

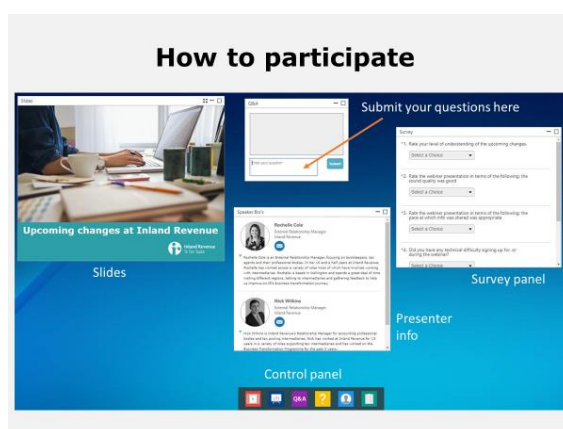
23 October 2019 Webinar Slides with speaker notes



Hello everyone, and welcome to the latest webinar from Inland Revenue. My name is Rochelle Cole and joining me today is Nick Wilkins. We're both External Relationship Managers at Inland Revenue, working with tax intermediaries and professional bodies from around the country.

Today's webinar is all about the next round of improvements in our transformation programme, and how they'll affect you and your clients. In addition, we'll be providing information about what's changing next, we'll take a quick look at our previous release, which most of you will know introduced significant changes across the board.

Before we start, we'll just go over a few housekeeping notes....








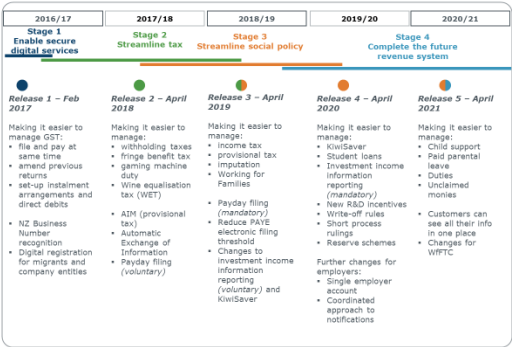
I'm sure you would have noticed that we are on a new webinar platform, so I'd just like to run through what you should be seeing on your screen, and how to interact with us.

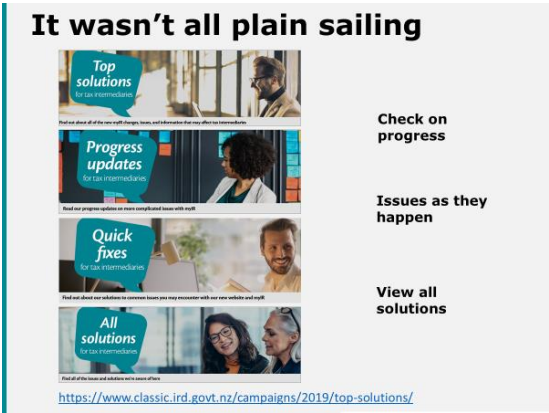
In addition to the **presentation slides** on your screen you'll see a **small control panel** at the bottom of your screen that contains a few buttons. When you click on each of these buttons, you'll see they either open or close some of the features which may already be open on your screen.

So:

- On the left of your screen you'll see the **slides box** on

	<p>which we'll display the presentation slides during the session.</p> <ul style="list-style-type: none">• You should also see a Q&A box on your screen. By clicking in this box –in the “enter your question” section, you can send through questions during the session. You are welcome to send us questions at any time during the presentation. Other participants won't be able to see your question, but they will come through to us. At the end of the presentation, we'll have some time to work through as many of your questions as we can, which we'll do live. We may not get through all of the questions live however just as we have in the past, we will collate all questions, get them answered and send them out to all participants via email.• The speaker bio section which may also be open on your screen, provides more information about your presenters. <p>If for any reason you get disconnected or if you are unable to stay for the whole session, the webinar will be available on demand via our website. You will also receive a link to the on-demand session once it's available, following the live webinar.</p>
<div><h3>Why are we changing?</h3><p>We're making tax and payments simpler and more certain for individuals</p></div> <div><div> Fair</div><div> Easy to get right</div><div> Quick to self-manage</div><div> Provide confidence</div><div> Less cost</div></div>	<p>So, let's start off by doing a recap of our transformation and why we are making these changes.</p> <p>Our transformation aims to simplify the way we work with customers and deliver services. It includes improvements to policy and legislation, as well as upgrading an ageing computer system. We know that for some of you, this hasn't been your experience and there has been some issues, which we'll touch on shortly.</p> <p>By modernising and simplifying tax administration for individuals we aim to build a revenue system that</p>

	<p>is fair and supports high levels of compliance; ensures payment requirements are easy to get right and hard to get wrong; Ensures compliance obligations are quick and low effort for individuals; ensures processes are more certain and provides confidence that the right thing has been done. And finally, we want to reduce tax administration costs and lower overall compliance costs.</p>
<p style="text-align: center;">Our transformation</p> 	<p>For those who haven't seen this slide before, which probably isn't many of you: our transformation planning started at the end of 2015 and after three releases we're starting to see some of the benefits. We're taking a phased approach with major releases occurring every year from 2017 to 2021, each one aligning with the beginning of the tax year in April. This is now well underway, with the first three releases having been implemented and we're now approaching our 4th release.</p>
<p>Our previous release was significant</p> <ul style="list-style-type: none"> Income tax and Working for Families – new systems and processes. New automatic year-end process. Payday filing become mandatory PAYE electronic filing threshold reduced New reporting requirements for employment and investment income information. New Inland Revenue website & revamped digital channels and services. <p style="text-align: center;">Single view of customer in our new system</p>	<p>The changes implemented as part of Release 3 were the biggest changes introduced yet and had a large impact on tax agents and bookkeepers due to the introduction of new legislation, new systems and a new website. It involved a steep learning curve for everyone concerned and we acknowledge that this has had a heavy impact on some of you. Some of the larger changes were:</p> <ul style="list-style-type: none"> Income tax and Working for Families was migrated to new systems and processes. We introduced a new, automatic year-end process, Payday filing became mandatory and the PAYE electronic filing threshold was reduced. We introduced new reporting requirements for employment and investment income information We also introduced a new Inland Revenue website and

	<p>revamped digital channels and services.</p> <p>And; we now have a single view of a customer in our new system</p>
<p>It wasn't all plain sailing</p>  <p>https://www.classic.ird.govt.nz/campaigns/2019/top-solutions/</p>	<p>As I touched on before, we've experienced some issues which have impacted intermediaries, this is expected with any change this size, but we do apologise for the disruptions that these issues have caused.</p> <p>We set up a dedicated team internally, to identify and manage intermediary issues. A lot of fixes have been put in place and we continue to fix issues and make improvements.</p> <p>At the beginning of June, we also created a page called "Top solutions for tax intermediaries" (the link is showing on screen now). We did this to keep you informed and updated on the status of key issues. As you may know, some issues do take more time to fix, so as we work towards resolving these, we want to keep you updated –</p> <p>The progress updates and quick fixes sections of this page are really good places to find updates for issues that are being worked on as well as work arounds. As an issue moves through the process and through to resolution, we update these sections then move the information to our archived answers page.</p> <p>To help you search through any issues that may already have been resolved, we've listed them in the "all solutions" section.</p> <p>If you aren't already doing so, we would recommend having a look at this page to keep up to date and find help with issues you may be having.</p>

New year-end process ran for the first time

More people received refunds or a bill for tax to pay compared to last year

<u>2018</u>	<u>2019</u>
773,000 people received refunds	1.3 million people received automatically issued refunds
\$383.9 million paid in refunds	\$572.2 million paid in refunds

Employers are now Payday filing

Majority of employers (98%) filing digitally

As most of you know, our new year-end process ran for the first time this year.

For the year ending 31 March 2019, more people received a refund or a bill for tax to pay than for the year ending 31 March 2018. This is unsurprising as previously customers had to take action themselves.

The numbers on screen show a comparison of people who received a refund or bill for tax to pay in 2018 vs 2019, and how much those refunds, or bills were. As everyone was issued with an assessment, the number and value of refunds and bills to pay issued, was significantly higher in 2019 compared to 2018, where only some customers received an assessment.

Nearly 580,000 more customers received a refund in 2019, an increase of around 70%, and an additional \$190 was paid out compared to 2018. Previously, these customers would have missed out.

The average refund was \$430.

Just under 210,000 more people received a bill for tax to pay in 2019, requiring \$74 million more in tax to be paid compared to 2018.

The average bill was \$353.

Approximately 1 million people didn't have to take any action:

- 354,000 had refunds under \$1 which are held until the amount reaches \$1
- 529,000 had bills for tax to pay of less than \$50 written off, and
- 95,000 customers had zero balances.

The next phase of our transformation: April 2020

Making it easier to manage:

- KiwiSaver
- Student loans
- Mandatory electronic investment income information reporting
- New R&D incentive
- Write-off rules
- Short process rulings


Further changes for employers:


- Single employer account
- Consolidated approach to notifications


Now we'll look ahead to our next set of changes, most of which are effective April 2020.

- We will make KiwiSaver, PAYE and student loans easier to manage
- KiwiSaver, Student Loans and PAYE financial information will be moving into our new system, you'll have a more integrated, real-

	<p>time view of what's been paid when.</p> <ul style="list-style-type: none"> ▪ PAYE processing will be held in a single employer account; We are moving the backend processing into our new system, meaning transactions and payments will show up a lot sooner in a single account. ▪ We're making a few improvements to Working for Families, Student loans and KiwiSaver, mainly to help reduce large over and underpayments. ▪ Electronic investment income information reporting which is currently voluntary, becomes mandatory, and we'll look at this more closely in a moment. ▪ There is a new R&D Tax Incentive. ▪ And a new short process rulings, binding rulings process.
<div data-bbox="256 1131 601 1462"> <p>Research & Development Tax Incentive</p> <ul style="list-style-type: none"> • In conjunction with Callaghan Innovation and MBIE. • 15% tax credit for eligible R&D activities • Eligibility tool and guidance material on IR website. • Eligibility includes: <ul style="list-style-type: none"> • minimum \$50,000 of eligible expenditure in income year (unless using an approved research provider) • maximum eligible expenditure \$120M • Enrol for the Tax Incentive in myIR. </div>	<p>One of the changes that comes in before April 2020 is the Research & Development Tax Incentive which is available from the current (2020) tax year.</p> <p>The Government has set a target to increase New Zealand's R&D expenditure to 2% of GDP by 2027. Reaching this target requires significant growth in businesses' expenditure on R&D. This is supported by the R&D Tax Incentive which is being delivered in conjunction with Callaghan Innovation and MBIE.</p> <p>The R&D Tax Incentive is a 15% tax credit on up to \$120 million of eligible expenditure. Eligible businesses must spend a minimum of \$50,000 on eligible R&D to claim, unless money is spent with an Approved Research Provider. To check eligibility, customers can read our guidance material or use the eligibility tool both of these are available on our website.</p> <p>If a business is performing R&D activities and plans to claim the tax incentive, they need to enrol before</p>

	<p>they can submit a supplementary return at the end of the tax year. Customers (or you as their agent) enrol with Inland Revenue through the customers myIR account which takes about 10-20 minutes. Once enrolled, they'll have access to the R&D tax incentive workspace where they'll be able to upload supporting documentation in myIR by preparing the R&D supplementary return. This will be available in mid-November for businesses that have an early balance date so they can file their end-of-year returns.</p> <p>Those with standard balance dates will need to apply for general approval by 7 May after the end of the tax year if they want their R&D activity to be considered eligible for the credit.</p> <p>In the first year of the scheme (the 2019/20 income year) customers will need to complete an R&D supplementary return and include the tax credit amount in their income tax return.</p> <p>In the 2020/21 income year customers will need to seek in-year approval for R&D activities or, if they expect to have more than \$2million of eligible R&D expenditure, they can seek to be recognised as a significant performer. Our guidance material contains more information on these processes.</p>
<div data-bbox="268 1485 598 1881"> <h3>Short process rulings</h3> <ul style="list-style-type: none"> • New process - interpretation of legislation. • From 1 October 2019 eligible customers can apply. • Eligibility <ul style="list-style-type: none"> ◦ Annual income of less than \$20 million ◦ Tax at stake - less than \$1 million • Apply, pay and track status through myIR. • Cost: \$2000 (inclusive of GST). • Turnaround time: 6 weeks.  </div>	<p>Recently we introduced short process rulings which are a new option to seek clarification on interpretation of legislation, instead of having to use the full binding rulings process.</p> <p>Short Process Rulings came into effect on 1 October 2019; eligible customers are able to apply for faster and more cost-effective rulings.</p> <p>Any individual or business with an annual gross income below \$20 million and a question involving tax below \$1 million dollars are eligible to request a short process ruling. But do note there may be some</p>

	<p>questions or tax laws which are not suitable for the shortened process. There is information on short process rulings on our website, including help for customers to determine whether or not they qualify. If they qualify, customers are able to apply online and include attachments with their application. As tax agents you can apply on behalf of your clients in the tax preparer tab.</p> <p>They'll also be able to pay the \$2000 fee online. We will confirm we've received their application and payment and you can track the status of the application in myIR, generally the turnaround time is 6 weeks.</p> <p>Short process rulings, provides certainty for your customers, is easy to use and more cost effective than the full binding rulings process.</p>
<div data-bbox="268 999 598 1397"> <h3>Ring-fencing rental losses</h3>  <ul style="list-style-type: none"> • Can no longer reduce tax liability by offsetting residential rental property losses. • Ring-fenced deductions carried forward - only used against residential rental or sale of property income. • Some tailored tax codes will need changing. </div>	<p>Now let's look at another legislative changes related to ring-fencing rental losses. Hopefully you're aware of this already as the rule applies from the start of this tax year. But as a reminder,</p> <ul style="list-style-type: none"> • The new Ring-Fencing Rental Losses policy means that customers are no longer able to reduce their tax liability by offsetting residential rental property losses against their other income, such as salary or wages, or business income. • Any ring-fenced deductions will be carried forward and may only be used against residential rental or sale of property income in future years. • Rental property owners who run their rental properties at a loss will be particularly affected by this policy. • It's important to note your customers who use a tailored tax code to offset their rental losses against their salary and wages, may need to change their tailored tax code or they may end up with a tax bill at the end of

	<p>the year. We've been encouraging tax agents and customers without agents to review this over the last couple of weeks.</p>
<div data-bbox="277 421 788 799"> <h3>Helping customers get it right</h3> <p>The information provided by third parties is key to helping customers get things right</p>  <pre> graph LR A((Payday filing)) --> B((Investment income filing)) B --> C((More frequent and more detailed income information)) </pre> </div>	<p>The quality and frequency of information we receive is one of the key enablers for helping to ensure customers pay and receive the right amounts during the year. Changes to the reporting requirements for employment and investment income information, like reporting to us more frequently, needed to be in place before we could simplify requirements for individuals. They were included in the Taxation Bill - which was enacted on 29 March 2018.</p> <p>Mandatory payday filing started on 1 April 2019 for all employers. Employees' PAYE information is now filed on a payday basis and employers will no longer need to file employer deductions. We now calculate this automatically using the employment information schedules that have been filed. There are some additional changes for employers and investment payers coming as part of release 4 in April.</p>
<div data-bbox="260 1328 807 1684"> <h3>Employer changes</h3> <ul style="list-style-type: none"> • File and pay with employment information submitted. • Improved automatic return validations. • Consolidated approach to employer notifications. • Improvements to employee on-boarding process. • Collecting additional data from employers - Hours paid (via digital channels only) • Notices when an employee's student loan is close to being paid off. • Transactions visible sooner. </div>	<p>Currently you file PAYE returns in the new system, but all the back-end processes are managed in the old system. With us moving the backend processing into our new system, transactions and payments will show up a lot sooner in a single account. And from April we'll be able to improve the user experience and some processes.</p> <p>Some of the key changes you'll notice are:</p> <p>Customers will be able to pay when they file in myIR. (if they want to), The due date for payment isn't changing, but customers can choose to file and pay if that works better for them.</p> <p>We'll provide employers with more up to date information about their employees when submitting employment information. We are improving the new employee on-</p>

	<p>boarding process. Now employers will only need to provide information for new employees once - currently they need to provide the same information twice for new employees, once for KiwiSaver and the other for general PAYE details. When an employer is onboarding, they will get near real time feedback regarding their employees' information e.g. a new employees tax code. This will reduce the likelihood of an employee using the wrong tax code and helping them to get it right from the start. We'll reduce the number of notifications we issue to employers but consolidating notices. Currently we issue correspondence to employers based on individual accounts or tax types. This means we send multiple letters to employers for each employee and each tax type when an update is required. From April we'll group our communications by 'topic'. The 3 main groupings of letters will be:</p> <ul style="list-style-type: none"> • Updates to an employer's employment information to start or stop deductions for employees • Updates to deductions employers are currently making for employees (for example notification of a tailored tax code) • And a report that advises employers or any return errors they need to fix from any recently submitted employment information.
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	<p>We'll also help customer better understand what they need to do by being able to pull a report from myIR.</p> <p>Employers now get a notice when an employee's student loan is close to being repaid advising of the final deduction amount, and what tax code the employee will need to change to once this deduction has been made.</p> <p>And... employers will be asked to provide the hours paid for employees, if they collect that information.</p>
<div data-bbox="284 741 785 1115"> <h3>Investment Income filing</h3> <ul style="list-style-type: none"> • More frequent reporting of investment income • Payers to provide additional information (where held) • Currently optional – mandatory from 1 April 2020 • File electronically • Non-declaration rate for RWT on interest income increases to 45% • Multi-rate PIE annual returns now due on 15th May <p>Some administrative changes:</p> <ul style="list-style-type: none"> • Removing need for some end of year tax certificates • Improved error correction processes • Earlier reporting for annual returns (IR15S/IR67S) during transition • Additional record keeping requirements for NRWT </div>	<p>From 1 April this year, investment income payers have been able to report recipient details more often on a voluntary basis. From 1 April 2020, more frequent reporting of investment income becomes mandatory and payers will be required to submit returns in electronic format.</p> <p>Most payers of investment income will need to increase their frequency of reporting and provide more detailed investment income information – including full investor-level and joint account holder details – in an electronic format.</p> <ul style="list-style-type: none"> • Payers of interest, dividends and taxable Māori authority distributions will be required to provide investment income information to IR by the 20th of the month following the month in which the income was paid. • Payers of interest income subject to Resident Withholding Tax will only need to withhold RWT and report monthly on payments of interest where the payments relating to a taxable activity exceed \$5,000. • For the tax year ending 31 March 2020, payers of interest income subject to RWT and income subject to NRWT will need to report the currently required year-end information by 15 May, rather than 31 May. This is a

	<p>transition measure as mandatory monthly reporting of this income begins from 1 April 2020.</p> <p>While payers will need to report more often, they will only need to report information to Inland Revenue for months in which a payment is made. Nil returns will not be required.</p> <p>A few administration changes have also been introduced including:</p> <ul style="list-style-type: none"> • Payers will no longer be required to provide withholding tax certificates for RWT, as long as the recipient has provided them a valid IRD number. • The non-declaration rate will increase to 45% for RWT on interest that will apply from 1 April. • We're implementing improved error correction processes, and • The end of year reconciliation statements IR15S and IR67S and the monthly payment forms like the IR15P will no longer need to be completed, and • There are additional record keeping requirements for payment of non-resident withholding tax. <p>Investment income payers can choose to transition to the new reporting regime any time prior to April but must do so at the beginning of a month.</p> <p>The deadline for the payment of tax to Inland Revenue doesn't change and still due the 20th of the month following payment to the investor. And barring the change to the non-declaration rate for interest income, tax rates aren't changing either.</p>
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RWT exemption register

Certificates no longer issued from 1 April 2020.

- RWT exempt status will show on electronic RWT exempt register.
- If you already have a valid RWT exemption certificate – your IRD number will be automatically added to the register.
- If seeking RWT-exempt status you will still need to apply to IR

From April 2020, we will no longer be issuing RWT certificates of exemption and instead we are introducing the electronic RWT-exempt status register.

The register will provide an accurate list of customers who have RWT-exempt status, based on the information we hold. The information will be updated every business day.

This means recipients of investment income:

- Will no longer receive or need to show their payer an exemption certificate. The payer will check the register to confirm a payee's RWT-exempt status.
- Those who currently have a valid RWT certificate of exemption, won't need to do anything, as they will automatically be placed on the register. They will not have to reapply unless their exemption expires or is revoked.
- People with RWT-exempt status need to be aware there is no change to their obligations - they are still responsible for actively notifying Inland Revenue if they no longer meet the criteria for an exemption. We'll then update their status and the register. You can notify us by sending a message in myIR or calling us.

There is a change for customers who are exempt from RWT under another Act (other than the Income Tax Act). Currently they are not required to advise IR of their exemption. They just need to contact their payer to let them know what Act they are exempt under. Due to a change in legislation, from April 2020 **they will now be required to register with IR** in order to show on the register and for their exemption to be valid.

Student loans

- Administered in new system
- Interest no longer charged and written off. Statements will be easier to read. *
- Employer notified where possible, when loan is close to being paid off. *
- Repayment holiday renamed "temporary repayment suspension". *
- Unable to pay - medically unable to work/care for yourself, apply to be treated as overseas – interest free. *

**Subject to passage of legislation*



From April 2020, we'll move student loans in our new system. This means we will process repayments faster and customers will be able to keep better track of student loans in myIR.

There are also some other changes subject to the passage of legislation, so we are still finalising the details while they are being considered by parliament so may change:

- We will no longer charge and write off interest for New Zealand based customers. Which should help make statements easier to read.
- When a customer's student loan balance has almost been fully repaid, we will advise them. We will also notify their employer the final amount to deduct from their employee's salary or wages. We'll also let them know what tax code they should be change to after the final amount has been deducted.

1. We are proposing to rename the repayment holiday to "temporary repayment suspension". This is to help make it clearer that repayment obligations they have as an overseas based borrower are only stopped temporarily, note interest will continue to be charged during this time. And,

2. If you are overseas and medically unable to work/care for yourself, you may now be eligible to apply to be treated as overseas – interest free. This means you will not be charged interest and won't have a yearly repayment obligation. However, you will need to supply any worldwide income you may have.

A new look for student loans in myIR


- Improved look including:
 - Simplified view of total balance and upcoming/overdue obligations
 - Interest free or not.
 - Travel movements.
- Customers can do more things online
 - Tell us where you want any overpaid student loan payments to go.
 - Easy access to multiple payment options, including direct debits from Australia, UK, Europe (SEPA), USA and Canada
 - Improved repayment and day count calculators
 - Application for hardship and reduced deduction rates
 - Provide world-wide income

Moving student loans into the new system means we can provide more information in myIR, including:

- A simplified view of the total student loan balance and any upcoming and/or overdue assessments.
- Customers will be able to see if they are being treated as interest free or not.
- They will be able to see their travel movements including the dates of their arrival and departures which determine whether their loan has interest applied or not.

And customers will be able to do more things online.

- Including an ability to set a preference for the treatment of any excess student loan credits. This will determine what will automatically happen to these credits.
- They will have easy access to multiple payment options, including being able to make a payment through myIR as well as setting up direct debits from Australia, UK, Europe, USA and Canada
- The current student loan repayment calculator will be more user-friendly, and we will have a new calculator so customers can easily work out when travel will impact whether interest is charged on the loan
- Customers can apply for hardship and reduced deduction rates - It will be easier to work out

	<p>and apply for a reduced or nil repayment rate, or exemption from interest if overseas.</p> <ul style="list-style-type: none"> • They can also provide world-wide income through myIR. <p>We are still developing the new look myIR and will be able to show you what this looks like in early 2020.</p>
<div data-bbox="264 611 470 1012"> <p>Working for Families Tax Credits (WFFTC)</p> <ul style="list-style-type: none"> • New entitlement instalment arrangement option. • Automatically offset partner's income tax credit. • Change in payment due date – partner's extension. • New customers – request backdated entitlement. </div> 	<p>Moving on to the changes related to Working for Families tax credits:</p> <ul style="list-style-type: none"> • If a customer has a Working for Families overpayment or debt to pay, they will be able to set up a Working for Families entitlement arrangement and use their current weekly or fortnightly entitlement to repay this. • At the end of the year, if a current, full year Working for Families partner has an income tax credit, it will also be automatically offset against the principal caregiver's overpayment for that same year. If the principal caregiver has an income tax refund, this will continue to be automatically offset. • When a customer's WFFTC assessment has been held up due to the principal care giver or partner's income details not being available, the customer will be given 30 days to pay, if the amount assessed to pay goes past the due date • When a customer applies for Working for Families, they will be able to request to have a lump sum payment of any backdated entitlement when they register, instead of waiting until the end of the tax year in which they have applied.

KiwiSaver: Member changes

- KiwiSaver administered in new system.
- Enhanced visibility of funds in myIR.
- Employer contributions sent to Scheme Providers faster
- Faster voluntary transfers between Scheme Providers
- Reduction of holding period from 3 to 2 months
- Funds to Scheme Provider faster - retirement savings grow faster.



Let's have a look at what's changing for KiwiSaver members...

KiwiSaver will move into our new system meaning members will have greater visibility of deductions and contributions. Members will also be able to view their KiwiSaver account in myIR, instead of being redirected to the KiwiSaver website.

As employer contributions will be passed straight through to Scheme Providers, it will mean funds will be transferred to providers quicker.

Transfers between Scheme Providers will now only take up to 10 working days, instead of 35 days.

The holding period for new members who have been automatically enrolled will reduce from three months to two months. Interest on KiwiSaver contributions will begin from the pay date a member's contribution was reported by their employer to IR.

Changes to payment methods

- Cheques no longer accepted from 1 March 2020.
- Alternative ways to pay, including:
 - Direct credit payments
 - Automatic payments
 - Dedicated tax payment option (via the bank)
 - Pay online
 - through myIR
 - direct debit or debit card on ird.govt.nz
 - Overseas payments
 - Pay in person at Westpac bank.



As you'll know, we are becoming increasingly digital in the way we work, and many of our customers are already paying their taxes digitally. We've seen a steady decline in the usage of cheques, more so every year.

Continuing this shift, you may have already heard that from 1 March 2020, we will no longer be accepting cheques. This includes post-dated cheques (dated after 1 March 2020). We are encouraging cheque-paying customers to get a head start on finding other convenient and secure payment options that work for them.


We recommend customers contact their bank about online banking options such as:

- direct credit payments and;
- automatic payments.

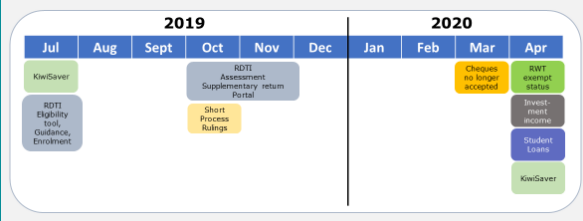
Many banks offer a dedicated tax payment option.

Customers can pay online through Inland Revenue:

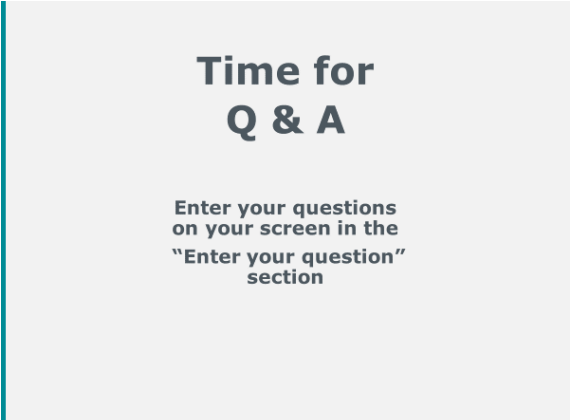

- They can use credit or debit cards to make online payments through our website – to read more

	<p>about this you can visit our website ird.govt.nz/pay.</p> <ul style="list-style-type: none"> • Customers can pay by direct debit and make debit and credit card payments securely through myIR online services. Visit our website and login or register for myIR, for this option. • Overseas customers can pay us using a fees-free money transfer service. Search for "make a payment" on our website for more information. <p>Those who want to pay in person, can drop into a Westpac bank and pay taxes over the counter by cash or Eftpos. Just note, that this can only be done at Westpac branches. Customers can also use one of Westpac's Smart ATMs.</p> <p>You can visit the Westpac website to find out more about this option as well as find a Westpac branch or Smart ATM.</p> <p>Additional information on this topic will be made available in early 2020, including a frequently asked questions document but in the meantime, we do recommend that customers talk to their banks about what payment options will suit them and their situation best.</p>
<p>Improved digital services</p> <ul style="list-style-type: none"> • New and expanded services for software providers and intermediaries. • Improved data quality and validations. • New Gateway Services for intermediaries filing tax on income, investment income and associated data exchange. • New channel options for intermediaries - submit income tax info. • Extending development portal - online support and developer resources. 	<p>We are making some changes to improve the effectiveness of our digital services by introducing new and expanded services for software providers and intermediaries.</p> <ul style="list-style-type: none"> • The improved data quality and validations through Gateway Services will help ensure customers are paying the correct tax and receiving the correct entitlements. • New Gateway Services for intermediaries are being introduced for filing tax on income, investment income and associated data exchange. • This represents a change for Tax Agents and offers new channel options for other intermediaries to submit income tax information.

- We'll share more information as this becomes available as well as when changes will be implemented.



- And; lastly, the changes related to the RWT exemption register will take effect in April 2020 alongside others including investment income, student loans and KiwiSaver changes.

 <p>Time for Q & A</p> <p>Enter your questions on your screen in the "Enter your question" section</p>	<p>So now it's time to get to the questions that you've sent through. It looks like we've received quite a few questions, so we'll do our best to get through as many as possible. And just to reiterate - we will follow the standard practice of sharing all the questions and answers with all participants as we have done in the past.</p> <p>Ok, so let's have a look at the first question ...</p>
 <p>Thank you for your time</p> <p>Find future webinar topics & On Demand sessions on https://www.classic.ird.govt.nz/transformation/transformation-webinars.html</p> <p>Any other questions? Send them to IRTransformation@ird.govt.nz</p>	<p>That's all we have time for – Thank you for coming along and participating today.</p> <p>We'd like to encourage you to complete the feedback survey that will <u>pop up on your screen</u> when the webinar ends. This feedback will help us improve future sessions and get an understanding of the type of information you want to know more about.</p> <p>If you missed some of this session or would like to watch it again, it's available on demand on the Transformation section of our website which we'll show the link to in our next slide.</p> <p>So that brings us to the end of today's high-level overview. It's a fair amount to digest which is why we have broken down the changes per topic and we'll provide more detail in future sessions.</p> <p>That's all from us for today. Take a look at future webinars coming up on the transformation section of our website (link in slide).</p> <p>Thank you and bye for now.</p>