com>  
**Sent:** February 28, 2022 12:10 PM  
**To:** 19(1) @fb.com>; McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>  
**Subject:** Re: Instagram handle

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Thank you so much 19(1) .

 Meta

19(1)  
Politics & Government Outreach | Policy



---

**From:** 19(1) @fb.com>  
**Date:** Monday, February 28, 2022 at 11:54 AM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>, 19(1) @fb.com>  
**Subject:** Re: Instagram handle

Jennifer,

Happy Monday! I bear great news: your Instagram account has been verified. I'm extremely sorry for the delay.

Thank you for your patience -- our technical team is working dilligently to keep up with support requests. They further suggested that, if possible, you [add an Instagram link here](#) to help prevent imposters:



If you become on any imposters on Facebook or Instagram, please don't hesitate to report in-app or to send them directly to our team.

Please let me know if I can help with anything else.

Best,

19(1)

Meta Politics & Government Outreach  
North America + Canada

E: 19(1) @fb.com

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Sent:** Friday, February 25, 2022 11:45 AM  
**To:** 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) <ldolan@fb.com>; Kevin Chan <kevinskchan@fb.com>  
**Cc:** 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** RE: Instagram handle

**Categorization:** Unclassified

The URL has been corrected on the government website. Would it be possible to verify before EOD today?

**Jen McNeely**  
343-551-4568

---

**From:** 19(1) @fb.com>  
**Sent:** February 24, 2022 10:08 AM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** 19(1) @fb.com>; 19(1) @fb.com>  
**Subject:** Re: Instagram handle

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Jennifer,

Good morning! The link to your Instagram page on your website still points to a different account.

If you're able to update this, our team should be able to proceed with verification.

<https://www.canada.ca/en/social.html>

Best,

19(1)

Meta Politics & Government Outreach

North America + Canada

E: 19(1) @fb.com

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Sent:** Thursday, February 24, 2022, 9:15 AM  
**To:** 19(1) Chiu, Crystallina; 19(1)  
**Cc:** 19(1)  
**Subject:** RE: Instagram handle



**Categorization: Unclassified**

Hi again 19(1) and team,

Really hoping we can sort the checkmark for @CanRevAgency on Instagram asap. Our Assistant Commissioner received a complaint accusing us of being unprofessional because our account remains unverified. We have also received questions from Canadians asking us to confirm we are the real Canada Revenue Agency. This is precisely what we were worried about and why we wrote asking for it to be addressed on February 14<sup>th</sup>, 16<sup>th</sup> and 17<sup>th</sup>.

Thanks in advance for your attention to this matter.

**Jen McNeely**

343-551-4568

---

**From:** McNeely, Jennifer

**Sent:** February 23, 2022 8:06 AM

**To:** 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> 19(1) fb.com>; 19(1) @fb.com>

**Cc:** 19(1) @fb.com>; 19(1) @fb.com>

**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Good morning 19(1),

I am not quite sure what you mean by updating the link. Can you be more specific please? Also, just clarifying that the verification is for our English Instagram account @CanRevAgency (our French account was verified almost two weeks ago).

**Jen McNeely**

343-551-4568

---

**From:** 19(1) @fb.com>

**Sent:** February 22, 2022 6:23 PM

**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** 19(1) @fb.com>; 19(1) @fb.com>

**Subject:** Re: Instagram handle

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Jennifer,

You'll have to excuse me, as I got my Instagram and Facebook verifications mixed up!

Our tech team just replied, you'll need to update the link to Facebook here: <https://www.canada.ca/en/social.html>

Then you'll be good to go.

Have a great night!

19(1)

Meta Politics & Government Outreach

North America + Canada

E: 19(1) [@fb.com](mailto:19(1)@fb.com)

---

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Sent:** Tuesday, February 22, 2022 2:44 PM

**To:** 19(1) [@fb.com](mailto:19(1)@fb.com); Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1)

19(1) [@fb.com](mailto:19(1)@fb.com); 19(1) [@fb.com](mailto:19(1)@fb.com)

**Cc:** 19(1) [@fb.com](mailto:19(1)@fb.com); 19(1) [@fb.com](mailto:19(1)@fb.com)

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Thanks 19(1) We're still not seeing the blue checkmark. Can you give us an idea when that will appear on the platform?

**Jen McNeely**

343-551-4568

---

**From:** 19(1) [@fb.com](mailto:19(1)@fb.com)

**Sent:** February 22, 2022 11:15 AM

**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [@fb.com](mailto:19(1)@fb.com); McNeely, Jennifer

<[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) [@fb.com](mailto:19(1)@fb.com)

**Cc:** Lauren 19(1) [@fb.com](mailto:19(1)@fb.com); 19(1) [@fb.com](mailto:19(1)@fb.com)

**Subject:** Re: Instagram handle

**\*\*\*ATTENTION\*\*\***

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Hello! Just flagging that your page is verified.

Thanks!

19(1)

Meta Politics & Government Outreach

North America + Canada

E: 19(1) @fb.com

---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Sent:** Monday, February 21, 2022 9:48 AM

**To:** 19(1) @fb.com; 19(1) @fb.com; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) @fb.com

**Cc:** 19(1) @fb.com; 19(1) @fb.com

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

hi 19(1) !

I hope you had a great weekend!

Just checking in on the status of the blue checkmark. Today is the launch of Tax Filing Season (...yay!...?) and our 21(1)(b)

Thanks a million for your help,  
CC

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

---

**From:** 19(1) @fb.com

**Sent:** February 17, 2022 2:45 PM

**To:** 19(1) @fb.com; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1)

19(1) @fb.com

**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) @fb.com

**Subject:** Re: Instagram handle

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Jen,

I'm working with our tech team to have this account verified. Thank you for your patience!

Have a great day,

19(1)

Meta Politics & Government Outreach  
North America + Canada  
E: 19(1) [@fb.com](#)

---

**From:** 19(1) [@fb.com](#)>

**Sent:** Thursday, February 17, 2022 2:41 PM

**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) [@fb.com](#)>; 19(1) [@fb.com](#)>

**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) [@fb.com](#)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [@fb.com](#)>

**Subject:** Re: Instagram handle

Got it! 19(1) will process the verification and yes – verification helps with search optimization.

Best,

19(1)

The Meta logo, consisting of a blue infinity symbol followed by the word "Meta" in a bold, black, sans-serif font.

19(1)

Politics & Government Outreach Manager  
Meta | Washington, DC

---

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Date:** Thursday, February 17, 2022 at 2:40 PM

**To:** 19(1) [@fb.com](#)>; 19(1) [@fb.com](#)>; 19(1) [@fb.com](#)>

**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) [@fb.com](#)>; Chiu,



Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>, 19(1) [REDACTED] <[REDACTED]@fb.com>

**Subject:** RE: Instagram handle

**Categorization:** **Unclassified**

That is correct. And also wondering if having it verified will make it appear in searches.

**Jen McNeely**

343-551-4568

---

**From:** 19(1) [REDACTED] <[REDACTED]@fb.com>

**Sent:** February 17, 2022 2:10 PM

**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) [REDACTED] <[REDACTED]@fb.com>; 19(1) [REDACTED]

<[REDACTED]@fb.com>

**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) [REDACTED] <[REDACTED]@fb.com>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [REDACTED] <[REDACTED]@fb.com>

**Subject:** Re: Instagram handle

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Happy to help. Just so I understand, the ask is simply to verify @CanRevAgency?

 **Meta**

19(1) [REDACTED],

Politics & Government Outreach Manager  
Meta | Washington, DC

---

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Date:** Thursday, February 17, 2022 at 1:12 PM

**To:** 19(1) [REDACTED] <[REDACTED]@fb.com>; 19(1) [REDACTED] <[REDACTED]@fb.com>

**Cc:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) [REDACTED] <[REDACTED]@fb.com>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; 19(1) [REDACTED] <[REDACTED]@fb.com>

**Subject:** RE: Instagram handle

**Categorization:** **Unclassified**

Hi 19(1) [REDACTED],

I just received notice of 19(1) out-of-office message (until Feb 24<sup>th</sup>). It's unfortunate that she never mentioned her upcoming absence in our earlier exchanges yesterday and the day before.

I am sure you can appreciate our concern the urgency I outline below. Hoping I can count on your speedy assistance.

**Jen McNeely**  
J343-551-4568

---

**From:** McNeely, Jennifer  
**Sent:** February 17, 2022 12:43 PM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle  
**Importance:** High

**Categorization: Unclassified**

Hi again 19(1) ,

Not sure if this is related to the blue checkmark being absent from our English Instagram account but when we search "Canada Revenue Agency" on the platform, only the French account is suggested while the English account is not one of the suggested search results.

**Can you please confirm that you will add a blue checkmark to our English account asap and that this will rectify the search issue?**

While we soft-launched this past Monday, we haven't done any cross-promotion of the account while we work out all the kinks. Having said this, tax season officially launched on Monday Feb 21<sup>st</sup> and we have many cross-promotion social media posts planned, as well as other comms products (News release templates, emails, etc) to promote the account. **I would not feel comfortable promoting the account until it is verified.**

Thanks in advance for your quick help on this.

**Jen McNeely**  
J343-551-4568

---

**From:** McNeely, Jennifer  
**Sent:** February 16, 2022 4:15 PM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Good afternoon 19(1) ,



I notice that our French account now has the blue checkmark – thank you!!! Any idea when the checkmark will be added to the English account?

Thanks,

**Jen McNeely**  
343-551-4568

---

**From:** 19(1) @fb.com>  
**Sent:** February 14, 2022 1:50 PM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Instagram handle

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We can go ahead and try to out the request in from our side as well. Keep you posted!

19(1)

Politics & Government Outreach | Policy

Sent via mobile

Get [Outlook for iOS](#)

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>  
**Sent:** Monday, February 14, 2022 11:39:50 AM  
**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle



**Categorization: Unclassified**

Yes! I see it, thanks so much for your help 19(1).

How do we go about securing a blue checkmark as a verified account? In both English (@CanRevAgency) and French (@AgenceRevCan)? I ask because, as you know, there are many accounts with variations on our handle trying to pass as the CRA. We want to ensure that our account is set apart and clearly legitimized for our users.

**Jen McNeely**

343-551-4568

---

**From:** 19(1) @fb.com>

**Sent:** February 14, 2022 11:36 AM

**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1)

19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** Re: Instagram handle

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Should have just landed. You'll see it now or very shortly.



19(1) ;

Politics & Government Outreach | Policy

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>

**Date:** Monday, February 14, 2022 at 10:48 AM

**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>, 19(1) @fb.com>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Thanks 19(1) . Are you able to give us a timeframe for when the transfer may happen?

**Jen McNeely**

343-551-4568

---

**From:** 19(1) @fb.com>

**Sent:** February 14, 2022 9:55 AM

**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1)

19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** Re: Instagram handle

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Sounds good, thanks for the heads up and we tell teams to greenlight.



19(1)

Politics & Government Outreach | Policy

---

**From:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>

**Date:** Monday, February 14, 2022 at 8:57 AM

**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>, 19(1) @fb.com>, Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Good morning!

Our first post is live and we're ready to have our **official handle released asap!**



Please swap our temporary handle @canadarevenueagency2 to our official one: @canrevagency

**Jen McNeely**  
343-551-4568

---

**From:** McNeely, Jennifer  
**Sent:** February 1, 2022 1:55 PM  
**To:** 19(1) @fb.com; 19(1) @fb.com; 19(1) @fb.com  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** RE: Instagram handle

**Categorization: Unclassified**

Excellent, thanks 19(1)! We will have our first post issued at 8:30am EST so handle could be transferred at that time or shortly after?

Is there any chance the handle could be transferred in advance? Given we are a Government organization and that our current Facebook handle is the same as the one we are requesting for Instagram?

**Jen McNeely**  
343-551-4568

---

**From:** 19(1) @fb.com  
**Sent:** January 31, 2022 5:07 PM  
**To:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; 19(1) @fb.com; 19(1) @fb.com  
**Cc:** Johnson, Stephanie <Stephanie.Johnson2@cra-arc.gc.ca>; 19(1) @fb.com; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Instagram handle

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Jen,

Just let us know what time PST/EST on the 14<sup>th</sup> you want to transfer the handle and we can set it up internally.

Best,  
19(1)





19(1)

Politics & Government Outreach | Policy

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Date:** Monday, January 31, 2022 at 4:33 PM

**To:** 19(1) @fb.com, 19(1) @fb.com

**Cc:** 19(1) @fb.com, Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>, 19(1)

19(1) @fb.com, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** RE: Instagram handle

**Categorization:** **Unclassified**

Thanks for adding 19(1) to the email thread 19(1). Wondering if we could have a chat or set up a meeting to touch base? We are really keen to ensure this goes as smoothly (and as quickly) as possible.

Much appreciated!

**Jen McNeely**  
J343-551-4568

**From:** 19(1) @fb.com

**Sent:** January 27, 2022 1:57 PM

**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) @fb.com

**Cc:** 19(1) @fb.com; Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1)

19(1) @fb.com; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** Re: Instagram handle

**\*\*\*ATTENTION\*\*\***

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+19(1)

Sent from my iPhone

On Jan 26, 2022, at 2:16 PM, McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Hi 19(1) !

We're getting closer to our Instagram launch and are tracking for a soft launch (our first post) on Monday, February 14<sup>th</sup>.

I understand from our exchanges below that you require our profile to be public with a complete bio and one post before you can reassign our handle. I am hoping we can coordinate a meeting or block time in our calendars on the morning of Feb 14<sup>th</sup> to be able to reassign the handle as quickly as possible?

The handle we want is **@canrevagency** (same as our Facebook). We have temporarily set up **@canadarevenueagency2** to allow us to meet your requirements for reassignment. Is there a way for you to align policy and engineering in advance and line up what is needed to make the switch quickly once we go live?

We really appreciate your support in making this launch go as smoothly as possible.

**Jen McNeely**

Team Lead, Social Media Operations  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
Cell: 343-551-4568

Chef d'équipe, Opérations des médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
Cell: 343-551-4568

---

**From:** 19(1) <[redacted]@fb.com>

**Sent:** September 28, 2021 9:49 AM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)> 19(1) <[redacted]@fb.com>; 19(1) <[redacted]@fb.com>

19(1) <[redacted]@fb.com>

**Subject:** Re: Instagram handle

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Yes, we work with policy and eng to make the handle transfer.

Get [Outlook for iOS](#)

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Sent:** Tuesday, September 28, 2021 9:17:49 AM

**To:** 19(1) <[REDACTED]@fb.com>; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) <[REDACTED]@fb.com>; 19(1) <[REDACTED]@fb.com>

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Thanks for your help 19(1).

When we are able to go ahead and upload the bio, photo, etc. how do we do that without having the handle? Do we just let you know when we're ready, and you'll reassign it to us?

Thanks again!

Steph

---

**From:** 19(1) <[REDACTED]@fb.com>

**Sent:** September 27, 2021 9:56 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>; 19(1) <[REDACTED]@fb.com>; 19(1) <[REDACTED]@fb.com>

**Subject:** Re: Instagram handle

**\*\*\*ATTENTION\*\*\***

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Our policy prevents us from assigning the handle until the profile is public, a complete bio, and one post. Let me know when that is complete, and I can help reassign the handle.

Best,

19(1)



# FACEBOOK

19(1)

Politics & Government Outreach | Policy

---

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Date:** Friday, September 24, 2021 at 8:45 AM

**To:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>, 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>

**Subject:** RE: Instagram handle

**Categorization:** Unclassified

Hi 19(1),

Checking in to see if you had any updates on getting the @canrevagency Instagram handle.

Thanks again for you help!

Steph

---

**From:** Johnson, Stephanie

**Sent:** September 13, 2021 3:12 PM

**To:** McNeely, Jennifer <[JenniferM.McNeely@cra-arc.gc.ca](mailto:JenniferM.McNeely@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>

**Subject:** RE: Instagram handle

Hi 19(1),

I just wanted to follow up to see if you had any luck getting up the user name. Let me know if you need anything else!

Thanks again,

Steph

**Stephanie Johnson**

Tel: 343-542-3165

---

**From:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Sent:** September 1, 2021 3:26 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>

**Subject:** RE: Instagram handle

**Categorization: Unclassified**

That's correct. We need to have the avatar and bio approved.

**Jen McNeely**

343-551-4568

---

**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Sent:** September 1, 2021 3:06 PM

**To:** 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** RE: Instagram handle

Hi 19(1),

Our strategy is still in approvals so we're unable to post anything until this is complete.

If it helps our name would be *Canada Revenue Agency* and our profile photo would likely be the same as Facebook. Jen, correct me if I'm wrong but I don't think we'd be able to upload a photo or bio without approval either.

**Stephanie Johnson**

Tel: 343-542-3165

---

**From:** 19(1) @fb.com>

**Sent:** September 1, 2021 12:00 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) @fb.com>; 19(1) @fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** Re: Instagram handle

**\*\*\*ATTENTION\*\*\***

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Stephanie,

For the handle you created, mind adding:

Name, Profile Photo, a Bio (clearly indicating what the account represents) and at least one post on the account.



This ensures the best chance of us being able to reassign you with the name you want!

# FACEBOOK

19(1)

Politics & Government Outreach | Policy

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**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Date:** Wednesday, September 1, 2021 at 3:33 PM

**To:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>, 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** RE: Instagram handle

Great, thanks for the help 19(1) !

**Stephanie Johnson**

Tel: 343-542-3165

---

**From:** 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>

**Sent:** August 31, 2021 5:11 PM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>; 19(1) <[19\(1\)@fb.com](mailto:19(1)@fb.com)>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** Re: Instagram handle

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Hey Stephanie, I think we can probably help you get that username. I'll get the process started on my end.



# FACEBOOK

19(1)

Politics & Government Outreach | Policy

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**From:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Date:** Tuesday, August 31, 2021 at 4:39 PM

**To:** 19(1) <[REDACTED]@fb.com>, 19(1) <[REDACTED]@fb.com>, 19(1) <[REDACTED]@fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>

**Subject:** Instagram handle

Good morning Facebook team,

We're in the process of setting up our Instagram accounts and were wondering if you can help answer a question, or point us in the right direction!

I was able to successfully register the @agencerevcan handle, but @canrevagency is unavailable. It doesn't appear it be in use, so I did a bit of research and it seems an account may be pulled if it was reported for "bad behaviour".

I remember some accounts were reported for impersonating us in the past, so I'm wondering if this is the issue.

While I can choose a different handle, this is the one we have on Facebook and Twitter and we'd like to be consistent. I'm also worried that if @canrevagency is released sometime in the future it could be confusing to users, and become available to impersonators.

Thanks for the help 😊

Steph

**Stephanie Johnson**

Public Affairs Advisor | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[stephanie.johnson2@cra-arc.gc.ca](mailto:stephanie.johnson2@cra-arc.gc.ca) | Tel: 343-542-3165

Conseillère en affaires publiques | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[stephanie.johnson2@cra-arc.gc.ca](mailto:stephanie.johnson2@cra-arc.gc.ca) | Tél: 343-542-3165

## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @fb.com>  
**Sent:** March 23, 2022 03:58 PM  
**To:** Chiu, Crystallina; 19(1)  
**Cc:** McNeely, Jennifer; Thériault, Valérie  
**Subject:** Re: guides?

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Instead of hitting the + from your Home/Feed Page, can you try hitting it when you go to your Profile?

FACEBOOK 

19(1)

Politics & Government Outreach | Policy

---

**From:** 19(1) @fb.com>  
**Date:** Wednesday, March 23, 2022 at 2:49 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>, 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>, Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Subject:** Re: guides?

Thanks for the screenshot, let me inquire!

-

19(1)

Politics & Government Outreach | Policy

Sent via mobile

Get [Outlook for iOS](#)

---

**From:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Sent:** Wednesday, March 23, 2022 2:29:58 PM

To: 19(1) @fb.com>; 19(1) @fb.com>; 19(1) @fb.com>  
Cc: McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
Subject: RE: guides?

Categorization: Unclassified

hi 19(1) !

unfortunately, no, it doesn't come up as a choice:



It looks like some other people on reddit are in the same boat as we are. Everyone wants to use the feature 😊

Thanks,  
CC

Crystallina Chiu

613-793-0405

---

From: 19(1) @fb.com>

Sent: March 23, 2022 1:33 PM

To: Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>

Cc: McNeely, Jennifer <JenniferM.Mcneely@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>

Subject: Re: guides?

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Hm, it should be widely available. When you go to the + sign at the top right of your @handle, there should be a drop down that allows you to add Guides. Is that not there?

 Meta



19(1) ;

Politics & Government Outreach | Policy

---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Date:** Wednesday, March 23, 2022 at 1:17 PM

**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1) @fb.com>

**Cc:** McNeely, Jennifer <[JenniferM.Mcneely@cra-arc.gc.ca](mailto:JenniferM.Mcneely@cra-arc.gc.ca)>, Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Subject:** guides?

**Categorization:** Unclassified

hi Facebook/Instagram friends!

We did a bit of online research to figure out how we can access Instagram Guides, but the web doesn't have a definitive answer. Is there a way we can request through you to have access to it on @CanRevAgency and @AgenceRevCan? we have PLANZ 😊

Thank you!  
CC 😊

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

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THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @fb.com>  
**Sent:** June 24, 2022 12:46 PM  
**To:** Chiu, Crystallina; 19(1)  
**Cc:** Agency Operations Centre / Centre des opérations de l'Agence (CRA/ARC)  
**Subject:** Re: CRA Security Incident in a Facebook Group

**\*\*\*ATTENTION\*\*\***

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Unclear if the information can be removed from a chat given that chats are e to e encrypted. Unsure if we are able to accept encrypted emails, but feel free to try.

Best,  
19(1)

FACEBOOK 

19(1)

Politics & Government Outreach | Policy

---

**From:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Date:** Friday, June 24, 2022 at 12:30 PM

**To:** 19(1) @fb.com>, 19(1) @fb.com>, 19(1)

19(1) @fb.com>

**Cc:** Agency Operations Centre / Centre des opérations de l'Agence (CRA/ARC) <AOC.COA@cra-arc.gc.ca>

**Subject:** RE: CRA Security Incident in a Facebook Group

**Categorization:** Unclassified

Hi 19(1) and Facebook team,

I've received some more information it appears that the personal information was shared via **Facebook Messenger Chat** and not a Facebook Group as I previously thought. I'm not sure if this makes a difference in what can/can't be deleted from Facebook's servers?

The screen caps I have include personal taxpayer information. Should we go over the images with "black marker" before it before sending your way? Can you receive encrypted emails from the government addresses?

Thank you,

CC

**From:** 19(1) @fb.com>  
**Sent:** June 10, 2022 1:04 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; 19(1) @fb.com>; 19(1) @fb.com>  
**Cc:** Agency Operations Centre / Centre des opérations de l'Agence (CRA/ARC) <AOC.COA@cra-arc.gc.ca>  
**Subject:** Re: CRA Security Incident in a Facebook Group

**\*\*\*ATTENTION\*\*\***

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If it contains PII, there is a chance it violates our content policies. Can you please share all the info you have re: group and post URL + screenshots.

Best,  
Sharon

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Date:** Friday, June 10, 2022 at 9:23 AM  
**To:** 19(1) @fb.com> 19(1) @fb.com>, 19(1) @fb.com>  
**Cc:** Agency Operations Centre / Centre des opérations de l'Agence (CRA/ARC) <[AOC.COA@cra-arc.gc.ca](mailto:AOC.COA@cra-arc.gc.ca)>  
**Subject:** CRA Security Incident in a Facebook Group

**Categorization:** Unclassified

hello Facebook friends!

I'm writing to you on behalf of our Agency's security team. There was an internal Security Incident Report (35991) where an employee shared screenshots of personal taxpayer information (names and dates of birth from the accounts receivable platform) in a Facebook group.

Are you able to delete the image/discussion thread from the group and from the Facebook server?

We have the name of the Facebook group, and Security has a list of employees who are in the group.

Can you please let us know if this is something that Facebook is able to do?

Thanks so much for your attention to this matter,  
Crystallina



## Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

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A-2023-164823

**Chiu, Crystallina (she/her/elle)**

---

**From:** Meta <advertise-noreply@support.facebook.com>  
**Sent:** October 3, 2022 09:49 AM  
**To:** Curle, Caroline (she/her/elle)  
**Subject:** Add suggested people to your Meta Business Account

**\*\*\*ATTENTION\*\*\***

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## Invite suggested people to help manage your Business Account

Hi Caro Line,

Some people who help manage Facebook Pages and Instagram accounts for **Canada Revenue Agency - Agence du revenu du Canada** still haven't been added to your Meta Business Account. Adding people to your Business Account makes it easier to manage them and their assigned access in one place.

You can review and invite suggested people in Meta Business Suite.

Review suggestions

This message was sent to caroline.curle@cra-arc.gc.ca. If you don't want to receive these emails from Meta in the future, please [unsubscribe here](#).

Meta Platforms, Inc., Attention: Community Support, 1 Facebook Way, Menlo Park, CA 94025



DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Curle, Caroline (she/elle)  
**Sent:** April 4, 2023 09:55 AM  
**To:** 'Meta Support'  
**Cc:** 19(1) @meta.com; Chiu, Crystallina (she/her/elle)  
**Subject:** RE: Crossposting from IG to FB (CRA) | Job: 1656081901493020

### Categorization: Unclassified

Hi 19(1)

Thanks so much for helping us out! Here's the info:

A URL link to your Admin's personal Profile

(myself and Crystallina below have full access)

[https://www.facebook.com/16\(2\)\(c\)](https://www.facebook.com/16(2)(c))  
[https://www.facebook.com/16\(2\)\(c\)](https://www.facebook.com/16(2)(c))

A URL link to the Instagram Pages in question.

<https://www.instagram.com/canrevagency/>  
<https://www.instagram.com/agencerevcan/>

A URL link to the Facebook Pages in question.

<https://www.facebook.com/canrevagency>  
<https://www.facebook.com/AgenceRevCan>

If you know your Business Manager ID, please provide this as well.

16(2)(c)

Thank you!  
Caroline

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 3, 2023 6:25 PM  
**To:** Curle, Caroline (she/elle) <Caroline.Curle@cra-arc.gc.ca>  
**Cc:** 19(1) @meta.com; 19(1) @meta.com  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

### \*\*\*ATTENTION\*\*\*

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Hi Caroline,

My name is 19(1) and I am with the Meta Pro Team and I would be glad to assist you today. In case you need it, your reference number is 1656081901493020. I see you have a concern regarding cross-posting reels from Instagram to Facebook. Can you confirm that this is correct?

In order for me to assist you, I will need the following:

A URL link to your Admin's personal Profile

A URL link to the Instagram Pages in question.

A URL link to the Facebook Pages in question.

If you know your Business Manager ID, please provide this as well.

Once I receive this information I will happy to continue to look into this matter in more depth!

Thank you,

19(1)

Meta Pro Team | To learn more on how to serve and build your community with Meta visit:

<https://www.facebook.com/gpa>

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## Johnson, Stephanie

---

**From:** Thériault, Valérie (she/her/elle)  
**Sent:** April 4, 2023 11:34 AM  
**To:** Mcsherry, Paige; Powell, Theresa; Curle, Caroline (she/elle); Salama, Raghda (she/her/elle); Healey, Rachel (she/her/elle); Zalera, Joanne (she/elle); Johnson, Stephanie; Kang, Abhaypratap; Kalulambi, Jonathan; Cadieux, Nadia (elle/she/her); Abdou, Mohamed; Vasiliadis, Nektarios  
**Cc:** Chiu, Crystallina (she/her/elle)  
**Subject:** FW: #SkillUp Training Series: How to best use Meta's safety & business tools

### Categorization: Unclassified

Hi all,

Note sure if you all received the email below, so I thought I would share it. 19(1) is our Facebook/Instagram rep, I strongly recommend registering to one of these sessions.

Thanks,  
Val

---

**Valérie Thériault**  
(elle/she/her)

Team Lead, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) @meta.com>  
**Sent:** April 4, 2023 11:20 AM  
**To:** 19(1) @meta.com>  
**Subject:** #SkillUp Training Series: How to best use Meta's safety & business tools

### \*\*\*ATTENTION\*\*\*

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Hello —

We are excited to kick-off our [#SkillUp Meta program](#) with our government, political and advocacy partners. With #SkillUp, we hope to equip and empower our partners to become experts in the usage of Meta products and solutions which will help in keeping their communities informed and engaged.

Join us for our [first #SkillUp virtual training session](#) where you can learn how you can leverage Meta’s safety and business tools: Business Manager, Ads Manager and Meta Business Suite. This training will provide you with the latest tips and best practices that can help you better manage your professional Facebook and Instagram accounts, ad accounts and data in one-secure place. You will also have the opportunity to speak directly with your Meta representatives, and share with us how we can continue to provide you with the programmatic and technical support you need to engage your communities.

*To learn more and [register](#), click the link to the training below that works best for you! Both training sessions will cover the same material.*

**Session 1**

Thursday, April 20, 2023

1-2PM EST

[REGISTER](#)

**Session 2**

Wednesday, April 26, 2023

4-5PM EST

[REGISTER](#)

Thanks,



19(1) )

Advertising Partner Manager, Government & Social Impact  
*Responsable des partenariats publicitaires, Gouvernement & Impact Social*

[Meta](#) 19(1) @meta.com

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## Chiu, Crystallina (she/her/elle)

---

**From:** Curle, Caroline (she/elle)  
**Sent:** April 5, 2023 08:30 AM  
**To:** 'Meta Support'  
**Cc:** 19(1) @meta.com; Chiu, Crystallina (she/her/elle)  
**Subject:** RE: Crossposting from IG to FB (CRA) | Job: 1656081901493020

### Categorization: Unclassified

Hi 19(1),

Thank you, hope you had a good Tuesday as well!

For clarification, do we need to enable full access to everyone that has access to the business account? As some accounts having only partial access might be blocking the cross posting somehow?

When we're trying to cross post, we're doing it from the Instagram app (which we log into from a single username/password), so I'm not sure how it would be able to recognize what user is trying to post as it's the single Instagram account.

Is there a different way we should be trying to crosspost?

Thanks,  
Caroline

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 4, 2023 5:49 PM  
**To:** Curle, Caroline (she/elle) <Caroline.Curle@cra-arc.gc.ca>; Curle, Caroline (she/elle) <Caroline.Curle@cra-arc.gc.ca>  
**Cc:** 19(1) @meta.com; 19(1) @meta.com; Chiu, Crystallina (she/her/elle) <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

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Hi Caroline,

I hope you're having a good Tuesday!

Thank you for providing the information, it has been a big help towards investigating your request. We may have found the solution to your concern and it will require that you follow the steps listed below:

1. Open your Business Manager
2. On the left side, click on Users to open a drop-down menu.
3. Click on People in that menu
4. Find your names on the list that appears on this page and click on them
5. Scroll down the list of pages until you find the page in question
6. Scroll down the menu that appears to where it says Full Control (business tools and Facebook) Everything
7. click the button to the right of that option to activate it

Now that person should have total control and full permissions over that Page. You should be able to cross-post reels to your Facebook Pages now. Please let me know if these steps helped you!

Thank you,

19(1)

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<https://www.facebook.com/gpa>

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## Chiu, Crystallina (she/her/elle)

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 5, 2023 11:59 AM  
**To:** Curle, Caroline (she/elle); Curle, Caroline (she/elle)  
**Cc:** 19(1) i@meta.com; Chiu, Crystallina (she/her/elle)  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

**\*\*\*ATTENTION\*\*\***

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Hi Caroline,

Thank you, I hope this Wednesday finds you just as well!

The only accounts that need full access are the ones you are using to make the cross-posts, you don't need to complete this process with anyone else, but I would recommend doing so. Please ensure that each Instagram Page and Facebook Page is attached to the same Business Manager on your end. Once you finish these steps, you should be able to cross-post reels.

Please let me know if these steps worked for you! If not, we have another more in depth solution you may attempt to resolve your issue.

Best Regards,

19(1)

Meta Pro Team | To learn more on how to serve and build your community with Meta visit:

<https://www.facebook.com/gpa>

## Chiu, Crystallina (she/her/elle)

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 6, 2023 11:52 AM  
**To:** Curle, Caroline (she/elle); Curle, Caroline (she/elle)  
**Cc:** 19(1) @meta.com; Chiu, Crystallina (she/her/elle)  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

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Hi Caroline,

I hope you're having a good Thursday morning!

I just wanted to follow up with you to make sure you received my last message on 4/5/2023.

I know that this request is important to you, so I am aiming to make this process as quick and efficient as possible so that we can resolve your request as soon as we can.

The only accounts that need full access are the ones you are using to make the cross-posts, you don't need to complete this process with anyone else, but I would recommend doing so. Please ensure that each Instagram Page and Facebook Page is attached to the same Business Manager on your end. Once you finish these steps, you should be able to cross-post reels.

Please let me know if these steps worked for you! If not, we have another more in depth solution you may attempt to resolve your issue. I will give you further step-by-step instructions if the previous solution does not resolve your concern.

In case we do not hear from you within the next 24 hours the ticket may close. However, rest assured that you are more than welcome to reply to this email within the next 14 days to reopen the case if you still need any assistance.

Looking forward to hearing from you!

Best Regards,

19(1)

Meta Pro Team | To learn more on how to serve and build your community with Meta visit:  
<https://www.facebook.com/gpa>

## Chiu, Crystallina (she/her/elle)

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 7, 2023 12:07 PM  
**To:** Curle, Caroline (she/elle); Curle, Caroline (she/elle)  
**Cc:** 19(1) @meta.com; Chiu, Crystallina (she/her/elle)  
**Subject:** FW: Crossposting from IG to FB (CRA)

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Hi 19(1) ,

We wanted to follow up regarding your case. We'd like to resolve this issue quickly, but we haven't received some previously requested information from you, and we can't continue without this information.

If you still need assistance on this issue, please reply at your earliest convenience. If this is no longer a problem, please let us know and we will close out this issue.



**Chiu, Crystallina (she/her/elle)**

---

**From:** Meta Support <case++aazqjna4tg2jqy@support.facebook.com>  
**Sent:** April 7, 2023 12:22 PM  
**To:** Curle, Caroline (she/elle)  
**Subject:** FW: Crossposting from IG to FB (CRA)

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How was the support you received from Meta?

Hi 19(1) ,

It's important for us to know whether we are doing a good job. I'd love to hear your feedback about your support experience. If you have a moment, please take this 15 second survey:

[Give Feedback](#)

Data from this feedback survey will be processed by Meta according to our [Data Policy](#) and will be accessible to Meta employees and our external support team only. It will be used to improve our support services and automated assistance.

Be sure to bookmark this page so you can contact us again in the future:

<http://www.facebook.com/business/help/support>.

All the best, 19(1)

Meta Pro Team

This message was sent to [caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca). If you don't want to receive these emails from Meta in the future, please [unsubscribe](#).

Meta Platforms, Inc., Attention: Community Support, 1 Facebook Way, Menlo Park, CA 94025



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## Chiu, Crystallina (she/her/elle)

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**From:** Thériault, Valérie (she/her/elle)  
**Sent:** April 11, 2023 09:15 AM  
**To:** Cadieux, Nadia (elle/she/her); Chiu, Crystallina (she/her/elle)  
**Subject:** FW: Monthly government & politics product updates from Meta - April 2023

### Categorization: Unclassified

Making sure you received this email 😊

---

**Valérie Thériault**  
(elle/she/her)

Team Lead, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) @meta.com>  
**Sent:** April 10, 2023 11:32 AM  
**To:** 19(1) @meta.com>  
**Cc:** 19(1) @meta.com>  
**Subject:** Monthly government & politics product updates from Meta - April 2023

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Hi there,



Hope you are doing well and enjoying Spring. We are excited to share this new iteration of our monthly product updates for our US & Canada government, political and advocacy partners (see below). Our theme this quarter is **Brilliant Basics: Meta tools and how to navigate them**.

Join us for our [first #SkillUp virtual training session](#) which will focus on how to best use Meta's Safety and Business tools. With #SkillUp, we hope to equip and empower our partners to become experts in the usage of Meta products and solutions which will help in keeping their communities informed and engaged.

As always, please be sure to check out our [website](#) for the latest updates & information, and remember that you can always [reach our Meta Pro Team](#) for any day-to-day troubleshooting, bug reporting, billing or operational questions.

Please feel free to share this email widely with your teams – and let me know if there are others you think should be added to this distribution list.

Thanks,



19(1)

Advertising Partner Manager, Government & Social Impact  
*Responsable des partenariats publicitaires, Gouvernement & Impact Social*  
[Meta](#) | 19(1) | [@meta.com](#)

\*\*\*

### UPCOMING TRAININGS

#### **#SkillUp by Meta: Safety and Business Tools**

*Both training sessions will cover the same material.*

#### **Session 1**

Thursday, April 20, 2023

1-2PM EST

[REGISTER](#)

#### **Session 2**

Wednesday, April 26, 2023

4-5PM EST

[REGISTER](#)

### PRODUCT UPDATES

#### **Sunsetting the "Your Name" Disclaimer for Ads about Social Issues, Elections, or Politics**

In order to increase transparency and improve user privacy, we will be removing the "Your Name" disclaimer for ads about social issues, elections, or politics.

After May 4, 2023, you will no longer be able to use this disclaimer that has your personal name as it appears in your official identity documents provided when getting authorized to run these types of ads. You will be able to continue using other disclaimer options, such as the "Contact Information, Website, and Email" and "Page Name" options. In the United States, these options, along with the Employer Identification Number, Federal Election Commission registration, Government or military website email options are still available.

We began notifying advertisers about this change starting April 4, 2023, so you may see notifications or emails related to this change. You will be able to use this disclaimer up until May 4, 2023. On that day, this specific disclaimer will be

disabled and any active ads running with that disclaimer will be paused. In order to avoid having these ads paused and/or to create a new disclaimer, please follow instructions [here](#).

### **Changes to the Ads Manager Left Navigation**

We're beginning to roll out a new navigation experience within Ads Manager that showcases the tools that are most commonly used for ads-related tasks. Not only will these key surfaces now be easily accessible on the left nav menu, but they will now also open *within* Ads Manager, versus requiring you to leave.

Today, the menu only has two items: Campaigns (table) and Account Overview. We will be adding 4 more surfaces to the menu (6 total). The menu will also be collapsible to provide more workspace for our advertisers.

These 4 additional surfaces are:

1. Ad Account Settings
2. Ads Reporting
3. Audiences
4. Billing

This change will have no impact on the All Tools menu, Shortcuts, or the tools themselves, and is only available on Ads Manager desktop at this time.

## **REMINDERS AND RESOURCES**

### **Multiple Personal Profiles**

It's against the Facebook Community Standards to maintain more than one personal account/profile. If you want to represent your organization, brand or product on Facebook, you can use your personal account to create and manage a Page, or be granted [permissions on the page](#). Keep in mind that a personal profile is for non-commercial use and represents an individual person.

If you have 2 or more accounts, learn how to [move your information into a single account](#). You can also [add another name](#) (example: maiden name, nickname, former name) to your account.

### **Blog Highlights**

- [Tips to Protect your Facebook and Instagram Accounts](#): How to secure your accounts and prevent phishing attempts.
- [Regaining Ownership of Your Page](#): How to remove your Page from its current owning Business Manager.
- [Business Manager for Government, Politics or Advocacy Organizations](#): Business Manager is a central and secure hub to help you manage your professional accounts
- [Why am I being asked to resubmit identity information?](#) Reconfirming your identity and location to run ads about social issues, elections or politics

## Chiu, Crystallina (she/her/elle)

---

**From:** Curle, Caroline (she/elle)  
**Sent:** April 11, 2023 03:30 PM  
**To:** 'Meta Support'  
**Subject:** RE: Crossposting from IG to FB (CRA) | Job: 1656081901493020

### Categorization: Unclassified

Hi there!

Apologies, I was away for the last part of last week!

Thank you, this worked.

I think the issue we were having was because we were attempting to post the reel in-app, and check the box that pops up that asks if we want to cross post. We do schedule content in hootsuite and use the "notification scheduling" option- we push it manually to Instagram on the app. Would this cause interference, or could it be something else with the app?

Thanks,  
Caroline

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 7, 2023 6:46 PM  
**To:** Curle, Caroline (she/elle) <Caroline.Curle@cra-arc.gc.ca>  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

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Hi Caroline,

Since we didn't hear back from you, I will be closing this ticket. Rest assured, if you still need additional assistance you may reopen this ticket by replying to this thread within 14 days. You may also open a new ticket or chat assistance with the link below:

<https://www.facebook.com/gpa/help>

Have a great Friday night and thank you for contacting the Meta Pro Team.

Warm Regards,



19(1)

Meta Pro Team | To learn more on how to serve and build your community with Meta visit:

<https://www.facebook.com/gpa>

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A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Meta Support <case++aazr73iqkou3uy@support.facebook.com>  
**Sent:** April 11, 2023 03:41 PM  
**To:** Curle, Caroline (she/elle); Curle, Caroline (she/elle)  
**Subject:** FW: Crossposting from IG to FB (CRA) | Job: 1656081901493020

**\*\*\*ATTENTION\*\*\***

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Hi Caroline,

Thanks for confirming the steps worked!

I'm really glad I could work that out for you. Thanks again for your patience while we worked on your case. I will go ahead and close our case for now, but if something comes up, just reply to this email within 14 days and it will reopen our case for us.

If you need support later on, you can reach back directly to our team via this form:  
<https://www.facebook.com/gpa/help>

I'm really glad everything worked out, and we'd love to hear what you think of our customer service. If you have a moment, please fill out our satisfaction survey that you will receive shortly. If you don't see it in your inbox please check your spam folder to make sure you receive it.

I hope you have a great Tuesday and thank you for contacting us at the Meta Pro Team!

Best regards,

19(1)

Meta Pro Team | To learn more on how to serve and build your community with Meta visit:  
<https://www.facebook.com/gpa>

## Chiu, Crystallina (she/her/elle)

---

**From:** Curle, Caroline  
**Sent:** June 13, 2018 09:47 AM  
**To:** 19(1)  
**Cc:** Social Media Team / Équipe médias sociaux (CRA/ARC); Johnson, Stephanie  
**Subject:** RE: Canada Revenue Agency Accounts

Hi 19(1)

We are still unable to access Media Studio on our French account @AgenceRevCan. It is not available in the drop down menu in our account, and we get an error when I type in studio.twitter.com/library.

Is it possible to resolve this issue? We are hoping to publish pre-scheduled videos with our tweets, and need access.

Thank you!

### Caroline Curle

Senior Project Officer | Agente principale de projets  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

Cell: 343-542-3716

---

**From:** Curle, Caroline  
**Sent:** May-17-18 10:10 AM  
**To:** 19(1) <@twitter.com>  
**Subject:** RE: Canada Revenue Agency Accounts

Hi 19(1)

Just hoping to get a status update on this request. I'm still not able to access the media studio from the French account.

Thank you!

### Caroline Curle

Senior Project Officer | Agente principale de projets  
Communications Directorate | Direction des communications  
Public Affairs Branch | Direction générale des affaires publiques  
Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529



**From:** 19(1) [redacted]@twitter.com]  
**Sent:** April-30-18 1:47 PM  
**To:** Curle, Caroline <Caroline.Curle@cra-arc.gc.ca>  
**Subject:** Re: Canada Revenue Agency Accounts

Ok thank you. This is helpful.

19(1) [redacted]

On Mon, Apr 30, 2018 at 1:45 PM, Curle, Caroline <Caroline.Curle@cra-arc.gc.ca> wrote:

No worries!

We don't have access to Media Studio in French (@AgenceRevCan), but we do on our English account (@CanRevAgency).

Thanks!

Caroline

**From:** 19(1) [redacted]@twitter.com]  
**Sent:** April-30-18 1:36 PM  
**To:** Curle, Caroline <Caroline.Curle@cra-arc.gc.ca>

**Subject:** Re: Canada Revenue Agency Accounts

Whoops! Hit reply too early. Have we given you full access to the media studio?

Thank you,

19(1) [redacted]

On Mon, Apr 30, 2018 at 1:33 PM, 19(1) [redacted]@twitter.com> wrote:

Hi Caroline - yes I will action that for you.

19(1)

On Mon, Apr 30, 2018 at 1:31 PM, Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Hi 19(1)

Hope you're settling into your new role!

I'm wondering if anyone was able to look into the request below?

Thank you!

**Caroline Curle**

Senior Project Officer | Agente principale de projets

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Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

**From:** 19(1) <[REDACTED]@twitter.com>

**Sent:** April-17-18 1:45 PM

**To:** Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>; 19(1) <[REDACTED]@twitter.com>

**Subject:** Re: Canada Revenue Agency Accounts

Hi Caroline,

19(1) is our new lead for Government, and can help you out. My focus now is news partnerships.

I've CCed her here. She's still settling in, but will be in touch.

Thanks,

19(1)

On Tue, Apr 17, 2018 at 1:27 PM, Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Hi 19(1)

I work on the social media team at Canada Revenue Agency. I'm wondering if it would be possible for the video time limit on our accounts ([@CanRevAgency](#)/[@AgenceRevCan](#)) to be extended past the 2:20 minute mark?

Also, there seems to be a bit of an issue with media studio on our French account. It doesn't appear in our dropdown menu, and we can't seem to access it. We can access it, however from the English account.

Wondering if there's anything that can be done to fix the issue?





**Agence Revenu Can...**

@AgenceRevCan

**Account**

Privacy and safety >

Password >

Thanks!

**Caroline Curle**

Senior Project Officer | Agente principale de projets

Communications Directorate | Direction des communications

Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

--

19(1) t

News Partnerships, Twitter Canada

19(1)

19(1) [@twitter.com](#) | @19(1)

--



19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @ 19(1)

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19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @ 19(1)



19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

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## Johnson, Stephanie

---

**From:** 19(1) @twitter.com>  
**Sent:** May 4, 2018 09:18 AM  
**To:** Curle, Caroline (she/elle)  
**Cc:** Fraser, Lori (she/her/elle); Johnson, Stephanie  
**Subject:** Re: Reporting on Twitter

Thanks again CRA for your help. Below if what was sent to the user.

I could use some long term help mobilizing for a national self harm 1-800 number. That is an issue for another day.

19(1)

Hello,

Thanks for the report. While we can't disclose private information, we have reached out to the individual to let them know that someone is concerned about them. If you know the person, it's not a bad idea to contact them personally and make sure they're doing okay.

For more information about dealing with self-harm and suicide, you can read: <https://help.twitter.com/safety-and-security/self-harm-and-suicide>.

Thanks,

Twitter

On Wed, May 2, 2018 at 9:30 AM, Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Hi 19(1)

The handle is @\_19(1)

To answer your questions:

- We've received a few @mentions over the past few weeks from this user with threats of suicide. When we monitor our @mentions, we use Hootsuite, and are logged into our corporate account @CanRevAgency.
- We tried to send the report a few different times. On our desktop computers it didn't work regardless of whether we were logged into our departmental English account (@CanRevAgency) or not. As this wasn't functioning, I was able to send a report from my personal phone. I wasn't logged in at the time. The first time I tried from my phone, it didn't work, and I received an error that said "Please enter a direct link to a Tweet" although I did have a direct link in the field. When I removed the link from that field, and tried to send it again. It appeared as though the report was received. We then went to the account and flagged the tweet itself separately through Twitter's built in option.

Thanks for your action on this,

Caroline

**Caroline Curle**

Senior Project Officer | Agente principale de projets

Communications Directorate | Direction des communications

Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

**From:** 19(1) @twitter.com]

**Sent:** May-02-18 9:03 AM

**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>

**Cc:** Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>; Jaffer, Arif <[Arif.Jaffer@cra-arc.gc.ca](mailto:Arif.Jaffer@cra-arc.gc.ca)>; Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** Re: Reporting on Twitter

Hi everyone. The engineers at Twitter are asking for more detail. Specifically:

What you received that made you flag this and try to report, what Twitter account YOU used (not their account), if you were logged into your account when you reported and what Twitter link you used.

Thanks - I am trying to escalate this issue internally.

19(1)

On Tue, May 1, 2018 at 3:19 PM, 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)> wrote:

Hi everyone:

Thanks re the above. I will flag internally.

If you want to proceed with regard to reporting self harm, I will need the user's account name.

I will submit that report on your behalf. While we can't disclose user information, I will ensure we reach out to the user in question to let them know that people are concerned about them. If you know the person, it's not a bad idea to contact them personally and make sure they're doing okay.



As mentioned, Canada does not have a national suicide hotline at this time. We are working to correct that. And of course we are always looking for support from other organizations on this issue.

Michele

On Tue, May 1, 2018 at 3:12 PM, Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)> wrote:

Hi 19(1),

I confirmed with my colleague and we have not received any ticket confirmations. Can you please let us know what action Twitter will take today in terms escalating or responding?

Here is the error code we get when reporting through the help centre:

**There was an error preventing ticket sub**

# Report self harr

Thanks for your help,

Steph

**From:** 19(1) [redacted]@twitter.com]  
**Sent:** May-01-18 2:35 PM  
**To:** Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)>  
**Cc:** Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>; Jaffer, Arif <[Arif.Jaffer@cra-arc.gc.ca](mailto:Arif.Jaffer@cra-arc.gc.ca)>; Fraser, Lori <[Lori.Fraser@cra-arc.gc.ca](mailto:Lori.Fraser@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: Reporting on Twitter

Can you give me a call now?

613.290.7870

19(1) [redacted]

On Tue, May 1, 2018 at 2:21 PM, Johnson, Stephanie <[Stephanie.Johnson2@cra-arc.gc.ca](mailto:Stephanie.Johnson2@cra-arc.gc.ca)> wrote:

Hi 19(1) [redacted]

The SM team has a urgent request to discuss reporting accounts on Twitter. Are you free for a call this afternoon?

Thanks,

Steph

**Stephanie Johnson**

Public Affairs Advisor | Conseillère en affaires publiques

Communications Directorate | Direction des communications

Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[stephanie.johnson2@cra-arc.gc.ca](mailto:stephanie.johnson2@cra-arc.gc.ca)

613-957-3513

--

19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

**Follow me at @\_19(1)**

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19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

**Follow me at @\_19(1)**

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19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)



19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

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**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) @twitter.com>  
**Sent:** June 13, 2018 11:40 AM  
**To:** Curle, Caroline  
**Subject:** Re: Canada Revenue Agency Accounts  
**Attachments:** image003.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Ok let's touch base again tomorrow and check on the status.

19(1)

On Wed, Jun 13, 2018 at 11:20 AM Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Thanks!

I submitted a ticket- but no case number was generated. This is the message that I received on the webpage, and I didn't get any kind of email with a confirmation number.



Thanks for all your help on this!

Caroline

**From:** 19(1) @twitter.com]  
**Sent:** June-13-18 10:30 AM  
**To:** Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>  
**Subject:** Re: Canada Revenue Agency Accounts

Hi Caroline - I looked at your account and you should have access to all of those tools.

Can you please file a report here? Please describe what is happening in detail. It may be a technical problem.

[https://help.twitter.com/forms/feature\\_report?feature=videos](https://help.twitter.com/forms/feature_report?feature=videos)

They should generate a case number for you. Please forward me that number so I can follow up. Thank you!

Thank you!

19(1)

On Wed, Jun 13, 2018 at 9:46 AM Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Hi 19(1)

We are still unable to access Media Studio on our French account @AgenceRevCan. It is not available in the drop down menu in our account, and we get an error when I type in [studio.twitter.com/library](https://studio.twitter.com/library).

Is it possible to resolve this issue? We are hoping to publish pre-scheduled videos with our tweets, and need access.

Thank you!

**Caroline Curle**

Senior Project Officer | Agente principale de projets

Communications Directorate | Direction des communications

Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)



613-957-1529

Cell: 343-542-3716

---

**From:** Curle, Caroline  
**Sent:** May-17-18 10:10 AM  
**To:** 19(1) <[REDACTED]> <[\[REDACTED\]@twitter.com](mailto:[REDACTED]@twitter.com)>  
**Subject:** RE: Canada Revenue Agency Accounts

Hi 19(1)

Just hoping to get a status update on this request. I'm still not able to access the media studio from the French account.

Thank you!

**Caroline Curle**

Senior Project Officer | Agente principale de projets

Communications Directorate | Direction des communications

Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

**From:** 19(1) [redacted]@twitter.com]  
**Sent:** April-30-18 1:47 PM  
**To:** Curle, Caroline <Caroline.Curle@cra-arc.gc.ca>  
**Subject:** Re: Canada Revenue Agency Accounts

Ok thank you. This is helpful.

19(1) [redacted]

On Mon, Apr 30, 2018 at 1:45 PM, Curle, Caroline <Caroline.Curle@cra-arc.gc.ca> wrote:

No worries!

We don't have access to Media Studio in French (@AgenceRevCan), but we do on our English account (@CanRevAgency).

Thanks!

Caroline

**From:** 19(1) [redacted]@twitter.com]  
**Sent:** April-30-18 1:36 PM  
**To:** Curle, Caroline <Caroline.Curle@cra-arc.gc.ca>

**Subject:** Re: Canada Revenue Agency Accounts

Whoops! Hit reply too early. Have we given you full access to the media studio?

Thank you,

19(1)

On Mon, Apr 30, 2018 at 1:33 PM, 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)> wrote:

Hi Caroline - yes I will action that for you.

19(1)

On Mon, Apr 30, 2018 at 1:31 PM, Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)> wrote:

Hi 19(1)

Hope you're settling into your new role!

I'm wondering if anyone was able to look into the request below?

Thank you!

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Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529



**From:** 19(1) [REDACTED]@twitter.com]

**Sent:** April-17-18 1:45 PM

**To:** Curle, Caroline <Caroline.Curle@cra-arc.gc.ca>; 19(1) [REDACTED]@twitter.com>

**Subject:** Re: Canada Revenue Agency Accounts

Hi Caroline,

19(1) [REDACTED] is our new lead for Government, and can help you out. My focus now is news partnerships.

I've CCed her here. She's still settling in, but will be in touch.

Thanks,

19(1) [REDACTED]

On Tue, Apr 17, 2018 at 1:27 PM, Curle, Caroline <Caroline.Curle@cra-arc.gc.ca> wrote:

Hi 19(1) [REDACTED]

I work on the social media team at Canada Revenue Agency. I'm wondering if it would be possible for the video time limit on our accounts ([@CanRevAgency](#)/[@AgenceRevCan](#)) to be extended past the 2:20 minute mark?

Also, there seems to be a bit of an issue with media studio on our French account. It doesn't appear in our dropdown menu, and we can't seem to access it. We can access it, however from the English account.

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Thanks!

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Senior Project Officer | Agente principale de projets

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Public Affairs Branch | Direction générale des affaires publiques

Canada Revenue Agency | Agence du revenu du Canada

[caroline.curle@cra-arc.gc.ca](mailto:caroline.curle@cra-arc.gc.ca)

613-957-1529

--

19(1)

News Partnerships, Twitter Canada

19(1)

19(1) [@twitter.com](https://twitter.com) | @19(1)

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19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

Follow me at @\_19(1)



19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

**Follow me at @\_19(1)**



19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

**Follow me at @\_19(1)**



19(1)

**Head, Government | Public Policy | Philanthropy (Twitter Canada)**

**Follow me at @\_19(1)**

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19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

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# Thanks!

Though we cannot respond to individual reports, the information provided helps us make Twitter better for everyone. We appreciate your help!

**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) @twitter.com>  
**Sent:** March 5, 2019 04:26 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: maximizing our Twitter potential

Great - can we say 3 pm? Can you send the address?

On Tue, Mar 5, 2019 at 3:55 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hey there! The same timing for the 21<sup>st</sup> works (3 pm +).

We don't have a singular ad agency as we use them on contract for specific things. We're looking to improve our organic content, but I can filllllll the room with comms people! In addition to our social team, I wanted to invite our comms advisors (account reps) and our regional comms people. Would that work?

Thanks,

CC

**From:** 19(1) @twitter.com>  
**Sent:** March 5, 2019 2:27 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) @twitter.com>  
**Subject:** Re: maximizing our Twitter potential

I lied. It is Thursday the 21st - hopefully that works for you.

Usually when we do these we have a few comms people in the room and also your ad agency if possible.

19(1)

On Tue, Mar 5, 2019 at 12:08 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hey there!



I'm definitely free – would after 3 pm be ok? I have another meeting right in the middle of the afternoon that's taking up a lot of real estate.

Fingers crossed,

CC

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** March 5, 2019 11:57 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** 19(1) <[REDACTED]@twitter.com>  
**Subject:** Re: maximizing our Twitter potential

Fabulous! Thanks so much for reaching out!

Any chance we can meet on March 20th in the afternoon? My colleague 19(1) (cc'd) will be in Ottawa with me and we can explain what we do and help.

19(1)

On Tue, Mar 5, 2019 at 11:51 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1),

You've been in contact with one of my team members, Stephanie Johnson, and I asked her to send me your contact info so we could connect about Twitter strategy. If you're not the GoC rep anymore, can you please direct me to the correct person?

Our agency is currently active on Twitter, LinkedIn, and Facebook. One of my goals for 2019-2020 is to improve our presence on Twitter: to refine our audience, create a persona, and increase engagement, etc. Unfortunately, we kind of use Twitter as our catch all – for news, enforcement notifications, ministerial activities, answering questions, tax tips, info on credits and benefits, and sometimes, as often as we can, funny trending content.

Would you have time in your schedule to sit with us (FaceTime or in-person in Ottawa) to talk about how we can improve?

I appreciate your help,

Crystallina

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)

Follow me at @\_19(1)

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**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) @twitter.com>  
**Sent:** March 21, 2019 08:42 PM  
**To:** Chiu, Crystallina  
**Cc:** Greg Gerber  
**Subject:** Thank you!  
**Attachments:** Subtitles One Sheet.pdf

Thanks so much for making the time to meet today. 19(1) is copied in case you need to reach out to him directly.

Subtitles - advertisers and publishers are now able to add subtitle files (SRT) to their videos via [ads.twitter.com](https://ads.twitter.com), Media Studio and our publisher Upload API. Subtitles will be viewable on auto-playing video (when no sound is available) on all platforms -- iOS, Android and Web.

If you give me a list of your accounts I will double check they all have access to media studio and can upload 10 minute videos.

Handy dandy one-pager attached.

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)  
Follow me at @\_19(1)

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# Subtitles with Media Studio

## A new tool for easily uploading subtitles to boost engagement on video.

Videos in the Twitter timeline auto-play on mute. Subtitles give viewers a way to follow the video before they decide to turn on audio.

Twitter currently supports three types of subtitling:

### 1. Sidecar .SRT Subtitling **NEW & PREFERRED**

Now available in Media Studio, subtitling is provided by publishers via sidecar .SRT files uploaded per video. At this time, the placement and rendering of subtitles cannot be specified.

### 2. Burned-In Captions

Captions manually 'burned-in' via editing software (ex. Apple Final Cut or Adobe Premiere Pro). Content, placement and rendering are the responsibility of the content creators.

### 3. Embedded 608/708 Captions

Captions embedded from a video source, which can't be modified or removed in Media Studio. Twitter simply renders whatever text is passed via the video file.

## How do .SRT subtitles work?

- 1 Click on a video within your Media Studio library
- 2 Select the 'Subtitles' tab in the pop-up window
- 3 Select the text language of your subtitle file from the dropdown menu
- 4 Click the 'Upload' button and select the sidecar .SRT file from your local computer
- 5 The file is now associated to your video. To update the file, click the Pencil icon.



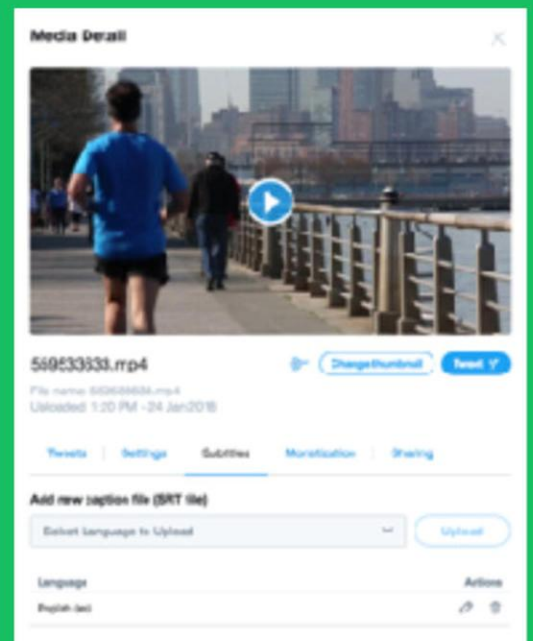
Subtitling via Media Studio



Burned-In Captions



Embedded 608/708 Captions





# Subtitles with Media Studio

## Sidecar .SRT FAQ

### Can I upload multiple subtitles per video?

Currently we only support one subtitle file uploaded per video.

We are investigating the ability to upload multiple subtitles per video, tagged by language of the text.

### Can I associate subtitles to a video that has been previously uploaded?

Yes, it is possible to upload a subtitle to a video that has been previously uploaded.

Also, if you have previously created a Tweet with the video, that Tweet will now have the new subtitles. There is no need to create a new Tweet after uploading the subtitle file.

### What is the playback behavior for captions on mobile apps on iOS and Android?

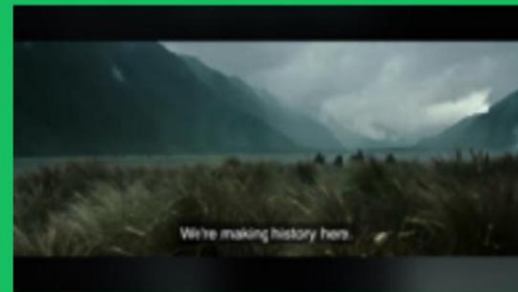
If a video has an associated .SRT subtitle file uploaded, the subtitles will always play back when the video is auto-played in timeline (or any other view where the video is played in-line with other content). By default, the subtitles will hide when the video is expanded, as this action enables sound playback.

If users would like to have subtitles continue to appear when the video is expanded, they can modify this via their phone user settings:

- **iOS:** Visit [this link](#) for more documentation on the Apple support site. See 'Set caption and subtitle preferences' information on that page.
- **Android:** See [this link](#) for more information on the Android support website. See 'Turn on captions' information on that page.



000199



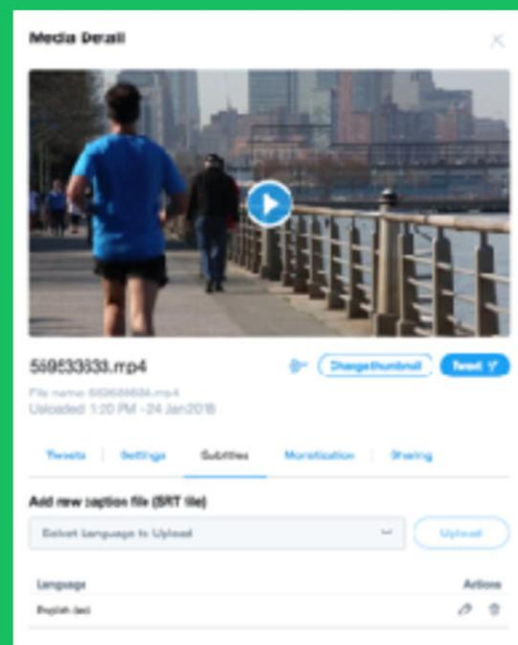
Subtitling via Media Studio



Burned-In Captions



Embedded 608/708 Captions





## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** March 13, 2019 02:51 PM  
**To:** 19(1)  
**Subject:** RE: twitter reports

Ahh burn.

These are the handles:

@Revenue\_Canada  
@CanadaRevenue\_\_  
@RCD\_Help  
@CanadaRevenueA

Thanks,  
CC

**From:** 19(1) @twitter.com>  
**Sent:** March 13, 2019 2:30 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: twitter reports

Nope. Rule are rules I am afraid.

What are the handles you want to report? I will take a look.

19(1)

On Wed, Mar 13, 2019 at 2:24 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1) :

I just made a few reports on impersonation accounts (not clearly-marked parody accounts) but don't feel comfortable uploading a picture of my government pass (that, and its kind of against our security recommendations ☺). Does an email like this one (with my name and signature) help?

And when you come visit, I will show you my pass in person ☺

Thanks,

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>  
To: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
Cc:  
Bcc:  
Date: Wed, 13 Mar 2019 18:09:46 +0000  
Subject: Case# 16(2)(c) : Impersonation - CanadaRevenue  
[ref:00DA0000000K0A8.5004A00001dMk77:ref]

**Please note:** we need a response to this email in order to continue investigating your report.

Hello,

Thank you for reaching out, we appreciate it! The next part of this process requires that we confirm that you're an authorized representative of the company or organization.

If your report was filed from an email domain associated with the company or organization, please reply to this message to confirm you have access to the email.

If your report wasn't filed from an official domain, please choose one of the following options to proceed:

- **Option 1:** refile your report using an email associated with the domain from the company or organization.
- **Option 2:** using the link below, upload the additional documentation we need to confirm you have the authority to act on the company/organization's behalf. This includes a signed statement from the company/organization that you're their authorized representative, a copy of your business card, and your valid government-issued photo ID (such as a driver's license or passport).

Please use this link to upload documents:

<https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=0108029748>

Once we've received a response, we can continue the investigation. Please keep in mind that accounts in compliance with Twitter's [parody, commentary, and fan accounts policy](#) are not considered in violation of our [impersonation policy](#).

Thanks,

Twitter

ref:00DA0000000K0A8.5004A00001dMk77:ref

[Help](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

To: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

Cc:

Bcc:

Date: Wed, 13 Mar 2019 18:09:14 +0000

Subject: Case# 16(2)(c) : Impersonation - RCD\_Help [ref:00DA0000000K0A8.5004A00001dMk4N:ref]

**Please note:** we need a response to this email in order to continue investigating your report.

Hello,

Thank you for reaching out, we appreciate it! The next part of this process requires that we confirm that you're an authorized representative of the company or organization.

If your report was filed from an email domain associated with the company or organization, please reply to this message to confirm you have access to the email.

If your report wasn't filed from an official domain, please choose one of the following options to proceed:

- **Option 1:** refile your report using an email associated with the domain from the company or organization.
- **Option 2:** using the link below, upload the additional documentation we need to confirm you have the authority to act on the company/organization's behalf. This includes a signed statement from the company/organization that you're their authorized representative, a copy of your business card, and your valid government-issued photo ID (such as a driver's license or passport).

Please use this link to upload documents:

[https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16\(2\)\(c\)](https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16(2)(c))



Once we've received a response, we can continue the investigation. Please keep in mind that accounts in compliance with Twitter's [parody, commentary, and fan accounts policy](#) are not considered in violation of our [impersonation policy](#).

Thanks,

Twitter

ref:00DA000000K0A8.5004A00001dMk4N:ref

[Help](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>  
To: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
Cc:  
Bcc:  
Date: Wed, 13 Mar 2019 18:07:35 +0000  
Subject: Case# 16(2)(c) 1: Impersonation - NotRevenuCanada  
[ref:00DA000000K0A8.5004A00001dMjpr:ref]

**Please note:** we need a response to this email in order to continue investigating your report.

Hello,

Thank you for reaching out, we appreciate it! The next part of this process requires that we confirm that you're an authorized representative of the company or organization.

If your report was filed from an email domain associated with the company or organization, please reply to this message to confirm you have access to the email.

If your report wasn't filed from an official domain, please choose one of the following options to proceed:

- **Option 1:** refile your report using an email associated with the domain from the company or organization.
- **Option 2:** using the link below, upload the additional documentation we need to confirm you have the authority to act on the company/organization's behalf. This includes a signed statement from the company/organization that you're their authorized representative, a copy of your business card, and your valid government-issued photo ID (such as a driver's license or passport).

Please use this link to upload documents:

[https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16\(2\)\(c\)](https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16(2)(c))

Once we've received a response, we can continue the investigation. Please keep in mind that accounts in compliance with Twitter's [parody, commentary, and fan accounts policy](#) are not considered in violation of our [impersonation policy](#).

Thanks,

Twitter

ref:00DA0000000K0A8.5004A00001dMjpr:ref

[Help](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>  
To: "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
Cc:  
Bcc:  
Date: Wed, 13 Mar 2019 18:06:50 +0000  
Subject: Case# 16(2)(c) 1: Impersonation - CanadaRevenueA  
[ref:00DA0000000K0A8.5004A00001dMjIV:ref]

**Please note:** we need a response to this email in order to continue investigating your report.

Hello,

Thank you for reaching out, we appreciate it! The next part of this process requires that we confirm that you're an authorized representative of the company or organization.

If your report was filed from an email domain associated with the company or organization, please reply to this message to confirm you have access to the email.

If your report wasn't filed from an official domain, please choose one of the following options to proceed:

- **Option 1:** refile your report using an email associated with the domain from the company or organization.
- **Option 2:** using the link below, upload the additional documentation we need to confirm you have the authority to act on the company/organization's behalf. This includes a signed statement from the company/organization that you're their authorized representative, a copy of your business card, and your valid government-issued photo ID (such as a driver's license or passport).

Please use this link to upload documents:

[https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16\(2\)\(c\) 1](https://twitterinc.secure.force.com/u?e=crystallina.chiu@cra-arc.gc.ca&cn=16(2)(c) 1)

Once we've received a response, we can continue the investigation. Please keep in mind that

accounts in compliance with Twitter's [parody, commentary, and fan accounts policy](#) are not considered in violation of our [impersonation policy](#).

Thanks,

Twitter

ref:00DA0000000K0A8.5004A00001dMjIV:ref

---

[Help](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

---

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** July 19, 2019 01:56 PM  
**To:** Curle, Caroline  
**Subject:** FW: Thank you!

**From:** 19(1) @twitter.com>  
**Sent:** April 1, 2019 1:26 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** 19(1) @twitter.com>  
**Subject:** Re: Thank you!

Hello - here are your answers for the last 4 weeks:

#cdntax had 901 posts in the last month. You are driving the conversation. Its mostly men and 50/50 positive negative.

#CRAcharities had 141 posts in the last month. Again you are driving the conversation and it is overwhelmingly positive.

#smallbiz had more than 98,000 posts. It sees no geographic borders. It is used predominantly by individuals in posts using many hashtags.

My system did not like the french hashtags. I will have to go to another system.

19(1)

On Thu, Mar 28, 2019 at 3:04 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hey there!

Sorry for the delay in writing back. It's been kind of a week.

We were so excited to have you in the office and haven't stopped talking about you since. We have ideas on how we want to improve our service standard on answering questions and how to present our "Twitter personality".

For our hashtags, would you be able to check:

- #CdnTax/#impotcdn
- #CRAcharities/#bienfaisanceARC
- #SmallBiz/#petiteentreprise

(sorry, I know that you said only 5, but we do need to see the French too, please!)

I've sent your subtitles page to our video team. They're glad to hear you recommend 10-15 seconds too 😊 Can you please send me the presentation that you delivered? I'd like to share with my director (and everyone has heard about the UK Heart organic posting that made me cry; I'd love to be able to watch it again (and hopefully make it all the way through).

Thanks so much!

CC 😊

**From:** 19(1) [redacted] <[redacted]@twitter.com>  
**Sent:** March 21, 2019 8:42 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** 19(1) [redacted] <[redacted]@twitter.com>  
**Subject:** Thank you!

Thanks so much for making the time to meet today. 19(1) [redacted] is copied in case you need to reach out to him directly.

Subtitles - advertisers and publishers are now able to add subtitle files (SRT) to their videos via [ads.Twitter.com](https://ads.twitter.com), Media Studio and our publisher Upload API. Subtitles will be viewable on auto-playing video (when no sound is available) on all platforms -- iOS, Android and Web.

If you give me a list of your accounts I will double check they all have access to media studio and can upload 10 minute videos.

Handy dandy one-pager attached.

19(1) [redacted]

--

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)  
Follow me at @\_19(1)

--

19(1)

Head, Government | Public Policy | Philanthropy (Twitter Canada)  
Follow me at @\_19(1)

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THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** July 26, 2019 03:20 PM  
**To:** 19(1)  
**Subject:** RE: media studio

Amazing! We'll test them out 😊

Thanks, and have a great weekend!  
CC

**From:** 19(1) @twitter.com>  
**Sent:** July 26, 2019 1:28 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: media studio

Sorry for the delay. Both accounts have full access to these tools.

Last week we launched a new broadcast scheduling feature in Media Studio, which allows you to plan ahead for your production team, capture viewers' attention before your content goes live, and help more of them tune in as soon as it does.

There were a lot of new product launches last week so I am just sending along the links to the blogs in case you need them.

19(1)

Broadcast Scheduling: [https://media.twitter.com/en\\_us/articles/blogs/2019/drive-conversation-and-tune-in-with-broadcast-scheduling.html](https://media.twitter.com/en_us/articles/blogs/2019/drive-conversation-and-tune-in-with-broadcast-scheduling.html)  
Livecut Video Clips: [https://media.twitter.com/en\\_us/articles/blogs/2019/introducing-livecut-a-new-way-to-create-video-clips-for-twitter.html](https://media.twitter.com/en_us/articles/blogs/2019/introducing-livecut-a-new-way-to-create-video-clips-for-twitter.html)

On Fri, Jul 19, 2019 at 4:22 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1)

Hope you're keeping cool in this weather!

Would you be able to expand our video time limits for @canrevagency and @agencerevcan on media studio?

Thank you!

Crystallina

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** May 23, 2019 9:36 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: media studio

Should be solved now.

On Thu, May 23, 2019 at 8:53 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1), please see our screen caps below. I'm not sure how to fix this situation?

Any advice would really help.

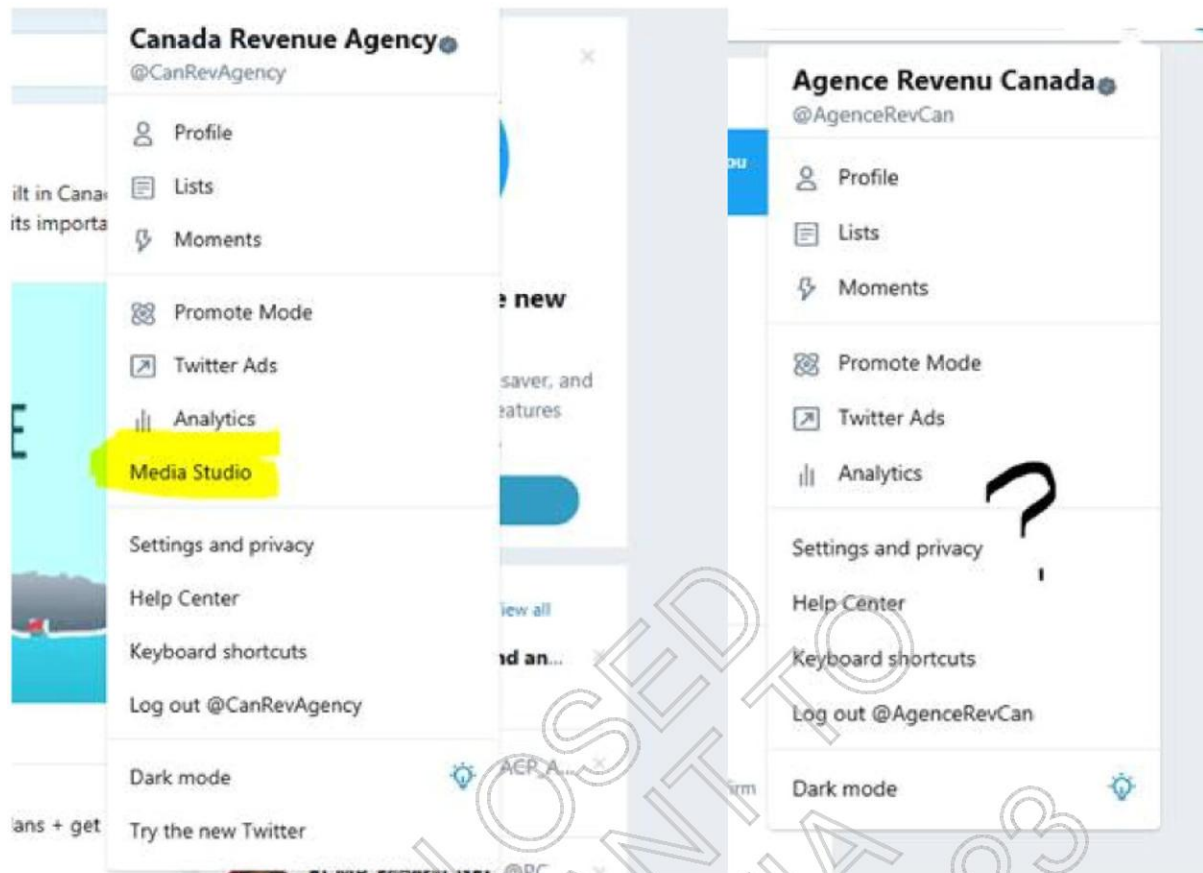
Thanks,

CC

Begin forwarded message:

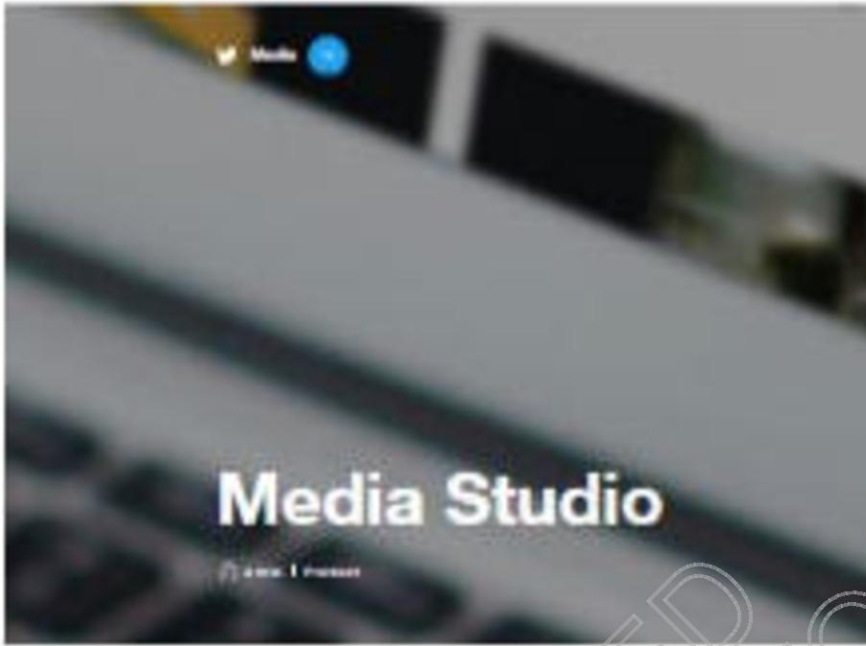
**From:** "Curle, Caroline" <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>  
**Date:** May 23, 2019 at 8:41:36 AM EDT  
**To:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** RE: media studio

I really think its something in the backend. I've been logging in and out of that account for over a year now. Its not visible to us.



I know you can type in <https://studio.twitter.com/library> when you're logged in and it comes up. This works in English just fine, but for the French page, I get the generic product page from twitter:





## An easy-to-use platform to measure, and monetize yo

Twitter gives you more than just 280 characters. You can use images, GIFs, videos, and live streaming. This one-stop shop lets you measure and monetize your content, whether you're a creator or a business. Learn how to get the most out of Media Studio, and discover



**Manage**  
Upload, organize, and analyze content across all your accounts.

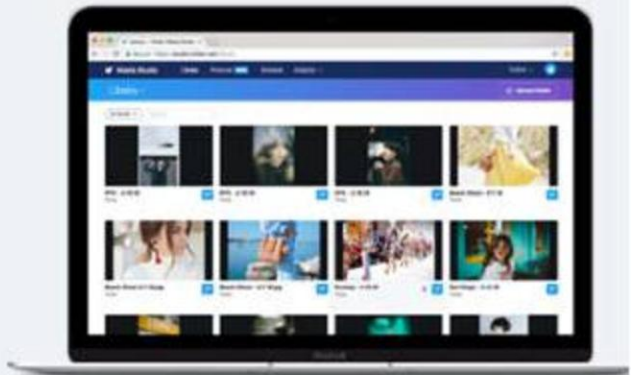


**Revenue**  
Track the performance of your content and monetize it.

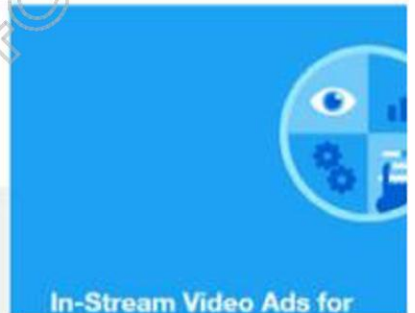
## Access Media Studio

If you already have a Media Studio account, log in below. If you don't, reach out to your Twitter partner manager.

Login to Media Studio



### Related reads



When I click the "login to Media Studio" button at the bottom, it just reloads the same page instead of bringing up a login/password field.

So I think there's something going on in the backend- I've tried this many times with no luck.

Caroline

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Sent:** May 22, 2019 6:35 PM

**To:** Curle, Caroline <[Caroline.Curle@cra-arc.gc.ca](mailto:Caroline.Curle@cra-arc.gc.ca)>

**Subject:** Fwd: media studio

...?????

Sent from my iPhone

Begin forwarded message:

**From:** 19(1) [REDACTED] <[\[REDACTED\]@twitter.com](mailto:[REDACTED]@twitter.com)>  
**Date:** May 22, 2019 at 4:37:46 PM EDT  
**To:** "Chiu, Crystallina" <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: media studio

Ok I just looked and the problem is not on our end - sorry! That account has media studio and long form video. Maybe log out and log back in again?

On Wed, May 22, 2019 at 4:19 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

Hi 19(1) [REDACTED],

How are you doing?

We are victims of a very slow network and have been having trouble loading videos to the platform. We have access to media studio in English but for some reason aren't able to use it in French. Is this something you can manage on your end? It would be for @AgenceRevCan.

Thank you!

CC

Crystallina Chiu



Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1)  
Government | Public Policy  
Twitter (Canada)  
Follow me at @ 19(1)

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A-2023-164823

--  
19(1)  
Government | Public Policy  
Twitter (Canada)  
Follow me at @ 19(1)

--  
19(1)

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THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** April 21, 2020 01:10 PM  
**To:** 19(1)  
**Subject:** RE: flagging a tweet: self-harm

thanks! ☺

colleagues across the departments are seeing some similar posts (on other channels as well).

Hopefully this isn't a trend.

Thanks,  
CC ☺

Crystallina Chiu

613-793-0405/BBM EFOODBOF

---

**From:** 19(1) @twitter.com>  
**Sent:** April 19, 2020 8:57 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: flagging a tweet: self-harm

**\*\*\*ATTENTION\*\*\***

This email originated from outside of the Government of Canada. **Do not click links or open attachments unless you recognize the sender and believe the content is safe.** For more information regarding reporting suspicious emails, please visit the KnowHow webpage: [Suspicious emails - how to report](#)

Ce courriel provient de l'extérieur du Gouvernement du Canada. **Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes, à moins de connaître l'expéditeur et croire que le contenu est sécuritaire.** Pour de plus amples renseignements sur la façon de signaler les courriels suspects, veuillez consulter la page Web SavoirFaire: [Courriels suspects – Comment signaler](#)

Hi Crystallina - good to hear from you and hope you are safe and well.

Thanks for flagging - you took the correct action.

19(1)

On Sat, 18 Apr 2020 at 11:51, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

hello 19(1) !

Hope you're doing well! We saw this comment today:



[https://twitter.com/xavlh\\_/status/1251266997435981824?s=20](https://twitter.com/xavlh_/status/1251266997435981824?s=20)

We've reported it to twitter for self-harm but I wanted to flag to you separately. My intention is to respond.

Thanks,

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

BBM EF00DB0F

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

BBM EF00DB0F

--

19(1)

Head | Twitter Public Policy (Canada)



Explore

Settings

← Tweet

19(1)

@AgenceRevCan si vous arrêtez pas de me raccrocher la ligne au nez je vais me tuer

Translate Tweet

5:51 PM · Apr 17, 2020



### New to Twitter?

Sign up now to get your own personalized timeline!

Sign up with Google

Sign up with Apple

Create account

By signing up, you agree to the Terms of Service and Privacy Policy, including Cookie Use.

### Relevant people

19(1)

Follow

He/Him/Mx | Trans Rights are Human Rights | Black Lives Matter | Law Student

Trends are unavailable.

Terms of Service Privacy Policy Cookie Policy Accessibility Ads info More ... © 2023 X Corp.

Don't miss what's happening

People on Twitter are the first to know.

Log in

Sign up

000219

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## Johnson, Stephanie

---

**From:** 19(1) @fb.com>  
**Sent:** June 9, 2020 10:30 AM  
**To:** Thériault, Valérie  
**Cc:** Curle, Caroline (she/elle); Johnson, Stephanie; 19(1)  
**Subject:** Re: Facebook Story with link

**\*\*\*ATTENTION\*\*\***

This email originated from outside of the Government of Canada. **Do not click links or open attachments unless you recognize the sender and believe the content is safe.** For more information regarding reporting suspicious emails, please visit the KnowHow webpage: [Suspicious emails - how to report](#)  
Ce courriel provient de l'extérieur du Gouvernement du Canada. **Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes, à moins de connaître l'expéditeur et croire que le contenu est sécuritaire.** Pour de plus amples renseignements sur la façon de signaler les courriels suspects, veuillez consulter la page Web SavoirFaire: [Courriels suspects – Comment signaler](#)

Hi Valérie,

Thanks for reaching out. I'm looping in my colleagues 19(1), who will be able to assist with this.

Thanks,



19(1)

Government, Politics & Advocacy Partner Manager |

Responsable des partenariats avec le gouvernement, les institutions et les partis politiques – produits publicitaires

[Facebook](#)

**Resources for Governments Responding to Coronavirus (COVID-19) [here](#)**

**Ressources pour les gouvernements pour répondre à la Coronavirus (COVID-19) [ici](#)**

---

**From:** "Thériault, Valérie" <Valerie.Theriault@cra-arc.gc.ca>

**Date:** Tuesday, June 9, 2020 at 9:25 AM

**To:** 19(1) @fb.com>

**Cc:** "Curle, Caroline" <Caroline.Curle@cra-arc.gc.ca>, "Johnson, Stephanie" <Stephanie.Johnson2@cra-arc.gc.ca>

**Subject:** Facebook Story with link

Good morning 19(1)



How are you? We're trying to post a FB Story and we're having a hard time figuring out how to add a link to it. Could you please help us out?

Thanks a lot in advance,  
Valerie

## Valérie Thériault

Senior Social Media Advisor | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca) | 613-316-7634

Conseillère principale, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca) | 613-316-7634

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** August 20, 2020 11:28 AM  
**To:** 19(1)  
**Subject:** RE: DM mysteriously opened?

### Categorization: Unclassified

hi!

19(1)

We double checked and our settings defo indicate that DMs are off.

The handle of the account affected: @CanRevAgency

The handle of the user who was able to contact us: @19(1)

Thanks!

😊

CC

Crystallina Chiu

613-793-0405/BBM EFO0DB0F

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** August 20, 2020 7:17 AM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: DM mysteriously opened?

### \*\*\*ATTENTION\*\*\*

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Strange. First can you check the authorizations and settings on your account? And I will ask for a review of you could please give me the handles.

On Wed, Aug 19, 2020 at 1:36 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1) ,

how are you doing?

Last night we received a couple of DMs from someone to the @CanRevAgency account. Our DMs are off...? do you have any ideas how this happened? IE. What can we do to prevent this from happening again?

Thanks,

CC ☺



Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca)

| Tel: 613-793-0405

BBM EF00DB0F

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca)

| Tél: 613-793-0405

BBM EF00DB0F

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THE ATIA  
A-2023-164823

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PURSUANT TO  
THE ATIA  
A-2023-164823

## Hollett, Katrina

---

**From:** 19(1) [redacted]@twitter.com>  
**Sent:** March 18, 2021 02:31 PM  
**To:** Pak, Katrina  
**Subject:** Re: TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

**Categories:** B&C advertising 20-21

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Thanks :)



On Thu, Mar 18, 2021 at 2:27 PM Pak, Katrina <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Done!

DV measurements has been successfully added two both the English and the French CRA accounts.

Thanks,

**Katrina Pak Hollett**

343-571-7836

---

**From:** 19(1) [redacted]@twitter.com>  
**Sent:** March 18, 2021 2:19 PM



To: Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>  
Cc: 19(1) @cossettemedia.com; 19(1) @tankww.com; #  
Québec - Cossette Media - AOR Planning <aor-planningteam@cossettemedia.com>; 19(1)  
19(1) @cossettemedia.com; 19(1) @cossettemedia.com; Laberge, Emilie  
<Emilie.Laberge@cra-arc.gc.ca>; 19(1) @cossettemedia.com  
Subject: Re: TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

**\*\*\*ATTENTION\*\*\***

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Hi team!

@Katrina - could you please try again? It should appear for you now.

Thank you!

a.



On Thu, Mar 18, 2021 at 1:29 PM Pak, Katrina <Katrina.Pak@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

Great, thank you!

**Katrina Pak Hollett**

343-571-7836

---

From: 19(1) @cossettemedia.com>  
Sent: March 18, 2021 1:27 PM  
To: Pak, Katrina <Katrina.Pak@cra-arc.gc.ca>; 19(1) @twitter.com>

Cc: 19(1) @tankww.com>: # Québec - Cossette Media - AOR Planning <aor-planningteam@cossettemedia.com>; 19(1) @cossettemedia.com>; 19(1) 19(1) @cossettemedia.com>; Laberge, Emilie <Emilie.Laberge@cra-arc.gc.ca>; 19(1) 19(1) @cossettemedia.com>  
**Subject:** Re: TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

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19(1) could you please validate if those 2 handles are whitelisted for the Measurement partner.

@AgenceRevCan

@CanRevAgency

Katrina, once Amanada will confirm it's whitelisted you should see the measurement partner in the dropdown menu you showed.

Thanks,

19(1)

19(1)

**Cossette Média**  
**Superviseur Média**  
300, rue Saint-Paul, bureau 300  
Québec, QC G1K 7R1 Canada  
19(1)  
cossettemedia.com



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On Thu, Mar 18, 2021 at 10:49 AM Pak, Katrina <Katrina.Pak@cra-arc.gc.ca> wrote:

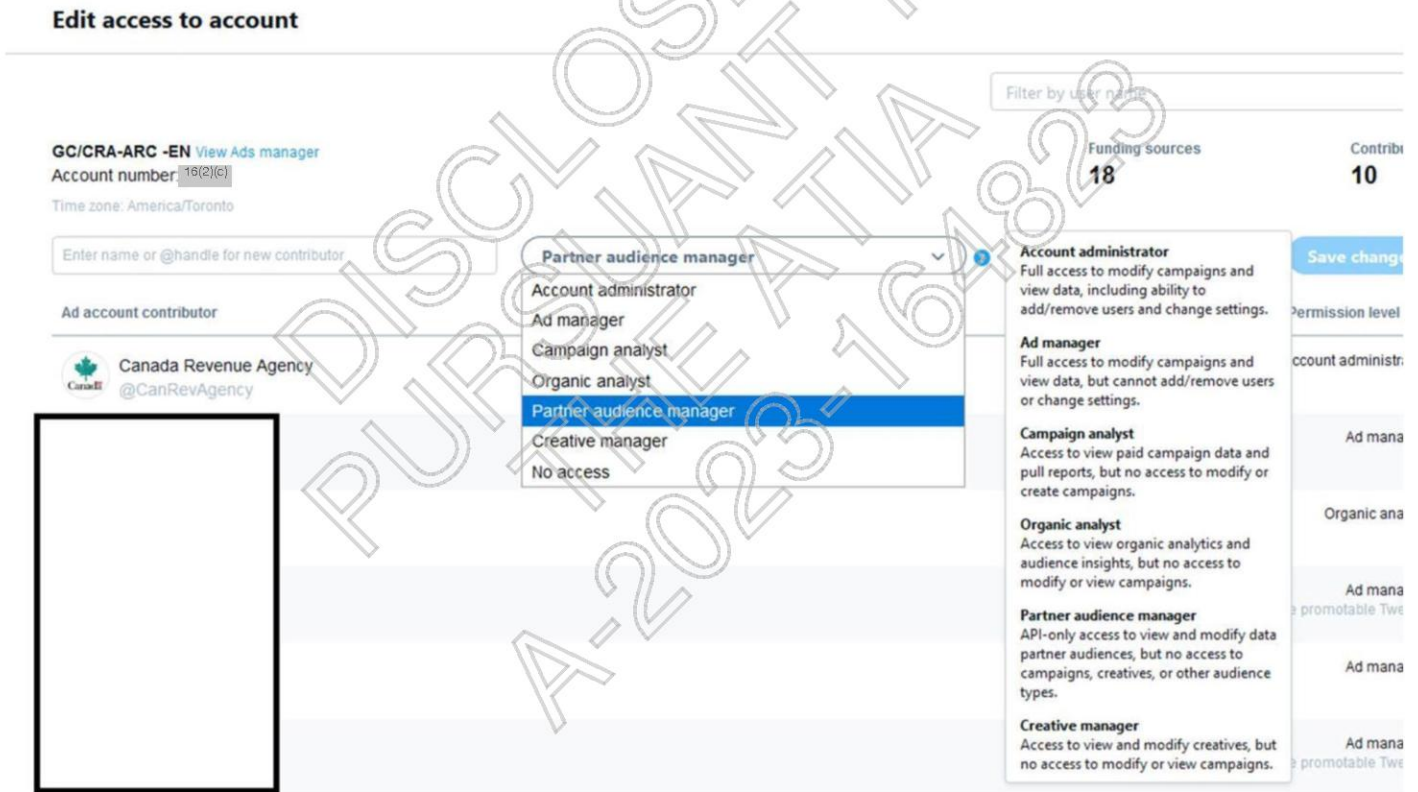
**Categorization: Unclassified**

Hi again,

There is no option for 'Measurement Partner'. What option should we select?

Thanks,

Katrina



**Step 1-** Go to [ads.twitter.com](https://ads.twitter.com) and navigate to "Edit access to account" from your account dropdown menu

**Step 2-** Select "Add access"

**Step 3-** In the dropdown menu, select "Measurement partner"

**Step 4-** Enter "DV\_measurements" into the search box and select DV Measurement as the partner, then hit "Save changes"

Let us know once those steps will be done.



**Katrina Pak Hollett**

343-571-7836

---

**From:** Pak, Katrina  
**Sent:** March 18, 2021 10:18 AM  
**To:** 19(1) [t@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Cc:** 19(1) [@tankww.com](mailto:19(1)@tankww.com)>; # Québec - Cossette Media - AOR Planning <[aor-planningteam@cossettemedia.com](mailto:aor-planningteam@cossettemedia.com)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Subject:** RE: TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

**Categorization: Unclassified**

Hi 19(1)

We are having technical issues with our web browsers that we're trying to sort out.

Does this mean that all Twitter ads are not currently running until we complete the steps that you outlined below?

**Katrina Pak Hollett**

343-571-7836

---

**From:** 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Sent:** March 17, 2021 5:10 PM  
**To:** Pak, Katrina <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)>  
**Cc:** 19(1) [@tankww.com](mailto:19(1)@tankww.com)>; # Québec - Cossette Media - AOR Planning <[aor-planningteam@cossettemedia.com](mailto:aor-planningteam@cossettemedia.com)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>; 19(1) [@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Subject:** Re: TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

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Hi Katrina,

For viewability and brand safety measurement, we need your collaboration to activate the measurement partner on both accounts:

@AgenceRevCan

@CanRevAgency

Here's the step-by-step process.

**Step 1-** Go to [ads.twitter.com](https://ads.twitter.com) and navigate to “Edit access to account” from your account dropdown menu

**Step 2-** Select “Add access”

**Step 3-** In the dropdown menu, select “Measurement partner”

**Step 4-** Enter “DV\_measurements” into the search box and select DV Measurement as the partner, the hit “Save changes”

Let us know once those steps will be done.

19(1)

**Cossette Média**  
**Superviseur Média**  
300, rue Saint-Paul, bureau 300  
Québec, QC G1K 7R1 Canada

19(1)

[cossettemedia.com](http://cossettemedia.com)



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On Mon, Mar 1, 2021 at 3:00 PM 19(1) <[redacted]@cossettemedia.com> wrote:

Hi Katrina,

Thanks for the quick turnaround.

Will advise once it's back in-market.

19(1)

-

19(1)

**Cossette Média**  
**Superviseur Média**  
**300, rue Saint-Paul, bureau 300**  
**Québec, QC G1K 7R1 Canada**

19(1)

**cossettemedia.com**



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On Mon, Mar 1, 2021 at 2:13 PM Pak, Katrina <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Hi 19(1)



We have completed the steps that you gave us.

Please let us know when the ads are back up and running and if there are any other issues.

Thanks,

**Katrina Pak Hollett**

343-571-7836

---

**From:** 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Sent:** March 1, 2021 1:32 PM  
**To:** Pak, Katrina <[Katrina.Pak@cra-arc.gc.ca](mailto:Katrina.Pak@cra-arc.gc.ca)>  
**Cc:** 19(1) <[19\(1\)@tankww.com](mailto:19(1)@tankww.com)>; # Québec - Cossette Media - AOR Planning <[aor-planningteam@cossettemedia.com](mailto:aor-planningteam@cossettemedia.com)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>; Laberge, Emilie <[Emilie.Laberge@cra-arc.gc.ca](mailto:Emilie.Laberge@cra-arc.gc.ca)>; 19(1) <[19\(1\)@cossettemedia.com](mailto:19(1)@cossettemedia.com)>  
**Subject:** TWITTER SETUP\_TA# 46658-213421-001-CZ\_CRA-ARC\_BenefitsAndCredits20-21\_ADV 2021-0044

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Hi Katrina,

The following CRA tweets have been halted by the Twitter policy team for not being certified to run [Caused Based Ads](#) on Twitter.

- <https://twitter.com/AgenceRevCan/status/1365389059649069057>
- <https://twitter.com/AgenceRevCan/status/1365389014308683776>

- <https://twitter.com/AgenceRevCan/status/1365389126019735554>

Are you able to please complete the steps as [seen here](#) for both the Eng and Fr accounts as soon as they're able (an account admin with Twitter login credentials needs to complete this).

Once it is done, ads will be running again.

Thanks in advance.

19(1)

-

19(1)

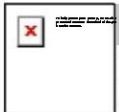
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300, rue Saint-Paul, bureau 300  
Québec, QC G1K 7R1 Canada  
19(1)  
**cossettemedia.com**



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A-2025-164823

--



19(1) Sr. Client Account Manager & Tweep Ambassador  
Toronto, CA  
Follow me @19(1)



19(1) Sr. Client Account Manager & Tweep Ambassador  
Toronto, CA  
Follow me @19(1)

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PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @twitter.com>  
**Sent:** April 29, 2021 12:01 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: Organic/Advertising meeting with Twitter

**\*\*\*ATTENTION\*\*\***

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Hi Crystallina - hope you are well and safe.

Yes of course we would love to meet with you. I am copying my colleagues 19(1) on this request and we will get back to you.

19(1)

On Wed, 28 Apr 2021 at 17:09, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

Our Advertising team is exploring paid advertisements on social media. Would we be able to have a little organic post check-in and a meeting with your advertising counterpart? We are looking for options for targeting vulnerable populations through ads on Twitter as well as chatting about how to improve our organic posts.

Would sometime in the next couple of weeks be ok?

Thank you,

CC

# Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

BBM EF00DB0F

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

BBM EF00DB0F

19(1) Head, Public Policy (Canada)

Twitter Inc



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A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @twitter.com>  
**Sent:** May 5, 2021 02:43 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: Posting right to left on Twitter

**\*\*\*ATTENTION\*\*\***

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Yes thanks for this flag. I have put out the call for best practices to India and Dubai but they are currently asleep.

19(1)

On Wed, 5 May 2021 at 14:36, Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Thanks! we SEEM to have found a workaround by QT with the third language.. but I have to admit that I can't actually verify that it's correct. I can't tell if the words are mirrored? Is the question mark supposed to look like that in Urdu?

<https://twitter.com/CanRevAgency/status/1389996185428037633?s=20>

If there are any tips to post both languages in the same tweet, that would be amazing. We are trying to promote our benefits and credits videos in different languages for newcomers!

Thanks,

CC

Crystallina Chiu



**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** May 5, 2021 12:51 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Posting right to left on Twitter

**\*\*\*ATTENTION\*\*\***

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I have also had that problem. I will ask.

19(1)

On Wed, May 5, 2021 at 12:50 PM Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

hi 19(1)

We have been trying to post an Urdu tweet on Twitter, which reads right to left, but even when we post a single language, the text flips.

Do you have any advice?

Thanks,

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

BBM EF00DB0F

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

BBM EF00DB0F

--  
19(1)

Head, Public Policy (Canada)

Twitter Inc



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THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** 19(1) @twitter.com>  
**Sent:** March 11, 2022 01:35 PM  
**To:** Chiu, Crystallina  
**Subject:** Re: Trouble with @AgenceRevCan

**\*\*\*ATTENTION\*\*\***

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Sorry it has been a crazy couple of weeks here. I will escalate. Twitter Service will contact the person who filed the case directly.

19(1)

On Thu, Mar 10, 2022 at 4:48 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1) !

We opened a couple of cases yesterday. Do these help?

- Case # 16(2)(c)
- About your Twitter account 16(2)(c) [ref:00DA000000K0A8.5004w00002LqtDN:ref]

Thank you for your help!!  
CC ☺

Crystallina Chiu

613-793-0405



**From:** 19(1) <[redacted]@twitter.com>  
**Sent:** March 10, 2022 4:00 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Subject:** Re: Trouble with @AgenceRevCan

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Sorry it is bonkers around here. If you can reply to this really quickly I can escalate tonight. Otherwise ping me tomorrow.

Thank you for reaching out.

Please file a login user support ticket [here](#).

Explain that you no longer have access to the email address associated with the account and provide which email you want the account to be linked to. Once you've submitted the ticket, you should receive a case # from our support team at the email address that you provided.

Please forward me that case # and I will escalate.

On Thu, Mar 10, 2022 at 11:24 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

I know this isn't part of what you do for us Government of Canada folks, but wondering if you can help escalate our ticket internally:

We changed our passwords yesterday as part of ongoing security measures, but somehow in the password change process, our @AgenceRevCan account got locked out. We tried to reset the password but didn't receive anything at our team email ([pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)) and it really should have only been that email that has access to these accounts.

Can you please help?

Thanks,

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1) | Director, Public Policy (US & Canada)

Twitter Inc

19(1)

Director, Public Policy (US & Canada)

Twitter Inc



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PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Thériault, Valérie  
**Sent:** March 14, 2022 11:12 AM  
**To:** support@twitter.com  
**Cc:** Twitter Government & Politics; 19(1); Vasiliadis, Nektarios  
**Subject:** RE: Case# 16(2)(c): Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Categorization: Unclassified**

Hi,

Please see below:

- I am the owner of the account @AgenceRevCan
- I originally authorized the creation of the account @AgenceRevCan
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to: [CRA.FSM-Analytics/MS-AnalytiquesF.ARC@cra-arc.gc.ca](mailto:CRA.FSM-Analytics/MS-AnalytiquesF.ARC@cra-arc.gc.ca)

Thank you very much,  
Valérie

---

**Valérie Thériault**

A/Manager, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Gestionnaire p.i., médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Mcsherry, Paige <Paige.Mcsherry2@cra-arc.gc.ca> **On Behalf Of** Social Media Team / Équipe médias sociaux (CRA/ARC)

**Sent:** March 14, 2022 10:45 AM

**To:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>

**Subject:** FW: Case# 0256659219: Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Categorization: Unclassified**

Another message from Twitter.

**Paige McSherry**

Canada Revenue Agency / Agence du revenu du Canada  
[Paige.Mcsherry2@cra-arc.gc.ca](mailto:Paige.Mcsherry2@cra-arc.gc.ca) / 343 571 7682

**From:** Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

**Sent:** March 11, 2022 3:49 PM

**To:** Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** Case# 16(2)(c) Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

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Hello,

We're sorry that you've been unable to regain access to the account through our standard processes. We may be able to help by transferring the account to connect with an email address from your company domain where you can receive messages.

Please reply to this email stating the following:

- I am the owner of the account @\_\_\_\_\_. (Please provide the @username.)
- I originally authorized the creation of the account @\_\_\_\_\_. (Please provide the @username.)
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to \_\_\_\_\_ (Please provide an email address from your official organization domain that is not currently registered to another Twitter account).

Thanks,

Twitter

[Help](#) | [Privacy](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103



ref:\_00DA0K0A8.\_5004w2LqTpw:ref

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Thériault, Valérie  
**Sent:** March 14, 2022 10:48 AM  
**To:** 19(1)  
**Cc:** support@twitter.com; Social Media Team / Équipe médias sociaux (CRA/ARC); Vasiliadis, Nektarios; Twitter Government & Politics  
**Subject:** RE: About your Twitter report 0256757541 [ ref:\_00DA0K0A8\_5004w2LqtDN:ref ]

### Categorization: Unclassified

Hi 19(1)

Thanks! Crystallina's 19(1) so I'll take her out of the conversation to avoid overcrowding her inbox.

Any action required from us at this point?

Thanks,  
Valérie

---

#### Valérie Thériault

Team Lead, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) @twitter.com>  
**Sent:** March 14, 2022 10:01 AM  
**To:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** support@twitter.com; Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>; Twitter Government & Politics <gov@twitter.com>  
**Subject:** Re: About your Twitter report 0256757541 [ ref:\_00DA0K0A8\_5004w2LqtDN:ref ]

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+ Crystallina Chiu for viz

Hi there:

On Friday Twitter Service sent the user a statement of ownership (SOO) which will give us the information to attach a new email to the account and have you regain access.

Please note, the client must choose an email that is not associated with any other Twitter account they may have, otherwise we will not be able to attach it to this account.

19(1)

On Mon, Mar 14, 2022 at 9:54 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Good morning,

The Canada Revenue Agency's French (@AgenceRevCan) Twitter account is still locked and we have been trying to troubleshoot this issue for a few days now. Expediting this process would be appreciated since we are in the midst of tax season and we use this platform on a daily basis to provide tax payers key information and answer questions.

The email we have in our files is the following: [pa-ap\\_social\\_mediat@cra-arc.gc.ca](mailto:pa-ap_social_mediat@cra-arc.gc.ca)

If the email you have is different on your end, would it be possible to tell us which it is please? These accounts were created a long time ago, and the team is different now which means we may not have all the information.

I feel like a phone call would be a good idea at this point to fix this issue as soon as possible. Here's my number: 19(1)

19(1)

Thank you for your help,

Valérie

---

**Valérie Thériault**

A/Manager, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Gestionnaire p.i., médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Mcsherry, Paige <[Paige.Mcsherry2@cra-arc.gc.ca](mailto:Paige.Mcsherry2@cra-arc.gc.ca)> **On Behalf Of** Social Media Team / Équipe médias sociaux (CRA/ARC)

**Sent:** March 14, 2022 9:32 AM

**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

**Subject:** FW: About your Twitter report 0256757541 [ ref:\_00DA0K0A8.\_5004w2LqtDN:ref ]

---

**From:** Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

**Sent:** March 11, 2022 4:21 PM

**To:** Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** About your Twitter report 0256757541 [ ref:\_00DA0K0A8.\_5004w2LqtDN:ref ]

**\*\*\*ATTENTION\*\*\***



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Hello,

After reviewing your request, we realized the email address you contacted us with doesn't match the email connected to the Twitter account you're reaching out about.

Because of this, we'd like to ask that you file a new support request using the email associated with the account.

To file the new support request, please follow these steps:

- Visit [our forms page](#).
- Create a new request with the correct email address.
- You'll get an automated response to that email address. Reply to the message to confirm your request.

If you aren't able to log in to the email address associated with the account, you might want to contact your email provider for help with an old, or inactive, email account. Check out our [tips on troubleshooting](#) for more information.

If you file a new support request, please reply to this email with the new case number.

Thanks,

Twitter

[Help](#) | [Privacy](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103



ref:\_00DA0K0A8.\_5004w2LqtDN:ref

19(1) Director, Public Policy (US & Canada)  
Twitter Inc



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THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Thériault, Valérie  
**Sent:** March 23, 2022 01:41 PM  
**To:** 19(1); Chiu, Crystallina  
**Subject:** RE: Case# 16(2)(c) Reactivate - Help reactivating account [ ref:\_00DA0K0A8,\_5004w2LqTpw:ref ]

### Categorization: Unclassified

Hi,

Done and done, thanks a lot 19(1) for your help.

Valérie

---

#### Valérie Thériault

Team Lead, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** March 23, 2022 1:39 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Subject:** Re: Case# 16(2)(c): Reactivate - Help reactivating account [ ref:\_00DA0K0A8,\_5004w2LqTpw:ref ]

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Hi everyone - I have some updates.



Valerie's email is attached. However Valerie did not confirm the email address with Twitter Service. We are re-sending a confirmation email. PLEASE CONFIRM WITH THEM ASAP.

We also believe that 2FA is a problem. After you confirm your address, do you mind disabling it for a couple of hours and then re-enabling.

On Wed, Mar 23, 2022 at 12:58 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Thanks 19(1)

we finally have access again!! thank you so much for your attention to this! 😊 we really, really appreciate it! 😊

CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>  
**Sent:** March 23, 2022 12:31 PM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Subject:** Re: Case# 16(2)(c) : Reactivate - Help reactivating account [ ref: \_00DA0K0A8.\_5004w2LqTpw:ref ]

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Ok I am going to ask them to reset everything to you.

Please when you go in the next time, wait 48 hours before you change the number, email, etc.

19(1)

On Wed, Mar 23, 2022 at 11:29 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

Thanks for following up! We tried to log in with Val's email address and it wanted us to identify the account's phone number. It should be mine, as the manager, but it's not working.

can you please set to:

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca)

613-793-0405

Thank you SO much for your help. this has all been so weird!

Thanks,

CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Sent:** March 23, 2022 11:21 AM

**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** Re: Case# 16(2)(c) Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

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Hi Crystallina - we really need your help clarifying this issue:

Our team already sent a statement of ownership via case 16(2)(c)

Based on CRA's response, the request was to attach the email address [valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca) . Valerie should have access to that account already based on our records.

Please ask Valerie to sign in again. If that fails, I am using your email and you will be responsible for resetting. Hope that makes sense,

19(1)

On Tue, Mar 22, 2022 at 2:55 PM 19(1) <[@twitter.com](#)> wrote:

You and only you will receive the information from GetSupport. I know there have been multiple attempts by Revenue Canada to reset the email.

Once you reset the password and gain access to the account, please use a unique email that is not associated with any other Revenue Canada account.

Twitter Service will contact you directly.

19(1)

On Tue, Mar 22, 2022 at 2:45 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

Apologies, I thought my team lead who was managing this was cc'ed and so I left this for her to respond. My bad!

Our case numbers are:



16(2)(c)

Thank you for your help!  
CC ☺

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** March 21, 2022 1:53 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Subject:** Re: Case# 16(2)(c) : Reactivate - Help reactivating account [ ref:\_00DA0K0A8\_5004w2LqTpw:ref ]

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Hi Crystallina - we were all super confused as this kept bouncing around.

Where are we? What is the most current case number?

19(1)

On Mon, Mar 21, 2022 at 1:51 PM Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

hi all,

is there any movement on this?

We are unable to get into our French Twitter account and it's a problem as there is content upcoming we can't use Hootsuite for.

Can you please help and assign Valerie's email to it so we can move forward?

Thank you!

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

---

**From:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Sent:** March 18, 2022 3:30 PM

**To:** Twitter Government & Politics <[gov@twitter.com](mailto:gov@twitter.com)>

**Cc:** Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>; 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Subject:** RE: Case# 16(2)(c) : Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Importance:** High

**Categorization:** Unclassified

Hi,

I feel like we're back to square one.

Last week we were locked out of our account while trying to change the password. Both passwords (old & new) don't work and we haven't been able to log in since then because we don't have the original email that was used to set it.

I have been trying to troubleshoot this for a week now and to be honest I'm starting to panic a little.

Are you able to either:

- Send us a temporary password so I could get in and change the email like you are instructing below?
- Change the email to [valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Maybe I'm missing something, or misunderstanding. If this is the case, can I please please ask you to call me @ 19(1) .

Thank you

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques



[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

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**From:** Twitter Government & Politics <[gov@twitter.com](mailto:gov@twitter.com)>  
**Sent:** March 18, 2022 1:44 PM  
**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
**Subject:** Re: Case# 16(2)(c) Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

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Hi Valerie,

I see you have access to your account, so you can update your email in your settings! To update your email address:

1. Log in to [twitter.com](https://twitter.com) and go to your Account settings page by clicking the more icon and then Settings and privacy.
2. Click Your account.
3. Click Account information and enter your password.
4. Click Email.
5. Type your email address into the Email field.
6. Note: An email address can only be associated with one Twitter account at a time.
7. Click the Save button at the bottom of the page.

To find out more about changing your email on your account, you can go here:  
<https://help.twitter.com/en/managing-your-account/how-to-update-your-email-address>

If you do have any other issues, let me know.

Thanks,

--

### Twitter Government & Elections

[gov@twitter.com](mailto:gov@twitter.com) | follow us: [@TwitterGov](https://twitter.com/TwitterGov)

On Thu, Mar 17, 2022 at 3:05 PM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

Hi again,

Sorry for spamming, but I would really appreciate an answer today. As I said below, the account was reactivated (thank you) with an email address that only works internally unfortunately. My mistake, sorry about that.

Could you please reactivate the account again using my address:

- I am the owner of the account @AgenceRevCan
- I originally authorized the creation of the account @AgenceRevCan
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to: [valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Thanks a lot,  
Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Thériault, Valérie

**Sent:** March 16, 2022 9:52 AM

**To:** '[support@twitter.com](mailto:support@twitter.com)' <[support@twitter.com](mailto:support@twitter.com)>; 'Twitter Government & Politics' <[gov@twitter.com](mailto:gov@twitter.com)>

**Cc:** Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>; 19(1) [@twitter.com](mailto:@twitter.com)

**Subject:** RE: Case# 16(2)(c) : Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Categorization: Unclassified**

Good morning,

Following-up on my email below. Would it be possible to have it resolved today?



Thank you,

Valérie

---

**Valérie Thériault**

A/Manager, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Gestionnaire p.i., médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Thériault, Valérie

**Sent:** March 15, 2022 1:48 PM

**To:** 19(1) <[REDACTED]> <[@twitter.com](https://twitter.com/[REDACTED])>; Twitter Government & Politics <[gov@twitter.com](mailto:gov@twitter.com)>

**Cc:** [support@twitter.com](mailto:support@twitter.com); Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

**Subject:** RE: Case# 16(2)(c) : Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Categorization: Unclassified**

Hi again 19(1) ,

First of all, thanks a lot for your help, it's really appreciated. The email address I provided you with only works internally (sorry about that).

Can you please reactivate again using my address (see below)?

Please see below:

- I am the owner of the account @AgenceRevCan
- I originally authorized the creation of the account @AgenceRevCan
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to: [valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Thanks,

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

**From:** 19(1) [redacted] <[redacted]@twitter.com>  
**Sent:** March 15, 2022 11:15 AM  
**To:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Cc:** support@twitter.com; Twitter Government & Politics <gov@twitter.com>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>  
**Subject:** Re: Case# 16(2)(c) [redacted] : Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**\*\*\*ATTENTION\*\*\***

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The new email was attached and your client should now have access to their account. If any problems persist, please reach back out. We are happy to help.

19(1) [redacted]

On Mon, Mar 14, 2022 at 11:12 AM Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

Hi,

Please see below:

- I am the owner of the account @AgenceRevCan
- I originally authorized the creation of the account @AgenceRevCan
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to: 16(2)(c) [redacted] <[redacted]@cra-arc.gc.ca>



Thank you very much,

Valérie

---

**Valérie Thériault**

A/Manager, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Gestionnaire p.i., médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

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**From:** Mcsherry, Paige <[Paige.Mcsherry2@cra-arc.gc.ca](mailto:Paige.Mcsherry2@cra-arc.gc.ca)> **On Behalf Of** Social Media Team / Équipe médias sociaux (CRA/ARC)

**Sent:** March 14, 2022 10:45 AM

**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Subject:** FW: Case# 16(2)(c) ; Reactivate - Help reactivating account [ ref:\_00DA0K0A8.\_5004w2LqTpw:ref ]

**Categorization: Unclassified**

Another message from Twitter.

**Paige McSherry**

Canada Revenue Agency / Agence du revenu du Canada

[Paige.Mcsherry2@cra-arc.gc.ca](mailto:Paige.Mcsherry2@cra-arc.gc.ca) / 343 571 7682

**From:** Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

**Sent:** March 11, 2022 3:49 PM

**To:** Social Media Team / Équipe médias sociaux (CRA/ARC) <[pa-ap\\_social\\_mediat@CRA-ARC.gc.ca](mailto:pa-ap_social_mediat@CRA-ARC.gc.ca)>

**Subject:** Case# 16(2)(c) Reactivate - Help reactivating account [ ref: \_00DA0K0A8.\_5004w2LqTpw:ref ]

**\*\*\*ATTENTION\*\*\***

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Hello,

We're sorry that you've been unable to regain access to the account through our standard processes. We may be able to help by transferring the account to connect with an email address from your company domain where you can receive messages.

Please reply to this email stating the following:

- I am the owner of the account @\_\_\_\_\_. (Please provide the @username.)
- I originally authorized the creation of the account @\_\_\_\_\_. (Please provide the @username.)
- I confirm I have been unable to regain access to the account via standard recovery methods.
- I am requesting that the email address associated with the account be changed to \_\_\_\_\_ (Please provide an email address from your official organization domain that is not currently registered to another Twitter account).

Thanks,

Twitter

▪

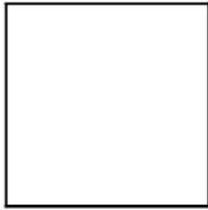
---

[Help](#) | [Privacy](#)

---

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

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ref:\_00DA0K0A8.\_5004w2LqTpw:ref

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19(1) [REDACTED] | Director, Public Policy (US & Canada)

Twitter Inc

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PURSUANT TO  
THE ATIA  
A-2023-164823

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19(1) [REDACTED] | Director, Public Policy (US & Canada)

Twitter Inc



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19(1) Director, Public Policy (US & Canada)

Twitter Inc

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19(1) Director, Public Policy (US & Canada)

Twitter Inc

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19(1) Director, Public Policy (US & Canada)

Twitter Inc

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THE ATIA  
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19(1) Director, Public Policy (US & Canada)

Twitter Inc



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PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Chiu, Crystallina  
**Sent:** April 28, 2022 06:28 PM  
**To:** 19(1)  
**Cc:** Social Media Team / Équipe médias sociaux (CRA/ARC)  
**Subject:** Individual posting private information

### Categorization: Unclassified

hi 19(1)

we've seen that an individual has posted a series of tweets with a lot of private information including his passport, driver's license, CRA Notices of Assessments, many T4s, his degrees, etc.

Not only is this an issue for identity theft, but this is a potential fraud situation for bad actors creating fraudulent documents.

We're reporting to the platform but I thought I would try to alert you just in case there's something you can do about it.  
[https://twitter.com/19\(1\)](https://twitter.com/19(1))

Thanks,  
CC

Crystallina Chiu

Manager, Social Media | Communications Directorate  
Canada Revenue Agency | Government of Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications  
Agence du revenu du Canada | Gouvernement du Canada  
[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405



## Chiu, Crystallina (she/her/elle)

---

**From:** Thériault, Valérie  
**Sent:** July 4, 2022 12:21 PM  
**To:** Chiu, Crystallina; 19(1)  
**Cc:** Cadieux, Nadia; Vasiliadis, Nektarios  
**Subject:** RE: Urgent: CRA account gone!  
**Attachments:** Case# 16(2)(c) : Regain access - Two-factor 2FA [ ref:\_00DA0K0A8\_5004w2RyfAA:ref ]

Hi again 19(1)

I received the email attached asking me to provide a Government ID to prove my age as an answer to the ticket I've created. I'm assuming this is not something I should action? Can you let me know if I should expect to be contacted by someone else?

Thanks a lot again, I feel bad sending you emails during your day off!  
Valérie

---

### Valérie Thériault

Team Lead, Social Media  
Marketing Division | Public Affairs Branch  
Canada Revenue Agency | Government of Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux  
Division du marketing | Direction générale des affaires publiques  
Agence du revenu du Canada | Gouvernement du Canada  
(343) 542-6785  
[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.  
I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Sent:** July 4, 2022 12:17 PM  
**To:** 19(1) @twitter.com>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>  
**Subject:** RE: Urgent: CRA account gone!

### Categorization: Unclassified

Thanks a million, 19(1) I really appreciate your attention to this!  
CC

Crystallina Chiu  
613-793-0405

From: 19(1) [redacted]@twitter.com>

Sent: July 4, 2022 11:16 AM

To: Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>

Cc: Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

Subject: Re: Urgent: CRA account gone!

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escalated

On Mon, Jul 4, 2022 at 11:09 AM Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca> wrote:

Hi,

Ok I was able to access the form. Here's the reference number (I also attached the email I got)

ref:00DA0000000K0A8.5004w00002RyfAA:ref

Thanks,

Val

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

**From:** 19(1) [@twitter.com](https://twitter.com/191)

**Sent:** July 4, 2022 10:56 AM

**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>

**Subject:** Re: Urgent: CRA account gone!

**\*\*\*ATTENTION\*\*\***

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We need a form. Try this [link](#).

If not try anything on [help.twitter.com/forms](https://help.twitter.com/forms) that will allow you to file a ticket. For privacy reasons I can't file for you.

19(1)

On Mon, Jul 4, 2022 at 10:51 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi 19(1)

It won't let us file a ticket. Here's where we are "stuck":

<https://help.twitter.com/en/forms/account-restoration/locked>

It won't allow us to file any form until I provide a government ID – which I'm not allowed to do.

Can you help us out?

Thanks,

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques



(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 10:22 AM  
**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Cc:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>  
**Subject:** Re: Urgent: CRA account gone!

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Can you file a ticket please and then send me the entire response email from Twitter Service?  
Thanks.

19(1)

<https://help.twitter.com/en/forms/account-access>

On Mon, Jul 4, 2022 at 10:11 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

I hope you had a nice long weekend!

We seem to be having an issue with our CRA account. First, we noticed that we received over 140 messages over the last three days, but that several of them were spam tweets, but when we tried to look at them, the Twitter platform said that our account wasn't old enough to see the tweet. Well, that's not possible, because we're an organization (fun fact! The first taxation department was established in 1867!... but I digress).

So, we changed our date of birth to November 1<sup>st</sup>, 1999 and now our account has been .... deleted?



Can you please help us?

Thank you!!

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1) Director, Public Policy (US & Canada)

Twitter Inc

--

19(1) Director, Public Policy (US & Canada)

Twitter Inc

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19(1) Director, Public Policy (US & Canada)

Twitter Inc

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823



## Chiu, Crystallina (she/her/elle)

---

**From:** Twitter Support <support@twitter.com>  
**Sent:** July 4, 2022 11:35 AM  
**To:** Thériault, Valérie  
**Subject:** Case# 16(2)(c) : Regain access - Two-factor 2FA [ ref:\_00DA0K0A8,\_5004w2RyfAA:ref ]

**\*\*\*ATTENTION\*\*\***

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Hello,

Thanks for reaching out.

We weren't able to confirm identity using the information you provided.

Please use the link below to upload a copy of a valid and legible government-issued ID, like a driver's license or a passport. We need to be able to see your full name, date of birth, and photo. Please note that we cannot accept any image where information is digitally blurred or concealed, and the image must be of the entire ID, including any borders on the ID card, or the main page of the document (in the case of a passport). All the information you submit will be kept confidential and your documentation will be deleted.

Please upload your documents [here](#).

Please note, submitting fake or forged documents could lead to permanent removal of the account.

After you've uploaded the ID, we'll continue our review.

Thanks,

Twitter

[Help](#) | [Privacy](#)

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103



ref:\_00DA0K0A8.\_5004w2RyfAA:ref

DISCLOSED TO  
PURSUANT TO  
THE ATIA  
A-2023-164823

**Chiu, Crystallina (she/her/elle)**

---

**From:** Vasiliadis, Nektarios  
**Sent:** July 4, 2022 01:51 PM  
**To:** 19(1) Chiu, Crystallina  
**Cc:** Cadieux, Nadia; Thériault, Valérie  
**Subject:** RE: Urgent: CRA account gone!

Hi 19(1)

We've successfully submitted the account restoration request with Chrystallina's ID.

The screenshot shows a web browser window with the URL <https://help.twitter.com/en/forms/account-restoration/locked/thank-you>. The page features the Twitter Help Center logo and a large 'Thank you' message. Below the message, there are links for 'Helpful articles', 'About account restoration', 'About parental consent on Twitter', and 'Terms of Service'. A large, diagonal watermark reading 'DISCLOSED PURSUANT TO THE ATIA A-2023-164823' is overlaid on the page content.

Thank you,

**Nektarios Vasiliadis**

Information Officer, Social Media | Agent d' Information, Réseaux Sociaux  
Public Affairs Branch | Direction Générale Des Affaires Publiques  
Cell :438-355-3282



**From:** 19(1) @twitter.com>

**Sent:** July 4, 2022 13:00

**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

**Subject:** Re: Urgent: CRA account gone!

**\*\*\*ATTENTION\*\*\***

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No idea.

Just let me know when it is done and I will flag for Twitter Service

19(1)

On Mon, Jul 4, 2022 at 12:58 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

Can we remove the date of birth?

We were trying to be cheeky and give our date of birth as the Canada Revenue's anniversary date but if this is causing all these issues, let's remove it entirely.

We will find another way to view the tweets that we weren't able to see earlier.

Thank you!  
CC

Crystallina Chiu

613-793-0405



**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 12:55 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>  
**Subject:** Re: Urgent: CRA account gone!

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Hi everyone.

Because you made a date of birth change we need a date of birth.

Health card is fine.

I will vouch.

Sorry but the date of birth was the trigger.

19(1)

On Mon, Jul 4, 2022 at 12:53 PM Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

hi 19(1).

I'm not super comfortable with sharing my/my team members' IDs for a work-related account. Is there some workaround we can use for this since it's a government account?

Please let me know!

Thanks,

CC

Crystallina Chiu

613-793-0405

**From:** 19(1) <[REDACTED]@twitter.com>

**Sent:** July 4, 2022 12:43 PM

**To:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>

**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

**Subject:** Re: Urgent: CRA account gone!

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They do need a photocopy of your Id. Health card is fine for example.

On Mon, Jul 4, 2022 at 12:21 PM Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca> wrote:

Hi again 19(1) .

I received the email attached asking me to provide a Government ID to prove my age as an answer to the ticket I've created. I'm assuming this is not something I should action? Can you let me know if I should expect to be contacted by someone else?

Thanks a lot again, I feel bad sending you emails during your day off!

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*



---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Sent:** July 4, 2022 12:17 PM  
**To:** 19(1) <[REDACTED]@twitter.com>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
**Subject:** RE: Urgent: CRA account gone!

**Categorization: Unclassified**

Thanks a million, 19(1) . I really appreciate your attention to this!  
CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 11:16 AM  
**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
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escalated

On Mon, Jul 4, 2022 at 11:09 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi,



Ok I was able to access the form. Here's the reference number (I also attached the email I got)

ref:00DA0000000K0A8.5004w00002RyfAA:ref

Thanks,

Val

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 10:56 AM  
**To:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Cc:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>  
**Subject:** Re: Urgent: CRA account gone!

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We need a form. Try this [link](#).

If not try anything on [help.twitter.com/forms](https://help.twitter.com/forms) that will allow you to file a ticket. For privacy reasons I can't file for you.

19(1)

On Mon, Jul 4, 2022 at 10:51 AM Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca> wrote:

Hi 19(1)

It won't let us file a ticket. Here's where we are "stuck":

<https://help.twitter.com/en/forms/account-restoration/locked>

It won't allow us to file any form until I provide a government ID – which I'm not allowed to do.

Can you help us out?

Thanks,

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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---

**From:** 19(1) <[REDACTED]>@twitter.com>

**Sent:** July 4, 2022 10:22 AM

**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Cc:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>

**Subject:** Re: Urgent: CRA account gone!

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Can you file a ticket please and then send me the entire response email from Twitter Service? Thanks.

19(1)

<https://help.twitter.com/en/forms/account-access>

On Mon, Jul 4, 2022 at 10:11 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1)

I hope you had a nice long weekend!

We seem to be having an issue with our CRA account. First, we noticed that we received over 140 messages over the last three days, but that several of them were spam tweets, but when we tried to look at them, the Twitter platform said that our account wasn't old enough to see the tweet. Well, that's not possible, because we're an organization (fun fact! The first taxation department was established in 1867!... but I digress).

So, we changed our date of birth to November 1<sup>st</sup>, 1999 and now our account has been .... deleted?





## Profile



**Canada Revenue Agency**

@CanRevAgency

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A-2023-164823

**This account doesn't exist**

Try searching for another.

Can you please help us?

Thank you!!

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1) | Director, Public Policy (US & Canada)

Twitter Inc

--

19(1) [redacted] Director, Public Policy (US & Canada)

Twitter Inc

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PURSUANT TO  
THE ATIA  
A-2023-164823

--

19(1) [redacted] Director, Public Policy (US & Canada)

Twitter Inc

----- Forwarded message -----  
From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

To: "Thériault, Valérie" <Valerie.Theriault@cra-arc.gc.ca>

Cc:

Bcc:

Date: Mon, 4 Jul 2022 15:34:33 +0000

Subject: Case# 16(2)(c) : Regain access - Two-factor 2FA [ ref:\_00DA0K0A8.\_5004w2RyfAA:ref ]

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Hello,

Thanks for reaching out.

We weren't able to confirm identity using the information you provided.

Please use the link below to upload a copy of a valid and legible government-issued ID, like a driver's license or a passport. We need to be able to see your full name, date of birth, and photo. Please note that we cannot accept any image where information is digitally blurred or concealed, and the image must be of the entire ID, including any borders on the ID card, or the main page of the document (in the case of a passport). All the information you submit will be kept confidential and your documentation will be deleted.

Please upload your documents [here](#).

Please note, submitting fake or forged documents could lead to permanent removal of the account.

After you've uploaded the ID, we'll continue our review.



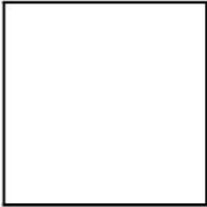
Thanks,

Twitter

▫

[Help](#) | [Privacy](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)



ref:\_00DA0K0A8.\_5004w2RyfAA:ref

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

---

**From:** Vasiliadis, Nektarios  
**Sent:** July 4, 2022 02:05 PM  
**To:** 19(1)  
**Subject:** RE: Urgent: CRA account gone!

Sorry to bother you again 19(1)

The French handle is fine after all.

Thank you,

Nek

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 13:58  
**To:** Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>  
**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>  
**Subject:** Re: Urgent: CRA account gone!

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Same process! I need a new email from Twitter Service. Thanks.

On Mon, Jul 4, 2022 at 1:56 PM Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)> wrote:

Hi again,

Just to confirm that action is needed for both our handles as It seems like @CanRevAgency and our French handle @AgenceRevCan is also locked.

Thanks again 19(1) !

Nek

**From:** 19(1) <[REDACTED]@twitter.com>

**Sent:** July 4, 2022 13:00

**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

**Subject:** Re: Urgent: CRA account gone!

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No idea.

Just let me know when it is done and I will flag for Twitter Service

19(1)

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**Categorization: Unclassified**

hi 19(1)

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We were trying to be cheeky and give our date of birth as the Canada Revenue's anniversary date but if this is causing all these issues, let's remove it entirely.

We will find another way to view the tweets that we weren't able to see earlier.

Thank you!  
CC

Crystallina Chiu

613-793-0405

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**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
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Hi everyone.

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Health card is fine.

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I'm not super comfortable with sharing my/my team members' IDs for a work-related account. Is there some workaround we can use for this since it's a government account?

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Thanks,

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Crystallina Chiu

613-793-0405

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**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Sent:** July 4, 2022 12:43 PM

**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

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They do need a photocopy of your Id. Health card is fine for example.

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I received the email attached asking me to provide a Government ID to prove my age as an answer to the ticket I've created. I'm assuming this is not something I should action? Can you let me know if I should expect to be contacted by someone else?

Thanks a lot again, I feel bad sending you emails during your day off!

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

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**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>  
**Sent:** July 4, 2022 12:17 PM  
**To:** 19(1) <[REDACTED]@twitter.com>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
**Subject:** RE: Urgent: CRA account gone!

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Thanks a million, 19(1) . I really appreciate your attention to this!  
CC

Crystallina Chiu

613-793-0405

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**Sent:** July 4, 2022 11:16 AM  
**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>  
**Subject:** Re: Urgent: CRA account gone!

**\*\*\*ATTENTION\*\*\***

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escalated

On Mon, Jul 4, 2022 at 11:09 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi,

Ok I was able to access the form. Here's the reference number (I also attached the email I got)

ref:00DA0000000K0A8.5004w00002RyfAA:ref

Thanks,

Val

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

Division du marketing | Direction générale des affaires publiques



(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** 19(1) <[REDACTED]>@twitter.com>  
**Sent:** July 4, 2022 10:56 AM  
**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>  
**Subject:** Re: Urgent: CRA account gone!

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We need a form. Try this [link](#).

If not try anything on [help.twitter.com/forms](https://help.twitter.com/forms) that will allow you to file a ticket. For privacy reasons I can't file for you.

19(1)

On Mon, Jul 4, 2022 at 10:51 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi 19(1)

It won't let us file a ticket. Here's where we are "stuck":

<https://help.twitter.com/en/forms/account-restoration/locked>

It won't allow us to file any form until I provide a government ID – which I'm not allowed to do.

Can you help us out?

Thanks,

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

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---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 10:22 AM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>  
**Subject:** Re: Urgent: CRA account gone!

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Can you file a ticket please and then send me the entire response email from Twitter Service? Thanks.

19(1)

<https://help.twitter.com/en/forms/account-access>

On Mon, Jul 4, 2022 at 10:11 AM Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**

hi 19(1)

I hope you had a nice long weekend!

We seem to be having an issue with our CRA account. First, we noticed that we received over 140 messages over the last three days, but that several of them were spam tweets, but when we tried to look at them, the Twitter platform said that our account wasn't old enough to see the tweet. Well, that's not possible, because we're an organization (fun fact! The first taxation department was established in 1867!... but I digress).

So, we changed our date of birth to November 1<sup>st</sup>, 1999 and now our account has been .... deleted?

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823





## Profile



**Canada Revenue Agency**

@CanRevAgency

DISCLOSED  
PURSUANT TO  
A-2023-164823

**This account doesn't exist**

Try searching for another.

Can you please help us?

Thank you!!

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

--

19(1) | Director, Public Policy (US & Canada)

Twitter Inc

--

19(1) | Director, Public Policy (US & Canada)

Twitter Inc

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823

--

19(1) | Director, Public Policy (US & Canada)

Twitter Inc

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

To: "Thériault, Valérie" <Valerie.Theriault@cra-arc.gc.ca>

Cc:

Bcc:

Date: Mon, 4 Jul 2022 15:34:33 +0000

Subject: Case# 16(2)(c) : Regain access - Two-factor 2FA [ ref:\_00DA0K0A8\_5004w2RyfAA:ref ]

**\*\*\*ATTENTION\*\*\***

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Hello,

Thanks for reaching out.

We weren't able to confirm identity using the information you provided.

Please use the link below to upload a copy of a valid and legible government-issued ID, like a driver's license or a passport. We need to be able to see your full name, date of birth, and photo. Please note that we cannot accept any image where information is digitally blurred or concealed, and the image must be of the entire ID, including any borders on the ID card, or the main page of the document (in the case of a passport). All the information you submit will be kept confidential and your documentation will be deleted.

Please upload your documents [here](#).

Please note, submitting fake or forged documents could lead to permanent removal of the account.

After you've uploaded the ID, we'll continue our review.



Thanks,

Twitter

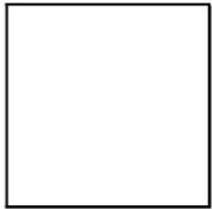
▣

---

[Help](#) | [Privacy](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)

---



ref:\_00DA0K0A8.\_5004w2RyfAA:ref

DISCLOSED  
PURSUANT TO  
THE ATIA  
A-2023-164823

## Chiu, Crystallina (she/her/elle)

**From:** 19(1) @twitter.com>  
**Sent:** July 5, 2022 09:40 AM  
**To:** Chiu, Crystallina  
**Cc:** Cadieux, Nadia; Thériault, Valérie; Vasiliadis, Nektarios; NC-GOC-SOCIALMEDIA-MEDIASSOCIAUX-GD@servicecanada.gc.ca  
**Subject:** Re: Urgent: CRA account gone!

### \*\*\*ATTENTION\*\*\*

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I honestly would not use the birth date function. It really is for humans so we can check local laws to see if they are accessing things they should not be (like alcohol advertising).

Just give it 48 hours for the account to settle down before looking for those older tweets.

19(1)

On Tue, Jul 5, 2022 at 9:30 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

#### Categorization: Unclassified

Good morning, 19(1) !  
Success! Thanks for escalating our case!

We got an email saying we can reinstate our account, but we also got this notice:

#### Unlock your account

Before getting your @CraGovAgency account unlocked, you'll need to allow Twitter to remove some of the information associated with this account, including:

- Tweets you posted before you were 13
- Likes you gave before you were 13
- Direct messages you sent and received before you were 13
- Profile details other than your @username and date of birth
- Moments, Lists, and collections

Information you'll need to confirm includes:

- Your name
- Email or phone number associated with your account

[Next](#)

[Go back](#)

So now I have a few things:

1. We're not ACTUALLY only 22. We're a government organization. Are we able to reinstate that first year's tweets from 2010-2012 until Twitter thinks we turned 13? Is there a way to mark this as an organization account rather than a person?
2. Now that I'm logged in, I don't get the option to change/remove the birth date.
3. so if we were to try and do this to make our French account (@AgenceRevCan) look the same as our English, is there a less stress-inducing way to accomplish that?

Do we need new ticket numbers for these concerns?

Thanks so much for your help! I don't know what we'd have done without you.  
CC

Crystallina Chiu

613-793-0405

---

**From:** Chiu, Crystallina

**Sent:** July 4, 2022 3:31 PM

**To:** 19(1) <[REDACTED]@twitter.com>

**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>; '[NC-GOC-SOCIALMEDIA-MEDIASSOCIAUX-GD@servicecanada.gc.ca](mailto:NC-GOC-SOCIALMEDIA-MEDIASSOCIAUX-GD@servicecanada.gc.ca)' <[NC-GOC-SOCIALMEDIA-MEDIASSOCIAUX-GD@servicecanada.gc.ca](mailto:NC-GOC-SOCIALMEDIA-MEDIASSOCIAUX-GD@servicecanada.gc.ca)>

**Subject:** RE: Urgent: CRA account gone!

**Categorization:** Unclassified

hi 19(1) !

We had used that email previously and added my ID. I used a sticky note that covered the edges of my license, though. I ripped off the excess sticky note and resubmitted.



Thanks!  
CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[REDACTED]@twitter.com>  
**Sent:** July 4, 2022 3:21 PM  
**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>  
**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>  
**Subject:** Re: Urgent: CRA account gone!

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Hello,

Thanks for reaching out.

We weren't able to confirm identity using the information you provided.

Please use the link below to upload a copy of a valid and legible government-issued ID, like a driver's license or a passport. We need to be able to see your full name, date of birth, and photo. Please note that we cannot accept any image where information is digitally blurred or concealed, and the image must be of the entire ID, including any borders on the ID card, or the main page of the document (in the case of a passport). All the information you submit will be kept confidential and your documentation will be deleted.

Please upload your documents [here](#).

Please note, submitting fake or forged documents could lead to permanent removal of the account.

After you've uploaded the ID, we'll continue our review.

\_\_ Thanks,

On Mon, Jul 4, 2022 at 2:48 PM Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca> wrote:

**Categorization: Unclassified**



hi 19(1) ☺

We haven't received a secure link email. Do you know how long it takes to be issued?

Thanks,

CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[REDACTED]@twitter.com>

**Sent:** July 4, 2022 1:00 PM

**To:** Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>

**Cc:** Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

**Subject:** Re: Urgent: CRA account gone!

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No idea.

Just let me know when it is done and I will flag for Twitter Service

19(1)

On Mon, Jul 4, 2022 at 12:58 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1) !

Can we remove the date of birth?

We were trying to be cheeky and give our date of birth as the Canada Revenue's anniversary date but if this is causing all these issues, let's remove it entirely.

We will find another way to view the tweets that we weren't able to see earlier.

Thank you!  
CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Sent:** July 4, 2022 12:55 PM

**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

**Subject:** Re: Urgent: CRA account gone!

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Hi everyone.

Because you made a date of birth change we need a date of birth.

Health card is fine.

I will vouch.

Sorry but the date of birth was the trigger.

19(1)

On Mon, Jul 4, 2022 at 12:53 PM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1) ,

I'm not super comfortable with sharing my/my team members' IDs for a work-related account. Is there some workaround we can use for this since it's a government account?

Please let me know!

Thanks,

CC

Crystallina Chiu

613-793-0405



From: 19(1) <[REDACTED]@twitter.com>

Sent: July 4, 2022 12:43 PM

To: Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca>

Cc: Cadieux, Nadia <Nadia.Cadieux@cra-arc.gc.ca>; Chiu, Crystallina <Crystallina.Chiu@cra-arc.gc.ca>; Vasiliadis, Nektarios <Nektarios.Vasiliadis@cra-arc.gc.ca>

Subject: Re: Urgent: CRA account gone!

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They do need a photocopy of your Id. Health card is fine for example.

On Mon, Jul 4, 2022 at 12:21 PM Thériault, Valérie <Valerie.Theriault@cra-arc.gc.ca> wrote:

Hi again 19(1) ,

I received the email attached asking me to provide a Government ID to prove my age as an answer to the ticket I've created. I'm assuming this is not something I should action? Can you let me know if I should expect to be contacted by someone else?

Thanks a lot again, I feel bad sending you emails during your day off!

Valérie

---

Valérie Thériault

Team Lead, Social Media



Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux

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[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

---

**From:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Sent:** July 4, 2022 12:17 PM

**To:** 19(1) <[REDACTED]@twitter.com>; Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Cc:** Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

**Subject:** RE: Urgent: CRA account gone!

**Categorization:** Unclassified

Thanks a million, 19(1). I really appreciate your attention to this!  
CC

Crystallina Chiu

613-793-0405

---

**From:** 19(1) <[REDACTED]@twitter.com>

**Sent:** July 4, 2022 11:16 AM

**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>; Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)>

**Subject:** Re: Urgent: CRA account gone!

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escalated

On Mon, Jul 4, 2022 at 11:09 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi,

Ok I was able to access the form. Here's the reference number (I also attached the email I got)

ref:00DA0000000K0A8.5004w00002RyfAA:ref

Thanks,

Val

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

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**From:** 19(1) [@twitter.com](#)  
**Sent:** July 4, 2022 10:56 AM  
**To:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>  
**Cc:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>  
**Subject:** Re: Urgent: CRA account gone!

**\*\*\* ATTENTION \*\*\***

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We need a form. Try this [link](#).

If not try anything on [help.twitter.com/forms](https://help.twitter.com/forms) that will allow you to file a ticket. For privacy reasons I can't file for you.

19(1)

On Mon, Jul 4, 2022 at 10:51 AM Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)> wrote:

Hi Michele!

It won't let us file a ticket. Here's where we are "stuck":

<https://help.twitter.com/en/forms/account-restoration/locked>

It won't allow us to file any form until I provide a government ID – which I'm not allowed to do.

Can you help us out?

Thanks,

Valérie

---

**Valérie Thériault**

Team Lead, Social Media

Marketing Division | Public Affairs Branch

Canada Revenue Agency | Government of Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

Chef d'équipe, médias sociaux



Division du marketing | Direction générale des affaires publiques

Agence du revenu du Canada | Gouvernement du Canada

(343) 542-6785

[valerie.theriault@cra-arc.gc.ca](mailto:valerie.theriault@cra-arc.gc.ca)

*Je reconnais que je travaille à partir du territoire traditionnel non cédé des Peuples Anishinabeg.*

*I acknowledge I am working from the traditional unceded territory of the Algonquin Anishinabeg Nation.*

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**From:** 19(1) <[19\(1\)@twitter.com](mailto:19(1)@twitter.com)>

**Sent:** July 4, 2022 10:22 AM

**To:** Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)>

**Cc:** Thériault, Valérie <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>; Cadieux, Nadia <[Nadia.Cadieux@cra-arc.gc.ca](mailto:Nadia.Cadieux@cra-arc.gc.ca)>

**Subject:** Re: Urgent: CRA account gone!

**\*\*\* ATTENTION \*\*\***

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Can you file a ticket please and then send me the entire response email from Twitter Service? Thanks.

19(1)

<https://help.twitter.com/en/forms/account-access>

On Mon, Jul 4, 2022 at 10:11 AM Chiu, Crystallina <[Crystallina.Chiu@cra-arc.gc.ca](mailto:Crystallina.Chiu@cra-arc.gc.ca)> wrote:

**Categorization: Unclassified**

hi 19(1) !

I hope you had a nice long weekend!

We seem to be having an issue with our CRA account. First, we noticed that we received over 140 messages over the last three days, but that several of them were spam tweets, but when we tried to look at them, the Twitter platform said that our account wasn't old enough to see the tweet. Well, that's not possible, because we're an organization (fun fact! The first taxation department was established in 1867!... but I digress).

So, we changed our date of birth to November 1<sup>st</sup>, 1999 and now our account has been .... deleted?

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A-2023-164823



# Profile



**Canada Revenue Agency**

@CanRevAgency

DISCLOSED  
Pursuant to  
A-2023-164823

**This account does not exist**

Try searching for another.

Can you please help us?

Thank you!!

CC

Crystallina Chiu

Manager, Social Media | Communications Directorate

Canada Revenue Agency | Government of Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tel: 613-793-0405

Gestionnaire, Médias sociaux | Direction des communications

Agence du revenu du Canada | Gouvernement du Canada

[Crystallina.chiu@cra-arc.gc.ca](mailto:Crystallina.chiu@cra-arc.gc.ca) | Tél: 613-793-0405

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19(1) | Director, Public Policy (US & Canada)



Twitter Inc

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19(1) | Director, Public Policy (US & Canada)

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19(1) | Director, Public Policy (US & Canada)

Twitter Inc

----- Forwarded message -----

From: Twitter Support <[support@twitter.com](mailto:support@twitter.com)>

To: "Thériault, Valérie" <[Valerie.Theriault@cra-arc.gc.ca](mailto:Valerie.Theriault@cra-arc.gc.ca)>

Cc:

Bcc:

Date: Mon, 4 Jul 2022 15:34:33 +0000

Subject: Case# 16(2)(c) : Regain access - Two-factor 2FA [ ref:\_00DA0K0A8.\_5004w2RyfAA:ref ]

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Hello,

Thanks for reaching out.

We weren't able to confirm identity using the information you provided.

Please use the link below to upload a copy of a valid and legible government-issued ID, like a driver's license or a passport. We need to be able to see your full name, date of birth, and photo. Please note that we cannot accept any image where information is digitally blurred or concealed, and the image must be of the entire ID, including any borders on the ID card, or the main page of the document (in the case of a passport). All the information you submit will be kept confidential and your documentation will be deleted.

Please upload your documents [here](#).

Please note, submitting fake or forged documents could lead to permanent removal of the account.

After you've uploaded the ID, we'll continue our review.

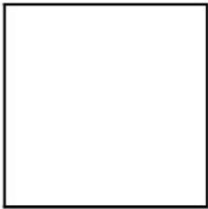
Thanks,

Twitter

▪

[Help](#) | [Privacy](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)



ref:\_00DA0K0A8.\_5004w2RyfAA:ref

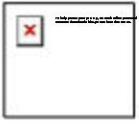
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19(1) | Director, Public Policy (US & Canada)

Twitter Inc

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19(1) | Director, Public Policy (US & Canada)

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**Chiu, Crystallina (she/her/elle)**

---

**From:** 19(1) @twitter.com>  
**Sent:** October 5, 2022 11:19 AM  
**Subject:** Twitter October Activations (psst .... Day of the Girl)

**\*\*\*ATTENTION\*\*\***

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Happy Fall all!

I wanted to flag several October activations that we'll be highlighting on Twitter. Dates and hashtags are below.

How can you participate, you ask? Great question!

- 🐦 #KeepItSimple and post a Tweet using one of the **hashtags below** and activate the emoji!
- 🗣️ Take the conversation beyond 280 characters by hosting a [Twitter Space](#).
- 💖 Share the love with your fellow Members with [CoTweets](#).  
❓ Don't see the ability to CoTweet? Let us know at [gov@twitter.com](mailto:gov@twitter.com), and we'll put you on the allowlist\* (\*updated weekly on Wednesdays).

As always, please feel free to flag any content you're particularly proud of (we love to see it!).

Best regards,  
Your Twitter Team

### **Global: Mental Health Day - October 10**

October 10th is recognized by the World Health Organization as World Mental Health Day. Hashtags include:

- 
- 
- #WorldMentalHealthDay
- 
- 
- 
- #MentalHealth
- 
- 
- 
- #JournéeDeLaSantéMentale
-

- 
- 
- #SantéMentale
- 



**Global: Day of the Girl - October 11**

Across the world, girls are raising their voices to fight for their rights. Tuesday, October 11th is International Day of the Girl (#DayOfTheGirl). Tweet your support, share a story, use photos, videos, emojis and tag people or organizations you feel are making a difference. Or you can simply encourage your followers to Tweet and join the conversation.

- 
- 
- #DayOfTheGirl
- 
- 
- #JournéeDeLaFille
- 
- 
- #DíaDeLaNiña
- 

**Global: Media and Information Literacy Week - October 24-31**

Global Media and Information Literacy Week will take place October 24-31, 2022. As a UNESCO Twitter, is asking partners all over the world to promote Global Media and Information Literacy Week online or offline.

- 
- 
- #ThinkBeforeSharing
- 
- 
- #ThinkBeforeClicking
- 
- 
- #MILWeek2022
- 
- 
- #PenseAvantDePartager
- 
- 
- #PenseAvantdeCliquer
- 

**North America: Prescription Medicine Take Back Day - October 29**

The National Prescription Drug Take Back Day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications. In the United States this year it takes place on Saturday 29 October. In Canada this is an "always on" opportunity - more information from Health Canada [here](#).

- 
- 
- #TakeBackDay
- 

--  
19(1) | Director, Public Policy (US & Canada)

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A-2023-164823

## Chiu, Crystallina (she/her/elle)

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**From:** Mcsherry, Paige on behalf of Social Media Team / Équipe médias sociaux (CRA/ARC)  
**Sent:** January 6, 2023 11:40 AM  
**To:** Curle, Caroline (she/her/elle)  
**Subject:** FW: We have an update for you about 19(1)

**Categorization: Unclassified**

FYI. 😊

### Paige McSherry

Canada Revenue Agency / Agence du revenu du Canada  
Paige.Mcsherry2@cra-arc.gc.ca / 343 571 7682

---

**From:** Twitter <notify@twitter.com>  
**Sent:** January 6, 2023 11:01 AM  
**To:** Social Media Team / Équipe médias sociaux (CRA/ARC) <pa-ap\_social\_mediat@CRA-ARC.gc.ca>  
**Subject:** We have an update for you about 19(1)

**\*\*\*ATTENTION\*\*\***

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Hello,

After reviewing the available information, we determined that there were no violations of [the Twitter rules](#) in the content you reported.

We appreciate your help, and encourage you to reach out again in the future if you see any potential violations.

For more resources about how to control your Twitter experience please visit our [Help Center](#).



Thank you,

Twitter

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## Chiu, Crystallina (she/her/elle)

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**From:** 19(1) @twitter.com>  
**Sent:** June 10, 2023 07:04 AM  
**To:** 19(1)  
**Cc:** Chiu, Crystallina (she/her/elle); Thériault, Valérie (she/her/elle); Vasiliadis, Nektarios  
**Subject:** Re: Enterprise license

**\*\*\*ATTENTION\*\*\***

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Hi guys,

I suspect you've been receiving misleading information. You cannot resyndicate your data or enterprise license onto a 3rd party.

Your options are:

1. Develop your own application: Sign up to Enterprise (\$42k / month) or Twitter API Pro (\$5k / month) on [developer.twitter.com](https://developer.twitter.com)
2. Sign up with one of our official partners on [partners.twitter.com](https://partners.twitter.com)

Please let me know if you have any questions.

Thank you!

19(1)

On Fri, 9 Jun 2023 at 20:53, 19(1) @twitter.com> wrote:

Hi Nektarios,

Adding @19(1) from our API team who will be able to help you out here.

Thanks.

On Mon, Jun 5, 2023 at 9:08 AM Vasiliadis, Nektarios <[Nektarios.Vasiliadis@cra-arc.gc.ca](mailto:Nektarios.Vasiliadis@cra-arc.gc.ca)> wrote:

Hello 19(1),

We, the Canada Revenue Agency Social Media team, would like to know the details on purchasing an Enterprise license to continue using Twitter services through Freshdesk?

Thank you,

Nektarios Vasiliadis

Information Officer, Social Media | Agent d' Information, Réseaux Sociaux


Public Affairs Branch | Direction Générale Des Affaires Publiques

Cell : (438) 355-3282



Canada Revenue Agency | Agence du revenu du Canada

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--  
 19(1) [Redacted] Lead Client Partner  
19(1) | Toronto, Canada  
Mobile: 19(1) | Follow me @ 19(1)