



# Tax practitioner assistance form

Use this form to request assistance in resolving administrative matters relating to your client or practice.

- ! This form will only be actioned if lodged through Online Services for Agents, and must be submitted as a PDF.
- ! All fields with an asterisk (\*) are mandatory.
- ! One form per taxpayer.

## Section A: **Contact details** (contact person for this request)

### 1 **Name\***

Title: Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

### 2 **Practice name\***

### 3 **Preferred phone number and email address\***

Phone number

Email address

### 4 **Registered agent number (RAN) or Australian Business Number (ABN)\***

RAN

ABN

## Section B: **Client details** (individual or entity the transaction relates to)

### 5 **Name\***

Title: Mr  Mrs  Miss  Ms  Other

Family name

First given name

Other given names

### 6 **Business name of client\***

### 7 **Tax file number (TFN) or Australian business number (ABN)\***

TFN

ABN

---

## Section C: **Matter requiring Tax practitioner assistance**

**–** If you do not complete question 8 of this form it will not be processed and your application for assistance will be rejected.

**8 Describe the matter, facts and/or questions that you are seeking for resolution\***

Provide client identifiers

**–** If you do not complete question 9 of this form it will not be processed and your application for assistance will be rejected.


**9 Describe the interactions you have had with the ATO about this matter including research on [ato.gov.au](http://ato.gov.au), phone contact, correspondence and steps you have taken to resolve this matter\***

Provide dates (even if approximate) and any ATO reference numbers/ATO Receipt IDs.


 **All fields on this form are mandatory. Your application will be rejected if parts are incomplete.**

**Acknowledgment of acceptance**

I agree      Date

 Please provide full and true disclosure of all relevant information. This will help speed up the resolution process.

 The ATO service standard is 28 days for written advice if all necessary information is provided.

 Submit this form to the ATO by following the step-by-step instructions found at [ato.gov.au/TPA](https://ato.gov.au/TPA)