

Trust Account Unpresented Cheques - STALE							
Date	Date Stale	Cheque	Amount	Name	Bank Details? (Y/N)	Current Client? (Y/N)	Notes
As at 13/02/2023 no stale cheques.							

Trust Account Unpresented Cheques - Current							
Date	Date Stale	Cheque	Amt Paid	Name	Bank Details? (Y/N)***	Current Client? (Y/N)	Notes
As at 13/02/2023 no outstanding cheques older than 2 months.							

*** Do not use bank details unless cheque is stale or has been cancelled

NOTES

1. Cheques automatically go stale 15 months after date of issue.
2. Ensure that the date issued is actually the date the cheque was written, not the date in Xero or Trust Account spreadsheet.
3. Prior to follow up check the following:
 - a) Do we have clients bank details? Check ATO and previous Tax Returns
 - b) Are they a current client?
 - c) Review with Royce - Royce to confirm which cheques he wants cancelled and funds re-issued via cheque or bank transfer
 - d) If we are cancelling a cheque the fee we normally charge the client is \$15.00 - get Royce to confirm
4. Attempt to contact client using all contact details we have on our system
5. Make notes detailing follow up (include date of follow up)
6. If unable to reach client record a note in the clients addresses section in Practice Manager - if client calls back this will flag staff to remind them about refund cheque
7. Follow up all cheques older than 2 months

Note: From June 2019, ANZ bank advised BG that they no longer charge fees to cancel cheques.