Top 500 Program Client Experience Roadmap

ATO issues notification letter

ATO calls client and/or their representative to arrange a meeting

Meeting (face-to-face, video conference, or phone)

ATO issues a letter explaining our approach to engagements with the Top 500 and states the agreed principles that will guide the engagement

One-to-one engagement interactions commence

ATO initiates the assurance process with a request for information (RFI) which is tailored in collaboration with the Top 500 client

Client sends RFI response to ATO

Analysis of the four key areas of justified trust:
- tax governance
- tax risks flagged to the market
- verify treatments of ongoing and atypical transactions
- alignment between accounting and tax

Ongoing discussion or further RFI (if required)

ATO issues an assurance letter providing details of assurance outcomes for entities within the group for the relevant year(s) and next actions are detailed (where applicable)

Subsequent yearly engagement will be tailored based on level of assurance

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