



We're upgrading our card payment system

This will enhance security, improve fraud detection, and change the user experience when making payments.

Last updated 17 February 2025

On the weekend of 14 to 16 March, we began upgrading our card payment system to align with industry best practices. Online payments will be temporarily unavailable for all users on this weekend. Electronic funds transfer (EFT) and BPAY will still be available.

The upgrade means you won't be able to make card payments or manage cards in Online services for agents (OSfA). However, options such as EFT and BPAY will still be available. This is a security change to ensure payments are being made by the card holder.

If you've saved your credit or debit card to your clients account in OSfA, we recommend removing it before the upgrade to ensure it's no longer visible to your client.

Clients who prefer to make a card payment, can still do so by using their online services. Or you can find more information and **other ways to pay** on our website.

If your clients choose to make a card payment, they'll now be required to provide additional information, such as their:

- billing address
- contact details
- card verification code (CVV or CVC).

Their financial institution may also prompt them to provide further information, such as:

- security questions

- a one-time pin
- fingerprint or facial recognition verification.

This information won't be stored by us but will be matched with what the client's card issuer holds.

As we upgrade our systems, clients with an active payment plan linked to a card may see a temporary hold named 'ATO payment' on their bank statement between 24 February and 17 March. The amount will be:

- \$0 for Visa and Mastercard.
- \$0.10 for American Express.

These amounts aren't an additional charge. They'll be visible in the bank account for up to 5 days before being removed. This is a legitimate transaction; however you can refer your clients to view our tips on how to **verify or report suspected tax related scams**.

QC 103826

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.

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