



Rebecca Bezzina & Co Pty Ltd

Chartered Accountants

Principal: Rebecca Bezzina B.Com CA JP

ABN 70 164 255 109



CHARTERED ACCOUNTANTS
AUSTRALIA • NEW ZEALAND

Policies and Conditions of Service

Client communication and privacy

We consider the privacy and confidentiality of your personal or business information to be of utmost importance, and is ensured through the following measures:

- We maintain a mail-out register to allow us to track correspondence, which enables us to ensure correspondence is sent in a timely fashion.
- We require written or verbal authority by clients before divulging information to third parties.
- Correspondence from Rebecca Bezzina & Co may contain confidential and/or privileged information. We use registered express mail and couriers (where appropriate) to assist in maintaining privacy. In addition, we provide clients with the option of collecting their information personally, and ensure their information is provided only to them or their authorised contact.

Client Engagement

Engagement Documentation

When you engage our firm to become your tax agent and/or accountant, there are certain legal responsibilities that we must abide by.

For personal income tax return clients, an engagement letter is not required.

Engagement letters are required for:

- Individual business accounting clients;
- Partnership accounting and/or taxation clients;
- Company accounting and/or taxation clients;
- Trust accounting and/or taxation clients;
- Superannuation accounting;
- Superannuation audit.

As a consequence of Independence requirements, we do not provide both accounting and audit services for the same superannuation fund. If requested, we are able to recommend an auditor for superannuation fund accounting clients.

We will prepare and forward to you the appropriate engagement letters for signature, which are customized to each client's situation.

Once you have engaged our firm, there will be an assurance that we will provide a level of service in accordance with both regulatory requirements and the professional standards of the professional associations, with which we are affiliated.

There is no obligation for Rebecca Bezzina & Co to accept your business. In some circumstances however, we may decline such business. Any decision made will be based on regulatory and ethical requirements.

Termination of our engagement

You may terminate your engagement with us at any time. Subsequently, for us to release your records to your new accountants and/or tax agents, we will require both clearance from yourself and an ethical letter from your new accountant.

Our firm is also able to terminate the engagement in writing at any time. This is extremely uncommon and will only occur due to meeting our ethical requirements, repeated failure of clients responding to correspondence or making payment, or other unusual circumstances that may arise from time to time. (See also below “Tax practitioner’s obligations to comply with the law”.)

Client’s disclosure and record keeping obligations

You are required by law to keep full and accurate records relating to your tax affairs. It is your obligation to provide us with all the information required for us to perform the work contemplated under the engagement within a timely manner. This includes providing accurate and complete responses to questions asked of you. Inaccurate, incomplete or late information could have a material effect on services and/or conclusions.

In addition to the financial information required to complete the tax return, it is expected that all relevant source documentation will be made available. You are responsible for compliance with the substantiation provisions of the Income Tax Assessment Act. We will not be responsible for any errors brought about by your failure to provide information or documentation later found to be material to your tax affairs. You are responsible for the timely provision of information and we will not be responsible for any late lodgment or other fees and fines brought about by information supplied in an untimely manner.

Client’s rights and obligations under the taxation laws

Taxpayers have certain rights under the taxation laws, including the right to seek a private ruling from the Australian Taxation Office (ATO) or to appeal or object against a decision made by the Commissioner. Taxpayers also have certain obligations under Australian taxation laws, such as the obligation to keep proper records and the obligation to lodge returns by the due date. We must keep you informed of any specific rights and obligations that may arise under Australian taxation laws.

Tax practitioner’s obligations to comply with the law

We have a duty to act in our clients’ best interests. However, the duty to act in our clients best interests is subject to an overriding obligation to comply with the law, even if that may require us to act in a manner that may be contrary to your directions. For example, we could not lodge an income tax return that we believe to be false.

Records & information management

Most of the records we retain are records we have created, which are our property. However, where original client documents such as company registers or trust deeds are maintained in our office, they remain the property of the client.

Our policy is to copy and return your records to you as soon as possible. Documents may be copied and returned to you immediately, or at the completion of a job.

We will, if you subsequently leave our firm, provide you with the following in accordance with ethical, professional and legal standards:

- All original documents that we may have retained and not yet returned; and
- Copies of the latest financial reports and income tax returns, if required.

We retain copies of client records in accordance with quality assurance requirements of the Institute of Chartered Accountants, with whom we are affiliated, and also in accordance with the law.

Professional fees and charges

Our professional fees for the services we provide will be based on the time and degree of skill and acumen required to complete the nominated tasks and will include as an additional item out of pocket expenses and disbursements, unless otherwise agreed between the parties.

This fee will be reviewed annually and may vary from year to year. Accurate estimates are difficult due to unforeseeable problems and delay, the cooperation or otherwise of third persons and/or deficiencies in documentation. If costs are likely to be significantly higher than originally estimated, we will provide you with an additional letter of engagement informing you of this and setting out the reasons for the likely increases.

Standard payment terms

Our terms are strictly 14 days from the date of each invoice.

We accept the following forms of payment:

- cheque;
- cash;
- direct deposit into our bank account.

We do not offer a payment of fees from your tax refund service, or via credit card facilities.

Outstanding debts are referred for recovery and we request that in instances where further time may be required for payment, that you discuss the matter with us to make an arrangement, rather than leaving invoices unpaid without communication.

Quality Review

As members of the Institute of Chartered Accountants, we are subject to periodic public practice quality assurance reviews. Unless otherwise advised, you are consenting to your files being part of such a quality review. This review is of your client records and not of you as a client and you have full assurances that complete confidentiality will be maintained at all times.