



# We're updating our card payment system

This will enhance security, improve fraud detection, and change the user experience when you make payments.

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From 17 March, only card holders will be able to make payments with a debit or credit card.

This means your tax professional, or bookkeeper will no longer be able to make card payments on behalf of your business. Other online payment methods such as electronic funds transfer (EFT) and BPAY will still be available to them.

When you pay by card online, you'll now need to provide details, such as your billing address, contact details and card verification code (CVC or CVV).

The financial institution that issued your card may also ask you to provide additional information, just like when you make other online purchases. The information will depend on your financial institution, but it could include security questions, a one-time pin, or fingerprint or facial recognition verification.

It's important to keep details such as your address and contact information up to date with us and your financial institution, as it will make payments easier for you.

These changes are due to take effect on the weekend of 14 to 16 March, so online debit and credit card payments will be temporarily unavailable, during this time. EFT and BPAY will still be available.

For the full range of payment options visit [ato.gov.au/howtopay](https://ato.gov.au/howtopay).

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## **Our commitment to you**

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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