2017 Tax
Client Pack

PRICE
Accounting

Welcome

You have received this Client Pack as you are an existing tax client. And its that time again. In the 2017 tax year a lot has changed. We want to make completing your tax affairs easier than ever before.

This package includes information on using a tax checklist so that we can pass on lower fees if we can.

Our year-end tax pack includes:

- 2017 Tax Checklist – This now caters for a couple or an individual and includes links to helpful video guides. The new checklist includes simplified choices and guidance on what to tell us and when.
  Please DON'T send us an old checklist.
  Please consider using our checklist. If yours lacks information extra costs will occur.
- 2017 Checklist for an entity. This new checklist helps for partnerships, trusts, companies etc so we can address the tax information we need to get matters underway. Its new and designed to help save time and money. If you are just individual/s this can be ignored.
- My Property CGT Record for those who have acquired a new property during the past tax year or who wish to go back and update each property CGT record. This tool was designed to capture a lot of information and help you pay less tax if you ever sell. Its free.
- My Property Estimator. A new free tool for those who may consider buying an investment property. This tool can help demonstrate tax outcomes using a simple step by step approach. Its also free.
- Developer Toolkit. This is available on request and guides anyone thinking of developing on manty of the key tax concerns and record keeping. Contact us if you like a copy
- Reminder that if you aren't using client portal we need you to act now. Secure File Transfer is outdated. We no longer accept links with Dropbox or other cloud services for malware reasons. We need you to use the client portal to help us pass on lower costs. Information on its use in a video guide follows in this letter.

To use the above tools you use either

- Microsoft Office (Excel) or
- Mac Users using Numbers – Export As an Excel file
- Open Office Users (free software!)
- GoogleDocs – Save the File As an excel file.

Then upload it to us using the client portal and we will schedule your tax work.

How much will my return/s cost?

Using the checklist enables us to offer the best possible price. For property focussed returns we offer the following general guidance. We are happy to quote expected costs when we receive your work:

As a guide, typical fees (total not per return) based on using our 2017 checklist which has been properly completed:

1 return (No spouse) - 1-2 Properties. Normal work related deductions.	$350+
2 Returns (Spouses) - No property. Normal work related deductions.	$500+ ($250 each)
2 Returns (Spouses) - No property. Investments and work related deductions.	$600+ ($300 each)
2 Returns (Spouses) - 1-2 property investments. Work related deductions.	$600+ ($300 each)
2 Returns (Spouses) - 4-5 property investments. 1 new. Work related deductions.	$700-$850 est
2 Returns (Spouses) - 6-8 property investments. 1 new. Work related deductions.	$900+ est
Entity matters – Financials and tax. Subject to quotation	$750+ and up

Variance from these costs can occur for additional issues, complexity or non-standard issues such as a new property acquisition (minor extra cost), a CGT event or more complex calculation/s (eg a vehicle schedule). Where actual time based on our hourly rate is lower we will charge a lesser fee.

When we determine an issue that is outside the scope of general pricing we will contact you PRIOR to doing the additional work and do one of two things:

1. Indicate how you can better provide the information we require at no or minimal cost; or
2. Quote any additional charge for your approval.

What is our hourly rate?

For basic taxation and accounting services we charge $330 per hour inclusive of GST. Note that we do not employ unqualified staff and all work is performed by your qualified and experienced adviser which minimises time. Our advisers work together and closely communicate on all technical issues and to ensure best advice is always given.

Will we charge extra for phone calls and emails?
We encourage enquiries by email and by phone. For some detailed issues a phone call can be quick and clear. Emails are encouraged for minor questions. We welcome these enquiries at any time and inbound client enquiries are given priority.

We do not charge for these unless the volume of enquiries is substantial or a specific matter involves more than 10mins. In these instances we will always quote the additional time *in advance* if an additional charge appears necessary. Until you authorise this cost we would not charge you.

Can we talk by video ?
Yes. We now use Suitebox and will arrange the appointment time etc and send you details. You can just click to access the meeting. We cannot accept other forms of video services.

All devices OTHER THAN apple iphone are acceptable. iPad users will need the Suitebox app. Other devices should use Google Chrome as the browser. You must agree to Chrome using the microphone and camera. Suitebox is very easy to use.

What other options to discuss and meet ?
Whatever works for you. Call or email us and we can arrange it.
Note that meeting times after 5pm will always be billed and no discounts are available.

Can I get a free initial consultation?
We offer a free initial consultation for many matters but not existing services. It may be used for a new business or a new idea or proposed venture etc. You may want to refer a friend and it's definitely available for them. Our free consultation offer allows *up to* 1hour of time free of charge by phone, video or face to face so that we can identify your needs and how we can assist. We will generally provide a quote at that time. If you are interested in a consultation please call the office on 02 9875-2444
We are happy to meet by video.

How do we handle interstate and overseas clients?
We have many interstate and overseas clients. Many clients appreciate that the inconvenience of travel to meet face to face is unproductive. Whether a client is in the next suburb or overseas makes little difference to us. However we welcome face to face meetings and video discussion. We offer client portal for transfer of documents and files that are very secure that limits the risk of email which can compromise your identity information. All returns can be digitally signed by clicking a button.

We can facilitate phone, teleconference and video contact etc as may be required.

Should I send you all the original records?
No. Please don't. Consider we must open, review and file every file you send us. This can be time consuming and reflect as a higher cost if we exceed our allowed time. If the summary includes the costs then do not send us the source information unless you have uncertainty about something. In that case, we welcome source records. We ask you to upload these to the relevant client portal access. This automates our filing and logs the work received. If you aren't sure, just ask. We are happy to help.

Do I have to complete the checklist ?
No. You may use a summary already. Just bear in mind we regularly see checklists that leave out information we need. If your checklist is not complete this will add to time and costs . We do not offer a discounted fee for other checklists or last years either as we have never found one as comprehensive as our new checklist. You should partly complete our checklist and then send both, if that is easier. Don't replicate effort !

If the idea of doing a checklist seems foreign and you would rather do it the old traditional way we can do that too. But the extra time and costs mean our fee may be higher than it could otherwise be. We want YOU to choose. We would rather tell you how to save money and let you make the decision.

I have questions.
We expect you will. We now offer video guides for specific tax issues. There are links in the checklist to our new YouTube channel and on our website (Available early July). Try them first. We always welcome a brief email or phone enquiry and wont charge extra unless you seek extensive guidance etc. Our fee includes normal advice, suggestions and guidance. We really do want you to ask questions. Its our job to help you.

Did we mention we are on YouTube ?
Check out PAS TV and the Client Portal Introduction
We can provide guidance 24/7 now.

When will you complete my return/s?

- All work is logged when received. We complete all work in the order received.
- Incomplete or poorly prepared work may require us to request missing or incomplete information. The job would recommence when received.
- In the busiest periods delays do occur and a 3 week waiting time can occur. We welcome your enquiry on progress and will advise any further issues.

- We cannot make enquiries of the ATO on when assessments will be issued. Most are assessed within 2-3 weeks. Early July assessments can be delayed for additional testing by the Tax Office.
- We require your bank details for all refunds to be made direct to you. We do not hold client refunds and cannot take our fee from a refund. The tax checklist you complete will ask for these details. We cannot lodge a return without this information. Incorrect banking details will delay a refund.
- If you owe money we can offer deferred lodgement which can delay payment until June 2018. Just ask us. We will flag the signed returns for lodgement on 15th May 2018 if you are eligible.
- Taxpayers who have ever registered with MyGov must access their ATO correspondence that way. We do not receive a copy and cannot forward you a copy. We do not encourage MyGov registration. MyGov registration is permanent.

When are fees payable?
When we complete your work and send it for signing. We have a practice policy that we do not lodge returns until fees are paid or an arrangement is agreed. We welcome EFT and card payments and do not charge a card surcharge.

What do you charge extra for ?
Additional time beyond conventional issues. Eg capital gains calculations and special advice on complex issues. As previously explained we will seek approval and quote any extra costs.

We may charge extra if we encounter errors that require correction or where the information is incomplete or just poor records. In these cases we will generally cease work and seek your assistance if we can guide an improvement that keeps costs down. Our fee estimate assumes *reasonable records and summaries*. All additional charges are separately shown on invoices and we seek to discuss this with you.

ASIC agent services are not included for companies. We offer two options.

1. When we act as ASIC agents for each company we charge $140 on the company anniversary date. We will assist with the annual return compliance and assist with debt reminders to avoid very costly automated penalties. This services includes documents to change *any* company details with ASIC provided they are returned promptly. When we take on new company clients we do not charge any fee until the next anniversary date. **OR**
2. We charge to assist with ASIC lodgements. These can cost $150 or more for a single change of address etc and are based on our hourly rate. The annual ASIC agent service is fully inclusive of all changes and is recommended. Requests for changes

where we are not agents will be charged and then future annual matters would incur the annual fee of $140. This can be more costly.

If you would like us to be your ASIC agent request this now. Our first fee is on the company anniversary date and covers the next 12 months.

BAS lodgements will incur a minimum fee of $55 or higher depending on effort. The minimum fee assumes little or no work other than lodgement. This may include any nil advice or advice to ATO that lodgement is not required or a variation etc.

We may charge extra where we note a volume of correspondence for regular unpaid tax matters and reminders. The administrative time in handling such matters regularly has become a concern. When we note this after July 2017 we may quote an additional charge applicable for the financial year. We now have a policy of referring all debt collection enquires from the ATO directly to the client. We do not provide commercial debt collectors with client contact information for privacy reasons.

We do not charge a credit card surcharge. Our invoices can be paid by EFT or card. Cheques are accepted but not preferred. We also accept EFT payments over a reasonable period and ask you discuss this with us so that we agree and don't delay lodgements.

Do we offer "fee from refund"?
No. This is common to franchised tax shops but less common for mainstream practices. The mechanism to offer that service is exceptionally costly and requires you to authorise that refunds are paid to us. We do not offer that option. All client refunds are always credited direct to client bank accounts.

More questions?
Call us. We welcome your enquiry.

Direct Contact Details:

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