



## Include your clients' bank account details on every lodgment

Make sure to include your clients' bank account details on every lodgment to ensure they receive refunds electronically.

**Published** 18 November 2024

As we move away from cheques, there are steps that you, your staff, and your clients can take to ensure refunds and payments are made electronically.

Receiving payments electronically is faster and more secure than cheques. To ensure your clients' refunds are deposited directly into their nominated accounts, their current bank account details must be included in each lodgment. This includes when you lodge multiple returns for them or for debit assessments.

If the bank account details are left off a lodgment, any refund for your client will be issued as a cheque. Any future payments will also issue as a cheque because bank account details are removed from the tax account if they aren't included in every lodgment.

If you've included bank account details but your client has received a cheque from us, it could be because there's an issue with the bank account details provided. Your clients may also receive cheques for accounts other than their income tax account. This includes payments for superannuation if we don't have the correct bank account details for the role.

You can view, add, update and delete the bank account details for your clients in [Online services for agents](#).

## **Our commitment to you**

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

## **Copyright notice**

© Australian Taxation Office for the Commonwealth of Australia

You are free to copy, adapt, modify, transmit and distribute this material as you wish (but not in any way that suggests the ATO or the Commonwealth endorses you or any of your services or products).