Hi [CUSTOMER NAME]

**Audit Insurance will soon look different.**

Previously, [PRACTICE NAME] had engaged a third party insurer to protect customers from unexpected fees as a result of regulatory audits and reviews.

From [MONTH, YEAR] [PRACTICE NAME] will now offer you a protection service directly.

**Why are we making this change?**

We believe that to foster stronger business relationships with our clients, it is essential that we continue to see growth in our capabilities and the services we offer. Some of these services previously involved third party service providers, however as technology and processes continue to innovate, we are now able to provide such services to you directly, allowing both our clients and our staff to complete the required tasks more efficiently and effectively.

**What does this mean if you currently subscribe to audit insurance?**

Nothing changes initially. However, you now pay the service fee directly to [PRACTICE NAME], and because we understand your business more than previously involved third parties, we believe we can more effectively manage the process if in the case you need to make a claim as a result of regulatory audit or compliance review.

There will now be a customer dashboard available to you, giving you access to tax receipts, cover documents and risk reports, as well as securely accept and make payments for this service online.

**Why should your business consider taking our [PRACTICE NAME] Audit Safe service?**

Regulatory government revenue authorities such as the ATO randomly target businesses to be subjected to an audit, investigation, review or examination. This is regardless of the accuracy of your historic reports filed and/or the high level service we offer you.

Sometimes responding to these regulatory investigations results in additional time and work from you and our practice to respond effectively. By offering this service directly to you, means we can get on with the job as opposed to juggling through legalistic processes as underlined by an insurance company, or for you to be invoiced for additional professional service fees.

**What is covered by [PRACTICE NAME] Audit Safe?**

The Audit Service is designed to protect you from unplanned professional fees from our firm which may arise as a result of investigations and audits conducted by the Australian Taxation Office (ATO) and other State or Australian Government revenue agencies. Our comprehensive service covers our attendances in responding to;

* Income, Land and Payroll Tax audits & reviews
* BAS/GST Compliance audits & reviews
* Workers Compensation / WorkCover audits
* Superannuation Guarantee and Compliance audits
* Self-Managed Superannuation Fund audits\*
* FBT Audits
* Record Keeping audits and reviews
* Any query of any lodged return where you as client are compelled to respond or act

*\*Note that we’re not referring to the annual audit of an SMSF that is required under the SIS Act*

**Benefits of having [PRACTICE NAME] Audit Safe:**

You have no doubt seen a trend in the media, reporting the fast pace of change when it comes to technology utilised by government organisations. Government data matching has never been as sophisticated as it is today, which provides government agencies like the Australian Taxation Office with better audit opportunities.

Clients who experience audits for the first time are generally shocked at the time it takes to comply with the requests, and the costs of professional advisers who are essential to assist in responding to information requests. If you’ve experienced a government audit before, you’ll know this to be true.

Additionally, unlike traditional audit insurance, with Audit Safe there is no excess payable. Meaning we can get on with the job and respond to the regulatory audit sooner and more promptly.

**Next Steps:**

Soon you will receive an email with an offer. If you choose to accept or decline this offer, follow the prompts to the secured customer dashboard. There you will be able to review the covered entities, as well as additional FAQs and the service documents.

To accept the offer, you can make payment online with credit/debit card or direct debit. Alternatively please contact our office if you have further questions or wish to make alternative payment methods.