Information we are required to Disclose to You

As your Tax Agent our work for you must be performed in accordance with the *Tax Agent Services Act 2009.*

Under this Act, the *Tax Agent Services (Code of Professional Conduct) Determination 2024* requires that we make the following disclosures to you:

1. Matters that could significantly influence your decision to engage us (or continue to engage us) for Tax Agent Service from 1 July 2022 onwards include the following:
    - None Applicable

2. The Tax Practitioner's Board maintains a register of Tax Agents and BAS Agents. You can access and search this register here:
   https://www.tpb.gov.au/public-register

3. If you have a complaint about our services, please contact our office in the first instance with details by email or letter so that it is in writing. We will acknowledge receipt of your written complaint by return email within 3 business days.
   Your complaint will immediately be investigated by the Director of NRM Johnson Pty Ltd Nicholas Matsis.
   We will then provide you with another email or letter detailing your complaint and our understanding of the circumstances.
   The email or letter will inform you that we will attempt to resolve your complaint within 14 days and we will outline the dispute resolution process.
   If you are unhappy with the outcome that we propose to you, you can then make a complaint to the Tax Practitioners Board (TPB) using the link listed above. The TPB will send you an email to acknowledge the receipt of your complaint, and then review and risk assess your complaint.
   If you are unhappy with how the TPB has dealt with your complaint, the above link includes details about your review rights and who can further assist you.

Nicholas Matsis CPA
Director

Tax Agent Number 71953008