



## New interest and FTL penalty remission request forms

Our new forms help you give the right information when requesting a remission of interest charges or FTL penalty.

**Published** 29 January 2026

Most businesses do the right thing and lodge and pay their taxes in full and on time, but we know sometimes circumstances can prevent this.

If this happens you accrue general interest charge (GIC), shortfall interest charge or receive a failure to lodge (FTL) penalty, you can request a remission using our new forms. These forms guide you or your tax professional to provide the right information we need to make a decision on if we may remit some or all of the interest or penalty.

### To submit a remission request:

1. Download the relevant remission form.
2. Complete the form.
3. Log into Online services for business or Online services for individuals and sole traders (this applies to sole traders with an ABN only).
4. Attach the completed form to a secure mail message.

You can also phone us or mail your completed form if you can't use online services. If you phone us and your request relates to interest or penalty amounts of more than \$2,500, it will be escalated to a dedicated team to make a decision. This means you won't receive an immediate decision.

We've also published **examples of GIC remission requests** to help guide you on the common circumstances we see, and the likelihood that we may remit some or all of the interest.


Remember, if you can't lodge or pay on time, contact us or your registered tax professional before the due date to explore **support options** available to you.

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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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