

Dear Valued Client,

**RE: NEW CLIENT INFORMATION**

Thank you for engaging us to assist with your taxation and financial requirements. Where possible we will suggest **proactive** measures to help you manage your affairs.

This letter sets out our terms of engagement. Please read it carefully and if you have any questions or wish to discuss any aspect do not hesitate to contact us. Please be advised if you continue to use our services, you are agreeing to our terms henceforth.

We thought it might help to explain a few details so that you know what to expect from our organisation.

1. At the end of each financial year, a checklist will be available to download from our website to help you organise your personal tax information. If the details are readily available before we meet you this increases the likelihood that we can **prepare your return promptly and efficiently** for you at a **lower cost**. We can also spend more time on specific questions or problems you may have relating to tax, financial or investment related matters.
2. Returns, once drafted are emailed to you or we can call you when they are ready to collect.
3. The Australian Taxation Office normally provides all refunds by *direct deposit* to our trust account. We apply the refund against outstanding account(s) for our services and forward the balance (if any) to your nominated account. We need to know your nominated account details including name(s) on the account, BSB and account number.
4. We lodge tax returns electronically via computer and assessments and refunds are generally issued within 14 - 21 days of lodgement.
5. The tax office will normally send your Notice of Assessment to our address however if you have a myGov account linked to the ATO they may use that instead. We will review the Notice to check all calculations and forward this on to you.
6. Parking is available at the front of the office or on Rundle Street.
7. Our fees are usually billed once the tax return or job is completed and our payment terms are **strictly 7 days**.

Predominately, fees (ex of GST) are calculated **based on the time spent** (in 15 minute increments), at the following rates:

Principal	\$300 p/h
Manager	\$260 p/h
Accountant	\$180 - \$210 p/h
Graduate Accountant	\$100 - 120 p/h

An average tax return for an individual with salary/wages, interest and work related deductions would be approximately \$220 (ex GST) or as advised. **More complicated returns will take longer and hence cost more.**

Please be aware the ATO have introduced more stringent deduction claim schedules within your return. Please ensure you have all source documentation available to allow us to analyse the income tax implications of the transaction. Whilst we will not as a matter of course be looking at these documents, the ATO will expect you (and you are required) to have them available before any claim is made in your income tax return. We may in some circumstances also request to see source documents if a tax issue is particularly contentious.

If you require assistance in completing a log book or preparing any calculations or you would like us to review such work, please discuss this with us. This will entail work which is additional to the scope of our engagement and will incur an additional charge.

Likewise telephone calls or discussions relating to more complicated issues will also be charged on a time spent basis.

By engaging our services and/or continuing to instruct us with your accounting & tax affairs, you authorise Holistic Tax, Accounting and Auditing, in consideration of the completion of the work or after the tendering of an account for rendering professional services, to deduct from any ATO refund money so held, the amount of the account rendered and to forward the balance of the amount to you, and/or nominee.

As our **fees are based on time spent** you can help to keep our fees down by being organised. We hope our checklist helps.

We look forward to assisting you in all your endeavours. Should you have any queries in the meantime, please do not hesitate to contact this office.

Yours faithfully  
**H.T.A.A.**

**STEVEN LY**  
**PRINCIPAL**