

# ***Procedures and rules of tax refund from the UK***

The following study consists of procedures and rules according to which POLTAX Agency gets income taxes back from Great Britain. These procedures and rules prevent delays in tax refund and they effectively control British office workers.

## **Rules :**

### **1. Publicness of correspondence with British Inland Revenue.**

During the procedure of regaining your tax, British Inland Revenue sends tax as well as other documents relating to the income tax, directly at our customer's address. It often happens that the Financial Office pays back more than the sum declared by the customer. Thanks to *the publicness of correspondence* the customer always gets full refund.

### **2. No refund no charge.**

Poltax Agency takes no money "in advance". Thanks to this rule, the beginning of refund procedure costs nothing.

### **3. Initial tax calculation.**

Poltax Agency estimates the amount of tax to regain and informs you about it, but only after receiving all necessary documents from the customer.

### **4. Simple commission**

Poltax counts the commission from the tax regained. Tax refund for a couple of tax years is considered as one refund, so Poltax does not take a few commissions.

### **5. Exclusion of charges.**

All charges relating to tax refund service are paid by Poltax i.e. cost of correspondence, VAT, phone calls, collection of cheques, contact with the customer and offices in the UK. The only payment is the cost of transfer (in GBP currency) at the customer's account.

### **6. Documentation.**

The whole documentation relating to income tax refund is stored by Poltax for five years, and it makes property of the firm. Each our customer has got the right to look into his/her documentation.

### **7. Guarantee of refund – the rule "to the very end".**

You should remember that the guarantor of income tax refund is British Inland Revenue not Poltax Agency. But our agency is obliged to carry out the refund "to the very end". We do not give up in case of office worker's delay or mistake. On the contrary, we use all possible legal institutions of office control in the UK to regain your tax.

# Description of tax refund procedures

## 1. Preparing the documents

- Agency works the documents out and sends them to the UK within three weekdays time, since the day these documents have been delivered to Poltax
- in case of some irregularities in the documentation, we contact our customer within 24 hours since we have noticed these irregularities

## 2. Schedule of tax refund – “to the very end”

- tax refund procedure starts when you send documents to Great Britain and usually lasts about three months
- for 63 days, since the date of sending the documents, we have not a possibility to complain about the tax refund course
- after 63 days, in case of no reply, we prepare and send, to the proper British office, a special tax reminder
- in case of no reply for another 30 days, we complain to the customer’s regional guardian and we inform the Department of Agency Cooperation
- after another 30 days, we complain to the regional director about inactivity and neglected duties of the office. In this situation the office has got 180 days to investigate this case.
- in case of no result or unsatisfactory reply, we complain about the office in Adjustory Office.

## 3. Payment of tax refund

- Poltax receives the cheque from British office. This cheque is cashed in Bank Handlowy S.A. (Commercial Bank). Acceptance of this cheque by the bank lasts no longer than 5 weekdays.
- within 3 weekdays from the time of receiving money, we transfer the tax refund at our customer’s bank account

## 4. Customers’ questions

- for all questions relating to tax refund we answer within 72 hours. Customers’ questions : [biuro@poltax.waw.pl](mailto:biuro@poltax.waw.pl)