



**International Tax  
Finance & Travel  
Specialists**

## Taxback.com Company Overview

Taxback.com is a multi-national corporation providing specialist tax, finance and travel consultancy services to private and corporate clients across 100 countries. We have 27 offices worldwide in Europe, Australasia, the United States and South America, and a staff of over 630. Our range of service offerings includes:

**Income Tax Services:** We provide professional income tax return services and accountancy expertise for individuals working in 16 countries.

**Business VAT Reclamation:** Our comprehensive VAT refund service assists companies of all sizes who travel and conduct business abroad to reclaim VAT charged on expenses such as hotels, conferences and trade shows in over 38 countries.

**International Payments:** Taxback.com offers international transfer solutions for business and individual clients, as well as specialist services for the education sector. Our network of 296 bank accounts in 47 countries means we ensure our clients receive their refunds and transfers fast and in their currency of choice.

### **Every year we process:**

- 130,000 income tax returns
- 20,000 VAT claims
- 60,000 international money transfers

We are a preferred supplier of tax return services internationally and our global partners include VISA Europe, Concur Technologies Inc., Saongroup.com, Barclaycard Bank and CIEE.

## Global Reach – Local Support

Taxback.com has a global network of 630 staff in 20 countries providing world leading customer service backed by online innovation.

Our international infrastructure of 27 wholly-owned offices, including 6 local call centres, means we provide customised localised services for you and your clients.

### Taxback Quick Facts

- 630 staff dedicated to client support
- 27 wholly-owned offices in 20 countries
- 6 call centres
- 24/7 customer service
- 22 languages
- 16 countries for income tax refunds
- 38 countries for VAT reclaims
- 13 years experience

### Our Local Office Network

Australia  
 Brazil  
 Bulgaria  
 China  
 Czech Republic  
 Haiti  
 Ireland  
 Korea  
 Latvia  
 Lithuania  
 Peru  
 Poland  
 Romania  
 Russia  
 Slovakia  
 South Africa  
 Thailand  
 Turkey  
 UK  
 US

### Call Centres

Bulgaria  
 Ireland  
 Peru  
 Romania  
 Russia  
 Thailand



## The Taxback.com Difference

Taxback.com provides affordable, comprehensive and multi-lingual solutions based on extensive tax expertise and knowledge. Our unique approach to tax reclaim includes:

**Global coverage with local support:** We have local offices supporting the tax reclaim process and leveraging key relationships with tax offices. We provide income tax refunds from 16 countries and facilitate VAT rebates from 38 countries.

**Wholly-owned process:** We have an extensive network of 27 wholly-owned international offices, making us exclusive in that we believe in owning and managing the full process, not outsourcing to local service companies.

**Multi-Lingual:** We speak more languages, entirely in house, than any other provider and use our multi-lingual capabilities to your advantage.

**International expertise in-house:** We have an expert in-house tax team who are dedicated to monitoring and researching international tax legislation ensuring we are always up to date.

**24/7 client support:** We prioritise customer service to ensure our clients get the support they need – wherever they are in the world. We operate a 24 hour Customer Service Centre where our agents can be contacted by phone, e-mail, or using online live chat.

**Innovative client experience:** We have developed a unique online tracking system “Tax Tracker” which allows clients to follow the progress of their tax refund step-by-step using a simple web browser.

This folder provides information on our range of specialist services and how a partnership with taxback.com can benefit your business and your clients.

## Partnership Overview

Taxback.com partners with recruiters, charity organisations, banks, universities, visa sponsors and work and travel companies in more than 100 countries. We provide accessible, professional tax return services for their clients and staff.

Partnering with taxback.com can generate a new revenue stream for your business with minimal investment in a matter of weeks. Your organisation can optimise client relationships by introducing clients to taxback.com, a proven, global tax refund partner.

### **Benefits for Your Organisation:**

- Increased added value for your clients
- Increased client sign-up through taxback.com online & onsite support
- Increased revenue for your business through revenue share model
- Dedicated partner manager
- Secure online tracking & detailed reporting
- Customised content for your website & materials
- Tailored communications plan & online cooperation

### **Benefits for Your Clients:**

- Increased income through income tax reclaim
- Maximised refunds through taxback.com tax expertise
- Access to online resources including tracking & live chat
- Professional & secure service
- 24/7 expert tax advice & support

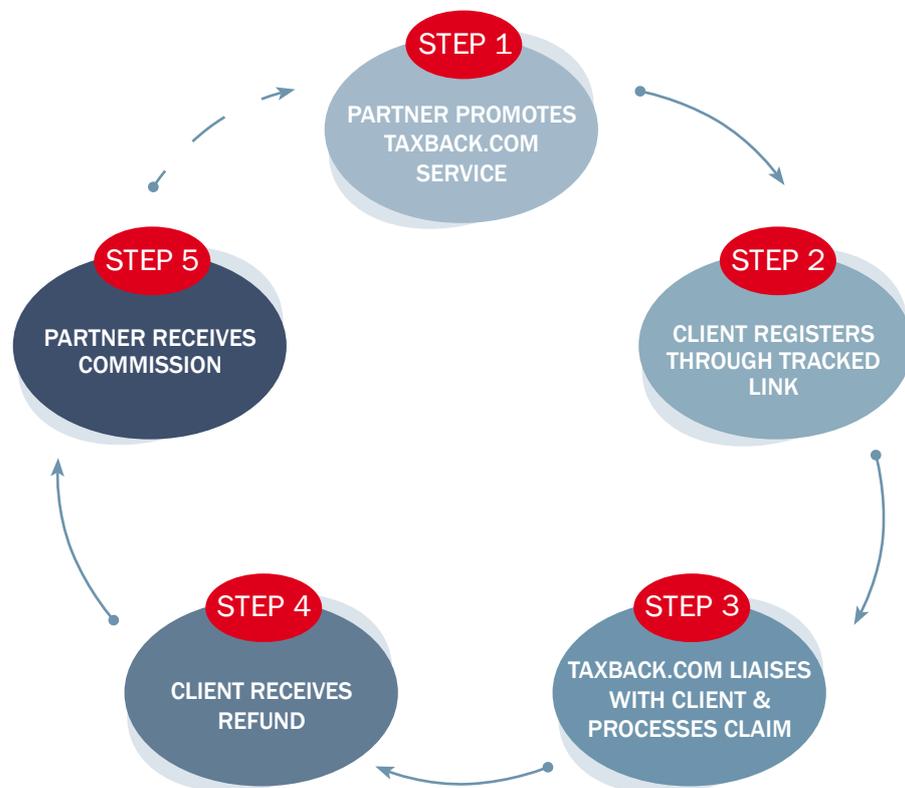
## Creating a Successful Partnership

Give your company the competitive advantage, help retain clients and produce additional revenue opportunities.

Our partner programme is designed for companies who wish to offer their clients a value-added service. In return, taxback.com offers revenue share for those that become taxback.com clients.

### How it Works

As a partner, you will promote the taxback.com service to your clients through tailored, co-branded communications. Once you have referred your client to us, we will work directly with them to collect the necessary documents. Taxback.com will manage the entire refund process with the relevant authorities and send your client their tax refund, minus our processing fee. We will pay your organisation a commission for all successful tax reclaims.



## Partner Case Studies



“CIEE has been a long-standing taxback.com partner and we are pleased to recommend their services to our J1 participants. Their staff are knowledgeable and professional, and act as a great resource to our students. The fact that our participants are contacted in their own language makes the often complex task of filing a US tax refund simple and easy for them.”

**Elizabeth O'Neill**  
Executive Vice President  
CIEE

**CIEE** has been designated by the US State Department to administer the J1 Visa program since 1969. CIEE provides complete preparation and support for more than 35,000 participants on the program each year. CIEE's partnership with taxback.com began in 1998.

### **Taxback.com** provides CIEE and its participants with:

- Tax refunds secured for 28,500 customers to date
- Tailored tax information for J1 work and travel students, interns and trainees for CIEE website, mass mails, e-zines and program handbooks
- Participants are contacted by phone or email in their local language by taxback.com's staff in 17 countries
- Tracked CIEE links to taxback.com's tax refund calculator and tax forms
- Secure, legal and transparent processes
- All communications campaigns are approved by CIEE



“Taxback.com is the ideal partner, offering an efficient, informative and easy-to-use service. They are a very professional company reflected in the positive feedback from our customers. A number of saongroup.com websites have now successfully partnered with taxback.com, so much so that we are currently exploring additional partnership opportunities within our global network of recruitment websites.”

**Karen Kavanagh**  
International Development  
Manager  
Saongroup.com

**Saongroup.com** is one of the fastest growing online companies in the world with nearly 1000 staff across 17 countries. Saongroup.com websites are visited by in excess of 10m people worldwide every month. Taxback.com's partnership with Saongroup.com was launched in 2008.

### **Taxback.com** offers a value-added service for Saongroup.com customers:

- Tailored website information, tracked links, web banner advertisements and ezine content for Saongroup.com
- Tax specialists in Kilkenny, Ireland, processing client applications by phone
- Secure Partner Plus Online account through which Saongroup.com can monitor the response to campaigns
- Detailed reports on applications and monthly commission payments

## Partner Case Studies



**STM Acord** is a Moldovan-based Work and Travel company specialising in student and youth programs. The company is an ISIC representative providing programs mainly to the US. STM Acord's partnership with taxback.com began in 2007.

"Our participants find the taxback.com service so easy to use because they can receive all tax information and customer service in their local language. Taxback.com takes care of everything for us and we find their staff very professional and reliable throughout the process."

**Lilian Florea**  
General Director  
STM Acord

**Taxback.com** provides STM Acord and its participants with:

- Tax refunds for 1900 participants secured to date
- Complete support through taxback.com's local staff in Romania
- Tax information at orientation
- Co-branded tax packs
- Travel information e-zines while in the US
- On-site collection of packs and documents at STM Acord's offices
- All communications in customers' local language



**AIFS Australia** brings more than 3500 participants from all over the world to Australia each year on work and travel, professional internship and Au Pair programs. Taxback.com has been partnered with AIFS Australia since 2005.

"Taxback.com provides excellent support for our staff and customers right from when new participants arrive in Australia until they leave and are ready to get their tax refunds. Taxback.com's on-site availability makes educating our customers on tax information easy and the feedback has been that the service is very simple and straightforward."

**Wendi Aylward**  
Managing Director  
AIFS Australia

**Taxback.com** partnership with AIFS Australia includes:

- Complete support through taxback.com's office in Sydney
- Tracked links to taxback.com on all AIFS Australia computers for free customer use
- Tax information for arrival orientations presented by taxback.com representatives
- Co-branded forms in orientation packs
- Tax refund information in AIFS Australia newsletters
- On-site tax training for AIFS Australia staff

## Client Service Features

Taxback.com has developed a suite of streamlined and cost effective service features to provide end-to-end, localised support to your clients.

### Service Features:

- Multiple payment options
- Customer service in 22 languages
- Document retrieval
- SMS reminder service

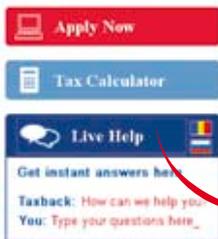
### Support Features:

- Tax Tracker: Secure personal online account
- PocketWatch: Informative, electronic magazines
- Live Chat: 24/7 online support via instant messenger

Our Electronic Magazines (e-zines) give your clients important information and tips on working and paying tax as well as discounts and fun facts.



### Live Chat Online Support



### Languages

- Brazilian Portuguese 
- Bulgarian 
- Chinese 
- Czech 
- Dutch 
- English 
- Korean 
- Latvian 
- Lithuanian 
- Polish 
- Romanian 
- Russian 
- French 
- German 
- Hungarian 
- Italian 
- Japanese 
- Slovak 
- South American Spanish 
- Thai 
- Turkish 
- Ukrainian 

# TaxTracker

Tax Tracker is a secure, personal online account that enables customers to see the step by step progress of their refund, update employment and contact details, download forms like P40s and upload documents.

Tax Tracker has more than 82,000 visits per month and is available in 9 languages.

**TaxTracker** [Info](#) | [Change Username](#) | [Change Password](#) | [Help](#) | [Live Chat](#) | [Log Off](#)

Hi Beatriz,

Welcome to your personal online account. Here you can follow what's happening with your tax return, check if there's any information we still need from you, and see your refund estimation. You can also update your personal and employment details, choose your payment option and preferred currency, and view your tax refund cheque.

**Step 1:** Registered  
**Step 2:** Documents received  
**Step 3:** Estimation from documents  
**Step 4:** Application sent to tax office  
**Step 5:** Refund received from tax office

**You get your refund!**

### Your Tax Refund

#### YOUR DETAILS

Title: Ms  
 First Name: Beatriz  
 Last Name: Silva  
 Date of Birth: 01/03/1980  
 Nationality: Brazilian  
 Tax Country: USA  
 Tax Year: 2007  
 Arrival date: 11/12/2006  
 Departure date: 07/04/2007  
 Telephone: [Change](#)  
 Email: [Change](#)  
 Address: [Change](#)  
 Social Security Number: [Change](#)  
 Account Manager: [Manager Name](#)

[Change details](#)

[Talk to Us](#)

[Payment Options](#)

[Download W4 form](#)

#### YOUR COMMUNICATIONS WITH US

Date	Action Taken
16/02/2009	Transferred refund to client in Brazilian Reals
17/02/2009	Client chose Brazilian Reals as Payment Option
15/02/2009	Sent Payment Option email in Brazilian Portuguese
15/02/2009	Posted Federal cheque on online account
15/02/2009	Received 100% Federal refund from IRS

HELP: I don't understand what I am reading.  
 HELP: Client Satisfaction Survey.  
 HELP: I don't know how to sign the packs.  
 HELP: I deleted my email with my forms. I need to download them again.

If you're not 100% satisfied with the service you're receiving from taxback.com, please contact us at [customerrelations@taxback.com](mailto:customerrelations@taxback.com)

#### YOUR ESTIMATION

Total Earnings: 5687.12 USD  
 Federal: 625 USD  
 State: 325 USD  
 FICA: 435 USD  
**Total Refund: 1,335.00 USD**

[View calculations](#)

All values in Tax Country currency  
 Fees apply: 10% of refund, or minimum fee applies.  
 Terms and Conditions apply.

#### EMPLOYER DETAILS

Employer Name:  
 Employer Name:

[Add employer](#)

#### MISSING INFORMATION

SSN [Add](#)  
 Entry/Exit Date [Add](#)  
 Visa Type [Add](#)  
 No. of Employers [Send](#)

#### MISSING DOCUMENTS

Taxpack [Download](#)  
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#### CHEQUES

Federal cheque  
 State cheque

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