

## Changes to Inland Revenue payment services

In May we wrote to you about changes to our payment services which take effect on 1 October 2014. Here's a reminder of what's happening.

Currently, any postal payments we receive within a set period after the due date are treated as received on time. This will change from 1 October 2014. Customers who post payments to us need to make sure Inland Revenue receives their payments on or before the due date to avoid late payment penalties and interest.

Customers will only be able to make cash or eftpos payments at Westpac branches. From 1 October Westpac won't accept cheque payments, returns or other documents. These will need to be paid or filed electronically or posted to us.

We're making these changes to encourage customers to move to digital payment channels, reduce duplication of services and treat all payments the same.

### There's never been a better time to go online

Our electronic channels are secure, easy to use and available 24/7. We already receive 74% of all payments through digital channels. We recommend customers pay using the "pay tax" function provided by most New Zealand banks because it's safe and fast and payments can be made up to and including the due date.

Customers who can't pay through electronic channels can still make payments by cash or eftpos over the counter at Westpac branches, dropping of cheques at Inland Revenue drop boxes or by posting payments directly to us.

### Handy tips from New Zealand Post to ensure timely delivery of cheque payments

1. Customers still paying by cheque should post them early to avoid penalties or choose a priority postal service if required. Allow 2-3 working days for delivery from metropolitan areas and 5-10 working days from more remote rural areas for Standard Post.
2. Customers posting their payments and returns using a New Zealand Post Street Receiver should do so before the advertised 'clearance time and day' stated on the receptacle. These are 5pm CBD and 2pm Residential Mon to Fri. Mail posted after the final advertised clearance time on a Friday maybe cleared but will not be processed until the following Monday, so customers will need to allow for this.

### Communicating these changes to our customers

Since May 2014 we've implemented a range of activities to make our customers aware of the upcoming changes. These include:

- two letter and email campaigns to all affected customers
- advertising at Westpac branches and Inland Revenue offices
- articles in relevant internal and external publications and websites
- inserts sent with paper returns and key payment reminders
- radio advertising during the week starting 22 September 2014.

To find out more about making payments refer to the ***Making payments IR584*** factsheet or go to [ird.govt.nz/makepayment](http://ird.govt.nz/makepayment)