

## **Tax Talk - Gold Card Services**

### **FT: What was the intension behind the setup of the Gold Card Services?**

CEO: This was a Government initiative to recognize Tax and Customs customers that are highly Tax and Customs compliant. Priority and privileged services will be accorded to those companies that are members of the Gold Card. Its intent is to encourage taxpayers to meet their tax obligation and to modernize FRCA services towards a commercialized aligned service.

### **FT: What types of services are provided at the Gold Card Services Unit?**

CEO: The Gold Card Services Unit provides proactive services to tax and customs compliant companies and is fully responsible and accountable with processing and review of assessments, clearance processing and issuance of Certificate of Exemption (COE), tax receipting and general enquiries in the matters of Taxation Services that are available to the "Gold Card Customers". The section also caters for audio visual incentives taxpayers and other urgent tax clearance applications (including government departments) as a need for daily facilitation in the course of normal business process.

### **FT: Do the Gold Card Unit offer special services other than which is offered at your Customer Service Center?**

CEO: Firstly, at the Gold Service Center there is no queue. The office has a lounge with a bistro where members can sit comfortably, continue to do their business with free internet connection and enjoy their coffee whilst being served. The specialized services offered include: instant tax receipting of all tax payments; instant lodgment of tax returns; instant assessment review; instant processing of tax clearance; instant issuance of Certificate of Exemption (COE), - minimum of 12 months; instant issuance of Tax Clearance Certificate(TCC); instant dealing with Capital Gains Tax (CGT) cases; instant assessing of Stamp Duty documents; instant updating of the FITS database; instant attendance and resolving of all types of taxation enquiries and matters; assessing of all return types; TIN registration; audit of Film Tax Rebate application; instant facilitation in lieu of required documentations for all respective services with undertaking from the Chartered Accountants or persons; issuing of refunds ; other Taxation and Customs services as directed by Executive Management and the Chief Executive Officer;

### **FT: Do subsidiaries of member companies also enjoy the services provided by Gold Card Services?**

CEO: Yes, these services are also offered to the nominees and subsidiaries of Gold Card Taxpayers. Currently we have a total of 116 nominees and 305 subsidiaries.

### **FT: What other incentives do members of the Gold Card Services enjoy?**

CEO: Additional gold card privileges include the following: International travel returning back to Fiji through any Fiji Port will be allowed personal baggage Duty Free allowance of up to \$2,000.00; International Departures and Arrivals will be accorded priority Check-In, baggage collection and escort services by Airports Fiji Limited personnel, on request from Gold Card taxpayers; Tabua Club Membership with Fiji Airways, allowing free use of Fiji Airways Tabua Club lounge in Nadi and Qantas VIP lounge in Auckland International Airport, Sydney International Airport, Melbourne International Airport, Brisbane International Airport, Chengi International Airport in Singapore, Hong Kong International Airport and Los Angeles International Airport in USA, when travelling on Fiji Airways Flights; 20 kg Excess Baggage Allowance; Discounts at Restaurants and Resorts (In Partnership with Fiji Airways Limited); Up-grade to one Business Class Travel, after every 8 Sector journey.

### **FT: Do you also offer any privileges for non-travelling members?**

CEO: Yes, other privileged services accessible to Gold Card holders at various Government institutions, include: Express Lane with priority Services for all LTA and Immigration Department services.

**FT: How does one become a member of the Gold Card Customer?**

CEO: To qualify to be a member of the Gold card Services, the applicant must have an excellent compliance history in both Customs and Tax responsibilities, including correct and timely payment of tax and duties, timely lodgment of returns and the need for facilitation in the normal course of business.