

CLIENT CARE

Terms and Conditions of Engagement

Benefits to you

We are confident in offering you professional services in line with your expectations and above those offered by our rivals. With that in mind, there is a number of benefits of the service we offer. They include:

- ✓ To hold all personal, business, taxation and finance information about you and your company in the strictest of confidence.
- ✓ To notify you of any correspondence received from the ATO, ASIC or other reporting agencies on your behalf within 3 business days of receiving it.
- ✓ To return calls, emails and requests for information from you within 2 business days of receiving it.
- ✓ To notify you of any unexpected issues that may arise which may vary this quotation and discuss with you the options available to you and any additional costs.
- ✓ To advise you when you will have the work finalised and presented to you.
- ✓ To discuss the progress of your business and advise you of any recommendations.
- ✓ To assist you to meet ATO and other governing bodies deadlines in an efficient, stress free, timely manner. We reserve the right to apply additional fees for work considered urgent.

Our expectations of you as our client & our standards

- ✓ Our team of accountants will not start a job until ALL necessary papers for that work have been received.
- ✓ As we offer a professional, timely, courteous service by our staff, we expect our clients to do the same, by giving us any relevant information in a timely manner and by addressing our staff in a polite, courteous and professional manner at all times.
- ✓ To present all records provided to us to the best of your ability.
- ✓ To notify us of any issues, discrepancies or grievances you may have as soon as they arise so that we have the chance to rectify them immediately.
- ✓ To pay our fees within or before our payment terms.
- ✓ To provide us with source records and documents needed to enable us to meet ATO, Tax Agents Services Act and other governing bodies standards of substantiation and deadlines in an efficient, stress free, timely manner. We reserve the right to apply additional fees for work considered urgent.

Compliance with professional standards

Where we suspect there may be any non-compliance with laws or regulations, we are required under APES 110 issued by the Accounting Professional & Ethical Standards Board to consider this matter. This may involve making further enquiries, considering the position and taking actions considered to be appropriate, with the objective being to

rectify, remediate or mitigate the consequences of the non-compliance. This extends to a public interest duty as defined by APES 110.

Lodgement dates and timeframes

To ensure the efficient completion of your work, it is agreed that all information that is reasonably required will be made available in order for us to complete the various engagements agreed.

Some of the agreed work is subject to specific lodgement dates. Our objective is to ensure that all work is completed in time to meet these lodgement dates. Our capacity to complete the work required relies on us receiving the work within a reasonable time period prior to those due dates (our recommendation is not less than 30 days) and receiving timely answers to any queries raised.

We will agree a work program with you each year, including the dates for both the receipt of work and our completion date.

Your obligations & rights

The *Tax Agents Services Act 2009* requires us to advise you of your rights and obligations where we are acting for you on taxation matters. In relation to the taxation services provided:

- You are subject to the self-assessment system in relation to any of your income tax returns. The Commissioner is entitled to rely on any statements made in your income tax returns. Where those statements are later found to be incorrect, the Commissioner may amend your income tax assessments and, in addition to any tax assessed, you may also be liable for penalties and interest charges.
- You have an obligation to keep proper records that will substantiate the taxation returns prepared and which will satisfy the substantiation requirements of the Income Tax Assessment Act. Failure to keep such records could result in claims being disallowed, additional tax being imposed, and the imposition of penalty or general interest charges.
- You are responsible for the accuracy and completeness of the particulars and information required to comply with the various taxation laws. We will use this information supplied in the preparation of your returns.
- Your rights as a taxpayer include:
 - The right to seek a private ruling;
 - The right to object to an assessment by the Commissioner;
 - The right to appeal against an adverse decision by the Commissioner.

Certain time limitations may exist for you to exercise these rights. Should you wish to exercise these rights at any time you should contact us so that we can provide you with the relevant time frames and to discuss any additional requirements that may exist.

Privacy & confidentiality

Our obligation to you

Corporate+ Accountants is compliant with the Privacy Act 1988 (Privacy Act). A copy of our privacy policy is available on our website or on request.

From time to time, we may be asked to provide copies of the financial statements, income tax returns or other information produced in the course of this engagement for the entity/*ies* or *individuals* involved.

If we are requested to provide this information (including to a third party such as a financial institution), any one person subject to this engagement can provide this authorisation. For example, if one person subject to this engagement requests information regarding the partnership or *other individuals* involved then we have authority to provide this information to them without seeking further authorisation.

During the course of this engagement we will collect personal information from the individuals involved in this engagement and others. We will treat as confidential and maintain the confidentiality of all information and records that you provide or disclose to us, and those produced in the course of completing an engagement. This information will only be disclosed to a third party where specific authority has been granted for us to provide this information, or where we are subject to a legal duty to disclose the information.

From time to time our files are subject to review by insert professional body CPA Australia/ Chartered Accountants Australia & New Zealand, which monitors quality control and compliance. By agreeing to the terms of this engagement you agree that files relating to this engagement may be made available under this program if required.

Your obligation to us

Where you provide personal information to us, you confirm that the provision of this information is compliant with the Privacy Act, you have authority to provide this information to us, and the individual involved is aware that this information is being provided to us and why.

Data storage

We utilise third party software systems as part of our service delivery to you. Some of these systems store data on servers domiciled in the United States of America. At all times, your data is under our control and we have taken all reasonable measures to protect your privacy.

Treatment of tax refunds

Any tax refunds owing to you or your associated entities, or the individuals will be directed to the applicable nominated bank account. The ATO will be advised of your nominated account for the payment of refunds.

Limitation of liability

The liability of our firm is limited by a Professional Standards Scheme. You can find more information on the scheme through the [Professional Standards Councils](#):

Records & working papers

In the course of our engagement we will prepare various working papers and notes consistent with our internal quality control system. These working papers remain the property of our firm and will be retained by us to support any future queries on work completed. Original source records provided by you to us to assist in the completion of your work will be returned to you at the completion of each engagement. Where appropriate, we may take copies to retain for our client files.