

IMPORTANT INFORMATION ABOUT YOUR STATEMENT

Statement transactions

This statement only lists those transactions that we processed on your account for the period shown. Any transactions processed earlier that are due and payable within this period are included in the opening balance. This statement may not cover all your dealings with us. For example, you may have amounts outstanding in relation to other accounts or current legal, release or dispute actions. You can find out the current balance of your account and details of other accounts by calling us on the numbers listed below.

Explanation of terms

The **process date** is the date that we processed a particular transaction.

The **effective date** is the date we use for the calculation of general interest charge and other penalties or interest. It is also the due date of any liabilities.

General interest charge (GIC)

Where any amount is not paid by the due date, GIC accrues on the outstanding balance until the entire amount has been paid. Interest is calculated on a daily compounding basis. GIC is currently imposed at a rate of 8.54% per annum (reviewed every three months). The GIC is tax deductible in the year that it is incurred.

GIC remission – You can request remission of GIC. We may remit the GIC if satisfied that the delay was due to circumstances beyond your control and you took reasonable steps to lessen the effects of those circumstances. We may also remit GIC in other circumstances where this would be fair and reasonable.

What you need if you phone us

We need to know we are talking to the right person before we can discuss your tax affairs. We will ask for details only you or someone you have authorised would know. An authorised person is someone who you have previously told us can act on your behalf. If you can, please have your tax file number or Australian business number with you.

How to contact us

Individuals - phone us on **13 28 61** (8.00am - 6.00pm Monday to Friday).

Businesses - phone us on **13-28 66** (8.00am - 6.00pm Monday to Friday).

If you do not speak English and need help from us phone the Translating and Interpreting Service on **13 14 50**.

If you have a hearing or speech impairment phone the National Relay Service on **13 36 77**.