

Dear Client,

Thank you for choosing RT Tax to refund your taxes from the UK!  
Getting your Tax Refund has never been easier! **Simply follow these steps:**

**PRINT** all the pages of this file

**FILL IN** the Registration and Refund Request Forms

**SIGN** at "X" marks

**COLLECT** documents listed below:

- A copy of your passport or ID card;
- A copy of National Insurance Number (NIN) (if you have it);
- Copy of form P45 or/and P60 from all of your employers;
- Last payslips, if you do not have forms P45 or/and P60;
- A copy of CIS registration - UTR number (if you have it)\*;
- If you worked as self-employed (with UTR) we will need one of the following: Subcontractor Monthly Statements, Payment Statements (CIS) or bank account statements.

\* This document is required if you worked or registered as self-employed. UTR is a unique number issued by Great Britain tax authority.

**IMPORTANT:** If you don't have any of the documents – No Problem! You can get your refund anyway!  
We will get the missing documents for you!

**SUBMIT ALL YOUR DOCUMENTS TO RT TAX!**

- Mail to RT Tax office (please make copies for yourself):

**RT Tax**  
Ožėškienė g. 15  
LT-44254 Kaunas, Lithuania

**RELAX! YOUR JOB IS DONE! WE WILL DO THE REST!**

After you send/submit all the required documents to RT Tax representative, you will get an e-mail confirming receipt of your documents. (If you don't receive such an e-mail, please contact us at [info@rttax.com](mailto:info@rttax.com), tel. +370 37 755211)

Later all your documents will be analyzed by RT Tax specialists and your tax refund declaration will be sent to Tax Authorities. (If you did not submit all the required documents we will have to trace them first).

After your tax refund is received, RT Tax will send you an e-mail informing that your money has been transferred to your bank account.

**IMPORTANT!** In some cases Tax Authorities might send the tax repayment cheque directly to your home address or your foreign bank account. If this happens you must inform us about that by calling: +370 37 755211 or e-mailing at: [info@rttax.com](mailto:info@rttax.com) and pay service fees, which are stated on the service agreement.

## Tax Refund PERIOD:

Tax refund procedure in Great Britain starts after the end of financial year, April 6th.

After all the necessary documents are received we prepare tax declaration and send them to Tax Office. The refund period on average lasts from 4 to 6 months from the date documents are sent to Tax Office.

**NOTE:** Under different circumstances the refund period may take longer or shorter time. This depends on Tax Office.

## Service FEES:

RT Tax does not have any upfront or hidden fees. This means that the commission is charged only when the refund is received.

### Refund from Great Britain:

For Great Britain tax refunds our minimum fee is 79 GBP or we charge 14 % from the refunded amount.

**A missing document search service:** the fee for each document (P45/P60 form) search is 20 GBP.

## USE ENGLISH LETTERS PLEASE!

First (Given) Name:

Middle Name:

Surname (Last Name):

Date of birth:

\_ \_ \_ \_ / \_ \_ m / \_ \_ d

Tel./Mob.:

E-mail address:

NIN:

UTR:

NIN - National Insurance Number

UTR - Unique Taxpayer Reference (self employment)

Please list ALL the arrivals and leavings to/from UK, except short vacations:

Arrival date in UK: 2 0 \_ \_ y / \_ \_ m / \_ \_ d

Departure date from UK:

2 0 \_ \_ y / \_ \_ m / \_ \_ d

Arrival date in UK: 2 0 \_ \_ y / \_ \_ m / \_ \_ d

Departure date from UK:

2 0 \_ \_ y / \_ \_ m / \_ \_ d

Are you planning to go to Great Britain in the next six months?

Yes ☐No ☐

If "Yes", please indicate the dates of the visits:

Have you ever received a tax overpayment from Great Britain?

Yes ☐No ☐

If "Yes" explain in details:

Your LAST address while in the UK:

Your address in your home country:

Do you have ID and password for HM Revenue &amp; Customs (HMRC)?

Yes ☐No ☐

## Employment Information

How many employers did you have:

You must list ALL THE EMPLOYERS. Failure to do so may cause problems to get your TAX Refund.

1. Company:

Address:

Occupation:

E-mail:

Worked from:

y/

m/

d till

y/

m/

d

2. Company:

Address:

Occupation:

E-mail:

Worked from: \_ \_ y/ \_ \_ m/ \_ \_ d till \_ \_ y/ \_ \_ m/ \_ \_ d

3. Company:

Address:

Occupation:

E-mail:

Worked from: \_ \_ y/ \_ \_ m/ \_ \_ d till \_ \_ y/ \_ \_ m/ \_ \_ d

4. Company:

Address:

Occupation:

E-mail:

Worked from: \_ \_ y/ \_ \_ m/ \_ \_ d till \_ \_ y/ \_ \_ m/ \_ \_ d

Client notes:

RT Tax notes:

Income:

Taxes paid:

By signing this form I declare that all the information, supplied by me on this form is correct and complete.

Signature:

X

Date:



# Refund request form

**IMPORTANT!** In some cases Tax Authorities might send the tax repayment cheque directly to your home address. If this happens you must inform us about that by calling: +370 37 320391 or e-mailing at: [info@rttax.com](mailto:info@rttax.com) and pay service fees, which are stated on the service agreement.

**YOUR POSTAL ADDRESS:**

(PLEASE USE CAPITAL LETTERS)

(NAME, MIDDLE NAME, SURNAME)

(STREET, HOUSE NUMBER, FLAT OR ROOM NUMBER)

(REGION, VILLAGE, TOWN OR CITY)

(POST CODE AND COUNTRY)

## Your bank information:

**PLEASE SELECT CURRENCY:**

EUR ☐

GBP ☐

**IMPORTANT:**

- RT TAX WILL CHARGE **25 GBP** (UK) FOR THE BANK SERVICES (check cashing, money transfer, money collection, etc.) RT TAX IS NOT RESPONSIBLE FOR ANY FEES CHARGED BY THE CLIENT'S BANK.
- Please call or visit your bank before filling in this part. You can also attach a statement from your bank, showing the details of your account for international money transfer in GBP to your bank account.
- There will be an additional bank charge of **20 EUR**, if the bank needs to repeat the transfer because of the incorrect or not full information provided.

**BENEFICIARY BANK DETAILS**

THE PERSONAL BANK ACCOUNT:

ACCOUNT HOLDER'S FULL NAME:

BANK INFO:

(FULL BANK NAME; BRANCH NAME)

(BANK SWIFT CODE / ROUTING NO)

**CORRESPONDENT/INTERMEDIARY BANK DETAILS**

(Correspondent bank cannot be the same as beneficiary bank)

(FULL BANK NAME)

(BANK SWIFT CODE)

(CORRESPONDENT BANK ACCOUNT NO)

(BANK ADDRESS)

By signing this form I declare that all the information supplied by me on this form is correct and complete.

I agree with all the terms and conditions pointed out on this form.

Signature:

**X**

Date:

I, the undersigned .....,  
 date of birth ....., National Insurance Number ....., residing at .....,  
 .....(hereinafter referred to as the "Principal"), hereby grant a power of attorney to the company, **RT TAX LTD.**, its officers and / or employees with its address at 43 Rhodesia Road, E11 4DF, London, UK, (hereinafter referred to as the "Agent"), to sign, verify and file all the principal's individual repayment claims and other tax returns; pay all taxes; claim, sue for and receive all tax refunds; examine and copy all the principal's tax returns and records; represent the principal before any taxing body and sign and deliver all tax powers of attorney on behalf of the principal that may be necessary for such purposes; waive rights and sign all documents on behalf of the principal as required to settle, pay and determine all tax liabilities; and, in general, exercise all powers with respect to tax matters which the principal could if present and under no disability.

**On the basis of this power of attorney RT TAX LTD., its officers and/or employees are given the authority:**

1. To act as an agent in dealing with the Principal's individual U.K. income tax applications for the tax years .....
2. To receive personal tax refund cheques issued in Principal's name or tax refund transfers to it's own account and convey such refunds to the Principal by way of a bank transfer, check or to handle in another manner so as to achieve the same purpose.
3. To request from the employer and to receive Principal's P-45/P-60 to it's own address:  
**RT TAX LTD.**, 43 Rhodesia Road, E11 4DF, London, UK.
4. To use own postal address on the Principal's tax returns. To receive all correspondence from the U.K. Tax Authorities.

The undersigned does hereby appoint **RT TAX LTD.** officers and / or employees as his/her attorney to receive, endorse, and collect cheques payable to the order of the undersigned.

All rights, powers and authority of **RT TAX LTD.**, its officers and / or employees to exercise the prerogatives granted herein shall commence and be in full force and effect and remain in full force and effect for a period of twenty-four months of the date of its signing.

Signed this ..... day of ....., 20.....

Signature of the Principal: **X** .....

## About your repayment

**7 Tell us the dates that you want to claim the repayment of overpaid tax**

From DD MM YYYY

				2	0		
--	--	--	--	---	---	--	--

To DD MM YYYY

				2	0		
--	--	--	--	---	---	--	--

**8 Who do you want to receive the amount due?**

Yourself ☐ Agent ☐ Nominee ☐  
(tick one box)

If an agent, give their reference

--

**9 Tell us the name and address of the account holder or person who will receive the repayment**

Name

Address

Postcode

**10 Tick the box which applies to you**

The account is in my name ☐

The account is in my nominee's name ☐

The account is in my agent's name ☐

**11 Tell us the bank or building society details**

Name of account holder or holders

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Name of bank or building society

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Bank or building society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

		-			-		
--	--	---	--	--	---	--	--

**12 Claimant's signature**

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Date DD MM YYYY

				2	0		
--	--	--	--	---	---	--	--

## What you need to do next

Please send this completed form to:  
Charities, Savings and International 3  
HM Revenue and Customs  
BX9 1AJ

## 4. How you want to be paid any money due back to you

Not everyone gets a refund. It is not always possible to issue a payment to a non-UK bank account. If you are due a refund, we can either pay it to you or someone else on your behalf – they are known as a 'nominee'. Please choose one of the following two options:

<input type="checkbox"/> <b>Option one</b> – Pay into a UK bank or building society account  <b>Bank sort code</b> <div style="display: flex; justify-content: space-around;"><div><input type="text"/><input type="text"/><input type="text"/></div><div>–</div><div><input type="text"/><input type="text"/><input type="text"/></div><div>–</div><div><input type="text"/><input type="text"/><input type="text"/></div></div> <b>Account number</b> <div style="display: flex; justify-content: space-around;"><div><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></div></div> <b>Account holder's name</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <b>Bank or building society name and address</b> <div style="border: 1px solid black; padding: 2px;"><div style="border-bottom: 1px solid black; padding-bottom: 2px;">Name</div><div style="border-bottom: 1px solid black; padding-bottom: 2px;">Address</div><div style="border-bottom: 1px solid black; padding-bottom: 2px;"></div><div style="border-bottom: 1px solid black; padding-bottom: 2px; text-align: right;">Postcode</div></div> <div>Put 'X' in one box</div> <div style="display: flex; justify-content: space-between;"><div>This is my account</div><div><input type="checkbox"/></div></div> <div style="display: flex; justify-content: space-between;"><div>This is my nominee's account</div><div><input type="checkbox"/></div></div>	<input type="checkbox"/> <b>Option two</b> – Pay by cheque direct to me or my nominee  <div>Put 'X' in one box</div> <div style="display: flex; justify-content: space-between;"><div>Make the cheque payable to me</div><div><input type="checkbox"/></div></div> <div style="display: flex; justify-content: space-between;"><div>I authorise the cheque to be payable to my nominee</div><div><input type="checkbox"/></div></div> <div><b>Name of nominee</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div></div> <div><b>Address to send cheque to</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div></div>
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## Declaration

You must sign this declaration.

If you give information which you know is not correct or complete, action may be taken against you.

**I declare that:**

- the information I have given on this form is correct and complete to the best of my knowledge.
- I claim repayment of any tax due back to me.

**Signature**

**Date** DD MM YYYY

## What to do now

Put an 'X' in relevant box

I have enclosed parts 2 and 3 of my form P45 Details of employee leaving work ☐

Do not send photocopies. If you have not yet received your P45 from your employer please get it before you return this form.

I can't get a form P45 ☐

Please tell us why in the box below, for example because you are retired or a UK Crown servant employed abroad.

If you have a form P45 and don't send it to us, any repayment due to you cannot be made.

Please send this form to your tax office. You can find your tax office address by:

- going to [www.hmrc.gov.uk](http://www.hmrc.gov.uk) selecting Contact us and choosing Income Tax
- asking your employer.

We will let you know the outcome of this claim as soon as we can.

Page 4

Please complete, sign, then send this form to your  
HM Revenue & Customs office. Use **CAPITAL** letters

Date received by HM Revenue & Customs

## Details of Claimant

Full name
Address
Postcode

## Claim

I claim repayment of the amount overpaid by me, (for non SA claims the period  
or year ended must be entered in the box aside).

/	/
---	---

Claimant's  
signature

--

Date

/	/
---	---

**If you complete a Self Assessment Return** your repayment will usually be sent direct to you or your nominee's bank or building society account. Please include the branch sort code, the account number and if appropriate, the name and address of the nominee in the authority below. If you or your nominee does not have a bank account, we can arrange for repayment to be made in the form of a payable order but you or your nominee will need to open a bank or building society account in order to cash it. If the repayment is to be sent to your nominee by payable order, the nominee's name and address must be entered in the authority below.

**If you do not complete a Self Assessment Return** your repayment will be made in the form of a payable order, which must be paid into a bank or building society account. If you do not have a bank or building society account you should nominate someone who does to receive the order for you. If the repayment is to be sent to a nominee or posted direct to your bank or building society by payable order, the name and address must be entered in the authority below. Also include your account number and sort code if the payable order is to be posted direct to your bank or building society.

## Authority

I authorise nominee/agent (*delete as appropriate*)\*

--

of (*full address*)

Postcode

Your/your nominee's bank or building society  
account number (*delete as appropriate*)

--

Branch Sort Code

—	—
---	---

Agent's reference (*if applicable*)

--

to receive on my behalf the amount due.

Claimant's  
signature

--

Date

/	/
---	---

*\*enter the name of the account holder or the person who will receive the payable order.*



Please complete, sign, then send this form to your  
HM Revenue & Customs office. Use **CAPITAL** letters

Date received by HM Revenue & Customs

## Details of Claimant

Full name
Address
Postcode

## Claim

I claim repayment of the amount overpaid by me, (for non SA claims the period  
or year ended must be entered in the box aside).

/	/
---	---

Claimant's  
signature

--

Date

/	/
---	---

**If you complete a Self Assessment Return** your repayment will usually be sent direct to you or your nominee's bank or building society account. Please include the branch sort code, the account number and if appropriate, the name and address of the nominee in the authority below. If you or your nominee does not have a bank account, we can arrange for repayment to be made in the form of a payable order but you or your nominee will need to open a bank or building society account in order to cash it. If the repayment is to be sent to your nominee by payable order, the nominee's name and address must be entered in the authority below.

**If you do not complete a Self Assessment Return** your repayment will be made in the form of a payable order, which must be paid into a bank or building society account. If you do not have a bank or building society account you should nominate someone who does to receive the order for you. If the repayment is to be sent to a nominee or posted direct to your bank or building society by payable order, the name and address must be entered in the authority below. Also include your account number and sort code if the payable order is to be posted direct to your bank or building society.

## Authority

I authorise nominee/agent (*delete as appropriate*)\*

--

of (*full address*)

Postcode

Your/your nominee's bank or building society  
account number (*delete as appropriate*)

--

Branch Sort Code

-	-
---	---

Agent's reference (*if applicable*)

--

to receive on my behalf the amount due.

Claimant's  
signature

--

Date

/	/
---	---

*\*enter the name of the account holder or the person who will receive the payable order.*



# HM Revenue & Customs

This form was updated in March 2022.

## Read the Notes on page 3 before filling in this authority

If you do not have an agent but would like another person to communicate with HMRC on your behalf follow the guidance at [www.gov.uk/appoint-tax-agent](http://www.gov.uk/appoint-tax-agent)

This form overrides any earlier authority given to HMRC.

HMRC may contact you in the future to reauthorise your agent relationship to comply with the UK General Data Protection Regulation (UK GDPR). For more details on what your agent will have access to, follow the guidance at [www.gov.uk/government/publications/tax-agents-and-advisers-authorising-your-agent-64-8](http://www.gov.uk/government/publications/tax-agents-and-advisers-authorising-your-agent-64-8)

## To change your agent or withdraw your consent

Follow the guidance at [www.gov.uk/guidance/change-or-remove-your-tax-agents-authorisation](http://www.gov.uk/guidance/change-or-remove-your-tax-agents-authorisation)

## Multiple agents

If you have more than one agent (for example, one acting for the PAYE scheme and another for Corporation Tax) fill in one of these forms for each agent.

I, (print your name)
of (name of business, company or trust if applicable)
authorise HMRC to disclose information to (agent's business name)

Give your personal details or company registered office here

Address
Postcode
Phone number

I confirm that the nominated agent has agreed to act on my behalf, and the authorisation is correct and complete. This authorisation is limited to the matters indicated on this form.
Signature
Date

Give your agent's details here

Address
Post code
Phone number
Agent code (SA)
Agent code (CT)
Client reference

## Authorising your agent

### Self Assessment

☐

If you tick this box you must give your National Insurance number (NINO) and/or your Unique Tax reference (UTR)

### Partnership

☐

If you tick this box you must give your Unique Tax reference (UTR)

Your agent will have access to your Self Assessment and Partnership information such as your income, tax, national insurance, pension as well as your personal and financial information. For more information go to [www.gov.uk/selfassessment](http://www.gov.uk/selfassessment)

### National Insurance number

--	--	--	--	--	--	--	--

### Unique Tax reference (UTR) if applicable

--	--	--	--	--	--	--	--

If UTR has not been issued yet tick here ☐

If you're a Self Assessment taxpayer, we'll send your Statement of Account to you, but if you would like us to send it to your agent instead tick here ☐

Paying any amount due is your responsibility.

### Trust

☐

Your agent will have access to your personal and financial information for your trust. For more information go to [www.gov.uk/trusts-taxes](http://www.gov.uk/trusts-taxes)

### Unique Tax Reference (UTR) if applicable

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### Individual Pay As You Earn (PAYE)

☐

Your agent will have access to your PAYE information such as your income, tax, national insurance, pension as well as your personal and financial information. For more information go to [www.gov.uk/topic/personal-tax/income-tax](http://www.gov.uk/topic/personal-tax/income-tax)

### National Insurance number

--	--	--	--	--	--	--	--

**Corporation Tax** ☐

Your agent will have access to your company and financial information and be able to update the company communication and contact details. For more information go to [www.gov.uk/topic/business-tax/corporation-tax](http://www.gov.uk/topic/business-tax/corporation-tax)

**Company Registration number****Company's Unique Tax reference****Tax credits** ☐

Your agent will have access to your personal and financial information relating to your Tax Credit claim. They can act on your behalf but cannot receive payments. Correspondence will still be sent to you. For joint tax credit claims we need both claimants to sign this authority for HMRC to deal with your agent. For more information go to [www.gov.uk/taxcredits](http://www.gov.uk/taxcredits)

**National Insurance number**

If you have a joint tax credit claim and the other claimant wants HMRC to deal with this agent, they must give their name and sign here

**Joint claimant's name****Joint claimant's National Insurance number****Joint claimant's signature****VAT** ☐

Please note if you have signed up for Making Tax Digital for VAT, this form cannot be used to authorise an agent to manage your Making Tax Digital services.

We'll continue to send correspondence to you rather than to your agent but we can deal with your agent in writing or by phone on specific matters.

If your agent wants to submit VAT returns online on your behalf, you'll need to authorise them through your business tax account or ask your agent to begin authorisation through their digital services. You may receive a letter containing a PIN which you'll need to pass to your agent to complete authorisation.

For more information go to [www.gov.uk/topic/business-tax/vat](http://www.gov.uk/topic/business-tax/vat)

**VAT Registration number**

If not registered  
yet tick here

☐**Construction Industry Scheme (CIS)** ☐

Your agent will have access to your returns, subcontractors' income and deductions.

For more information go to [www.gov.uk/what-is-the-construction-industry-scheme](http://www.gov.uk/what-is-the-construction-industry-scheme)

**CIS Reference number****PAYE Reference number****Agent Government Gateway identifier**  
(required for online access)**PAYE Agent ID code**

Please select below how you would like your agent to receive the information, you can tick more than one box.

I am a contractor in the CIS and authorise the agent named above to use the CIS online services to receive information over the internet from HMRC on my behalf and I have given my Agent Government Gateway ID and PAYE Agent code. ☐

I am a contractor in the CIS and authorise the agent named above to receive information over the phone and in writing from HMRC on my behalf. ☐

**Employers' PAYE** ☐

Note: Only complete this section if you're an employer operating PAYE.

Your agent will have access to your employees' personal and financial information.

For more information go to [www.gov.uk/payee](http://www.gov.uk/payee)

**PAYE Reference number****Agent Government Gateway identifier**  
(required for online access)**PAYE Agent ID code**

Please select below how you would like your agent to receive the information, you can tick more than one box.

I authorise the agent named above to use PAYE online services to receive information over the internet from HMRC on my behalf and I have given my Agent Government Gateway ID and PAYE Agent ID code. ☐

I authorise the agent named above to receive information over the phone and in writing from HMRC on my behalf. ☐

(1) This Services Agreement (the “**Agreement**”) is executed by and between: RT TAX LTD. (dba RT Tax), company number 15042173, address 43 Rhodesia Road, E11 4DF, London, UK represented by the person dully authorized under existing legislation (the “**Service Provider**”); and

Date: .....

(2) ....., date of birth ..... (the “**Client**”).  
Hereinafter the Service Provider and the Client together are referred to as the “**Parties**” and each separately as the “**Party**”.

## RECITALS

- (A) The Service Provider provides tax refund and related services and the Client wishes to recover the personal income tax paid due to work abroad or on other grounds, as well as other taxes.  
(B) The Parties wish to agree on the terms and conditions of tax refund.

## 1. Subject matter

- 1.1. In accordance with the terms and conditions established in this Agreement and the General Terms and Conditions of Services (hereinafter - **T&C**), the Service Provider shall provide to the Client tax refund and related services, i.e. shall draw up the documents necessary for the refund of the taxes paid by the Client in the United Kingdom or other jurisdiction and shall present them to the corresponding tax authorities or other competent institutions (the “**Services**”), and the Client shall accept and remunerate for such Services in accordance of the terms and conditions of this Agreement.  
1.2. By signing this Agreement the Client authorises the Service Provider to prepare, sign and file tax returns and to receive all correspondence, including tax refund cheques, from tax authorities. Service Provider will as necessary disclose that he is acting as the nominee of the Client and all the actions are made in the name and on behalf of the Client.  
1.3. The final amount of the taxes to be refunded shall be established by a competent institution of the foreign country. The amounts calculated by the Service Provider are for information purposes only and do not entitle the Client to claim the preliminarily calculated amount.

## 2. Terms of Provision of Services

- 2.1. The Service Provider hereby undertakes:  
2.1.1. to provide the Client information on the documents that the Client needs to submit to the Service Provider for the purposes of filing for the tax refund;  
2.1.2. to collect, complete and sign all the required forms, requests and other related documents on behalf of the Client;  
2.1.3. to submit the required documents to the respective tax authorities or other competent institutions responsible for tax refunds;  
2.1.4. to inform the Client about the process of the tax refund and other related matters at the Client’s request;  
2.1.5. by itself or through a third party to organise the collection of the Tax Refund Cheque and (or) to instruct the tax authority to transfer the tax refund amount to the Service Provider and (or) the third person engaged by the Service Provider for payment collection services in accordance with the T&C for subsequent transfer of tax refund amount to the Client (excluded the Service Fee indicated in Clause 3.1, 3.2 and 3.3).  
2.2. The Client hereby undertakes:  
2.2.1. to provide to the Service Provider complete, true and accurate information and documents (originals and copies) required for the completion of the tax refund. The Client is entitled to provide the information either by filling in paper forms provided by Services Provider or by filling in the online information form available at the Service Provider’s internet site;  
2.2.2. to fill in and sign any forms, agreements and other documents required for the completion of the tax refund and perform other obligations established in the T&C, which constitute an inseparable part of this Agreement;  
2.2.3. to inform the Service Provider immediately and in all cases not later than within 5 (five) days, if the foreign tax or other authority transfers the refunded amount or a part thereof or sends the Tax Refund Cheque for the full refund amount or a part thereof directly to the Client;  
2.2.4. to inform the Service provider immediately in the case during the validity term of this Agreement the Client concludes any agreement regarding the tax refund services with other service providers. In such case the Service provider is entitled unilaterally to terminate this Agreement.  
2.2.5. to inform the Service Provider of the new employment or self-employment in a foreign country;  
2.2.6. to inform the Service Provider of any changes in the Client’s contact details or about any other changes that may have impact to the tax refund. The information can be updated on the internet site of the Service Provider or e-mailed;  
2.2.7. to pay to Service Provider the Service Fee as set out in Section 3 hereof.

## 3. The Services Fees

- 3.1. The fee for the Services (the “**Service Fee**”) for refunding taxes for each tax year shall be: the service fee shall be 14% from the refunded amount with a fixed minimum of GBP 79;  
3.2. If Client has applied for the tax refund service and after all the necessary documents are sent to Inland Revenue (U.K. tax authorities) the Service Provider receives an answer that the refund was already issued to the Client, Service Provider has the right to charge the Client half of the Service Fee indicated in Clause 3.1.  
3.3. The additional fees:  
3.3.1. For the retrieval of each lost or missing documents shall be for P-45/P-60 – GBP 20, for National Insurance Number – GBP 30;  
3.3.2. The fee for the receipt of international money transfer or check cashing, money remittance and other bank services shall be 25 GBP if the tax refund service was provided from the United Kingdom;  
3.3.3. If Client provided incorrect or not full bank account information and the bank transfer was rejected and the money were returned there will be an additional charge of 20 EUR to repeat the bank transfer. Service Provider is not responsible for the fees charged by the bank for the money return;  
3.3.4. A fee of 40 GBP will apply if a tax or other related consultation has taken place;  
3.3.5. The Client shall also compensate the fees and costs incurred by the Service Provider in the tax refund process that could not be foreseen at the moment of the execution of this Agreement as listed in the pricelist of the Service Provider and as indicated in the T&C.  
3.3.6. If in the course of the tax refund process it turns out that the Client has already applied to another company for the same tax refund, the Client must pay the Service Provider the service fee provided in Paragraph 3.1.  
3.4. The amount of the payable VAT (if applicable) shall be added to all amounts indicated in Sections 3.1-3.2 hereof. The fees established in Sections 3.1-3.2 may be changed by the Service Provider unilaterally and shall be applicable to any request of the Client to provide the Services submitted after the Client has received notice on the change of fees.  
3.5. If during the process of filing the documents the Service Provider becomes aware that the Client is not entitled to the tax refund (i.e. there is a tax debt), the Service Provider will calculate and provide the Client with the amount of the tax debt and the Service Fee payable to the Service Provider. In such case, the Service Provider continues the filing of documents only after the Client agrees to proceed and pays to the Service Provider the calculated Service Fee.

## 4. Processing of personal data

- 4.1. Service provider, acting as a data controller, shall process Client’s personal data for the purposes of: (i) proper performance of Service provider’s obligations under this Agreement; (ii) necessary communication; (iii) protection of Service provider’s rights and interests (in case of a claim or a debt collection); (iv) statistical analysis. Legal basis for processing personal data is respectively, (i) necessity to perform this Agreement and mandatory statutory requirements related to tax refund; (ii) legitimate interest – to provide good customer service; (iii) legitimate interest and (iv) legitimate interest - to improve our business.  
4.2. The Client acknowledges that the Service provider is located in United Kingdom, thus personal data shall be transferred from Client’s country of residence to United Kingdom. For clarity, as the Service provider is located in United Kingdom, the data transfers of the Client are necessary for the conclusion and performance of this Agreement. The Service provider guarantees that it has signed agreements regarding safe and lawful processing of personal data with its EU partners and when necessary shall use legitimate safeguards and derogations where it is allowed by the applicable law.  
4.3. The Client acknowledges that Service Provider shall engage third parties, data processors, for the purposes of proper performance of this Agreement. The list of currently used data processors can be found at <https://rttax.com/privacy-policy/> Privacy Policy.  
4.4. Depending on a situation, the Client, as a data subject, shall have all or some of following rights: the right at any time to request the Service provider an access to the processed personal data, request for rectification or erasure of them, request for data portability or restriction of the processing of personal data, a right to object to the processing of personal data, the right to lodge a complaint with a supervisory authority.

- 4.5. The data related to the providing of tax refunding services is necessary. Therefore, if the Client does not submit the personal data specified in the online forms, performance of the Agreement shall become impossible.
- 4.6. The data shall be stored during the term of the agreement and 10 years after the termination of the Agreement (subject to the limitation period).
- 4.7. For a comprehensive information on how Service provider processes personal data, please refer to <https://rttax.com/privacy-policy/> Privacy Policy or can be provided in writing at your request.
- 5. Liability**
- 5.1. In the case the Client terminates the Agreement due to any reason other than failure by the Service Provider to perform its obligations after the filing for the tax refund and (or) in the case established in Art. 2.2.3 hereof, the Client shall cover all expenses of the Service Provider incurred due to the provision of Services until termination of the Agreement, but not less than 50 % of the Service Fee under this Agreement.
- 5.2. The Service Provider shall not be liable for: the delays in refunding taxes if the delay is caused by the foreign tax or other competent institutions; the failure to refund taxes, for the tax liability or for any other negative consequences, which occurred due to false, inaccurate or incomplete information provided by the Client or due to Client's prior financial commitments to any foreign tax or other institutions; the negative consequences incurred by the Client due to the changes in the applicable laws, rules, regulations or procedures applicable for the tax refund; additional bank charges, if the bank needs to repeat the transfer because of the incorrect or not full information provided; and any fees charged by the Client's or intermediary bank.
- 6. Validity of the Agreement**
- 6.1. The Agreement shall come into force the moment the Service provider receives the Agreement signed by the Client and shall be valid until the proper and full performance of the obligations of the Parties set in the Agreement. The Agreement may be terminated by the mutual agreement of the Parties, except in the cases established by law.
- 6.2. The Parties agree that the Agreement, at the Client's choice, can be signed in original form (on paper) or electronically. An Agreement concluded electronically shall have the same legal power as an agreement signed on paper. The Parties agree that the actions performed by the Client and the indication of information, which is confirmed by the Client's click on the "check box", other electronic signing, the submission of documents, information and personal data to the Service Provider shall be considered as the Client's original signature, whereas the documents and the Agreement signed by these actions are equivalent to a written Agreement and cause the same the same legal consequences as a document certified by the Client's signature.
- 7. Miscellaneous**
- 7.1. The T&C (<https://rttax.com/terms-and-conditions/>) constitutes an integral part of this Agreement. By signing this Agreement, the Client confirms and guarantees to the Service provider, that the Client has carefully read these terms and conditions before accepting them and signing this Agreement.
- 7.2. This Agreement, all information, documents and correspondence related thereof shall be considered as strictly confidential, and shall not be disclosed to any third persons, except (i) as required by the applicable laws; (ii) the information became publicly available through no fault of or failure to act by the Party; and (iii) the disclosure of respective information is reasonably necessary for the fulfilment of the Party's obligations.
- 7.3. Service Provider has the right to assign its rights and obligations provided for in the Agreement to any third persons without a prior written consent of the other Party.
- 7.4. All additions, amendments and annexes to the Agreement shall be valid if they are executed in writing and signed by both Parties without prejudice to Sections 3.1-3.3 hereof and taking into account provisions indicated at point 6.2 of this Agreement on the legal power of the signature. This Agreement will be governed by and construed under the laws of the United Kingdom. The disputes arising between the Parties regarding this Agreement or during the performance of this Agreement are settled by way of negotiations. In case of failure to come to an agreement, the disputes shall be finally settled by the competent courts of the United Kingdom. All notices and other communication under this Agreement shall be in writing and shall be handed in person or sent by regular mail, e-mail or other means of electronic communication.

Client **X** \_\_\_\_\_ (signature)