

FAQ's

Frequently asked questions at FBT time

- Q Why is the March 12 the cut off? What happens if I miss the deadline?**
March 12 2010 is set as the deadline to ensure sufficient time for all expected claims to be processed within this FBT year. If your claim is submitted after this date we will endeavour to have it processed, however we cannot guarantee that it will be actioned within the current FBT year.
- Q Do I need to check my account at the end of FBT year?**
Yes. We recommend you check your salary packaging account around end of FBT year to ensure everything is in order. If you notice any changes that need to be made or if you have any questions please contact RemServ before March 12 2010 as any adjustments to your account cannot be made after this date.
- Q How do I check my account online?**
You can check your account online via the 'My Account' section of our website www.remserv.com.au. If you don't know your login details, please email RemServ at remserv@remserv.com.au.
- Q I want to change my package for the next FBT year. When should this be sent in by?**
Requests for a package amendment to start in the new FBT year need to be submitted to RemServ by March 12 to allow for reporting to payroll. If you submit after this date your request may not be processed in time.
- Q I claim remote area entitlements, is there anything I need to do?**
As remote area concessions can only be applied in the current FBT year, if you are packaging mortgage interest your February statement must be submitted to RemServ by March 12 in order to be processed. Any amendments to your remote area entitlements should also be received by this date. Remote area entitlements are unable to be paid on your March statement.
- Q I have a Portable Electronic Device and would like to package another one next year. What do I need to do?**
If you are salary packaging a Portable Electronic Device and wish to salary package one in the next FBT year (still work related and exempt) then all reimbursements and payments need to be ceased by March 31 2010.

Q I still have electricity and public transport bills I haven't sent to RemServ can I still do this?

If you package the QG InHouse benefit and you haven't claimed your full \$1,333.33 this FBT year you have until March 12 2010 to submit copies of your public transport or electricity invoices, proof of payment and a completed reimbursement form to RemServ via fax 1300 30 18 66 or email remserv@remserv.com.au

Please note: Reimbursements will only be made where sufficient funds are available from your salary packaging account.

Q How do I know you've received my faxed request?

All faxes sent to the general RemServ fax (1300 30 18 66) are electronically accessible by our contact centre, so you can email remserv@remserv.com.au or call the contact centre on 1300 30 39 40 to confirm receipt. All you need to provide is the time and date you sent the fax and the number of the sending fax machine. Unfortunately if you do not have these transmission details immediate confirmation of receipt is not available.

Q What happens to any excess funds I have in my salary packaging account at the end of the Fringe Benefits Tax (FBT) year?

Any remaining funds left over in your salary packaging account at the end of the FBT year will be rolled over into the new salary packaging year for you to utilise*.

*Australian Communication Exchange and Centacare Rockhampton employees will have all funds returned to payroll as per employer policy.

Q What shows on my pay summary at the end of June?

Your reduced taxable income (as a result of salary packaging) will be shown on your pay summary as your gross taxable income. The total spent on salary packaged benefits will be displayed as reportable fringe benefit items.

The total of the two above amounts are used to calculate the following:

- Medicare levy surcharge;
- Rebate for contributions to spouse's superannuation;
- Superannuation surcharge;
- Termination payments surcharge;
- HELP/HECS repayments;
- Child support obligations; and
- Entitlement to certain income tested government benefits.

Please note that the total reportable fringe benefits will be taken into account in the income tests for Family Tax Benefit, Child Care Benefit and Youth Allowance (parental income test).

I have a Cap Limit

- Q If I have cap available at the end of this FBT year, will it roll over to the new FBT year?**
No. If you want to utilise any available cap for the current FBT year you must submit your request to RemServ by March 12 2010. Your new cap will start on April 1, however you can use surplus funds in your account at anytime on FBT exempt items.
- Q How can I check if I have used up all my funds or reached my cap limit?**
You can check these details online through 'My Account' at www.remserv.com.au. If you do not have your login details please contact RemServ on 1300 30 39 40 or email remserv@remserv.com.au.
- Q What happens if I send in too many claims for the cap amount I have left?**
Requests that cannot be processed in this FBT year will be set up for payment in the new FBT year (where funds and cap permit) unless you advise otherwise.
- Q Do I need to change my current package amounts?**
If your employer has allowed you to begin packaging midway through the FBT year, and you've salary packaged a larger amount to maximise your benefit for this FBT year, you may be required to amend your packaging to take into consideration the full year ahead. RemServ strongly recommends you seek financial advice when making changes to your package.
- Q I have non-salary sacrificed benefits provided by my employer. Do I need to let you know?**
Yes. You need to let RemServ know the grossed up value of the benefit for the new FBT year (available from your HR department) so that the appropriate cap adjustment can be made. If you do not let RemServ know, you may exceed your cap limit resulting in a possible FBT liability.
- Q I have a Salary Packaging Payment Card what happens to the money left on my card at the end of the FBT year?**
Any remaining funds on your Salary Packaging Payment Card as at March 31 2010 will roll over and be used against next year's cap. We recommend that you use the available balance on your card by March 31 so that you can maximise the use of the cap limit.
- Q When do I need to have my invoices and receipts in if I want to be reimbursed out of this year's cap limit?**
Requests for direct payment or reimbursement to be made in this FBT year must be received by Friday March 12 to guarantee payment (where funds are available).

I have a Novated Lease

Q I have a novated lease. What do I need to do?

You will need to submit the closing odometer reading as at Wednesday March 31 to RemServ between Wednesday March 31 and Wednesday April 7.

Q How do I submit my closing odometer reading to RemServ?

You can do this by logging into the 'My Account' section of www.remserv.com.au or calling 1300 73 64 57 (within Australia) 03 8803 0346 (International) and follow the prompts. You will need to have your RemServ ID number available. Odometer readings cannot be taken via the contact centre. You will receive a letter in March with further information on how to lodge your odometer reading.

Q I have received an odometer declaration letter for a vehicle I no longer salary package, do I need to do anything?

Yes. You need to complete and submit a novated lease cessation form to RemServ to finalise the vehicle from your account. These forms are available through the 'My Employer' section at www.remserv.com.au. Failure to finalise a previously packaged vehicle may result in a possible FBT liability.

Q What if I have two or more Novated Leases?

When submitting an odometer reading via the automated phone service you will be read the registration number of the vehicle that the reading is being requested of, you will also be required to confirm the details you have entered before proceeding. When submitting an odometer reading over the internet you will be able to select which vehicle you are entering a closing odometer for.

Q What happens if I do not submit my odometer reading before April 7?

If RemServ has not received your odometer reading by April 7 2010, your vehicle benefit will be calculated on your travelling 0 – 15,000 kilometres (26%) this FBT year. If you are budgeted to travel further than this, failure to provide your odometer reading may result in an unexpected FBT liability payable by you.

Q Previously I submitted my odometer reading to SGFleet, DSP, etc. Who am I required to notify this year?

Your closing odometer reading must be submitted to RemServ and if requested to your financier aswell.