

# Intermediaries self-service calling aid

IR358  
December 2022

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

1

Total arrears, gross wages  
and PAYE paid, and  
provisional tax paid

2

Refund status

3

## Request information to be sent

Press 2

Brochures, forms and returns

1

Statement of account

2

Issue an L letter to your client

3

## Linking or delinking

Press 3

Link a client

1

Delink a client

2

## Summary of earnings, personal tax summary

Press 4

Request a summary  
of earnings

1

Request a personal  
tax summary

2

Confirm a personal  
tax summary

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.