Payment plan request for registered agents

As a registered agent, use this form to request a payment plan for your clients.

Last updated 4 July 2023

About this form

Filling in the payment plan request form will:

- provide us with important information required to enter a payment plan
- reduce the need for us to contact you for additional information.

This form should **only** be used when you can't set up a payment plan for your client through *Online services for agents*.

Get the form

Download and complete the Payment plan request form (XLS, 70KB).

How to lodge the form

Submit your completed form via **Practice mail** in Online services for agents, by selecting the:

- topic **Debt and Lodgment**
- subject **Payment Arrangement Request**

The submitted form may take up to **28 days** to process during peak lodgment dates.

Manage your client's payment plan

The easiest way to create and manage your client's payment plan is via *Online services for agents*.

Sign in to Online services for agents

Once you have signed into Online services for agents, you will need to:

- select a client
- then select **Accounts and payments**
- then select **Payment plans**
- next **Add** to make a new plan.

Access support information

For more information, see Help with paying and Online services for agents user guide.

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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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