## Intermediaries self-service calling aid

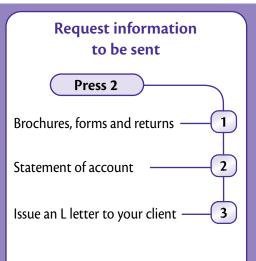
Phone 0800 456 678

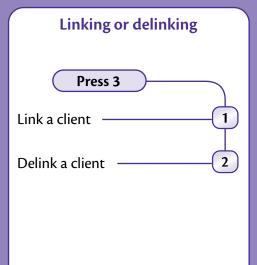
Key in your intermediary IRD number, then press #

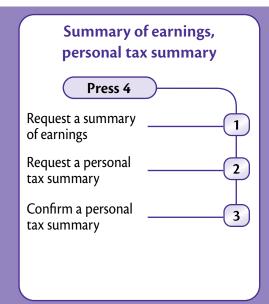
For client enquiries, press 1, enter your agency PIN and press #

For master account enquiries, **press 2**, enter your master **PIN** and **press #**To change your agency or master PIN **press 5** at the next step

## Account balances Press 1 Account balances Total arrears, gross wages and PAYE paid, and provisional tax paid Refund status 3







## Important keys to remember

To talk to us	Press 0
Return to the main menu	Press **
Entry completed —	Press #
Repeat message	Press 8

## Time-saving tips

- 1. Select the correct initial option and following number choice.
- 2. Set up a speed dial to go directly to your preferred option.
- 3. Before continuing to use your speed dial check you have loaded the correct path.

