



Ryan TaxDirect® — Helping Tax and Finance Professionals Get the Answers They Need, When They Need Them.

Tax and finance professionals often need critical sales tax information and advice quickly. Often, the same day. Typically, they don't have time to contact the tax department, sift through books and other reference materials, or call the auditing firm in the hopes of reaching the right person.

Fortunately, there is a solution. Ryan TaxDirect®.

Exclusively for our clients, Ryan TaxDirect® is the only service in Canada that instantly connects you to a Ryan tax expert — part of a team of specialists dedicated to providing fast, accurate answers to important tax questions.

The answers clients receive from Ryan TaxDirect® are authoritative because each question is extensively researched and double-checked for accuracy. And only senior tax experts answer the calls and help the clients.

No wonder this innovative service handles more than 6,000 calls each year. It is just one of the many ways Ryan makes sales tax administration easier, more compliant, and more efficient for our clients.



Dedicated Resources

Our dedicated client support centre is fully staffed with senior tax experts, whose overriding priority is to handle Ryan TaxDirect® enquiries. So there's no waiting. You get the answers you need, when you need them.

Why no voice mail?

It is a paradox that in this age of advanced communications, people are so hard to reach! But not at Ryan TaxDirect®. We staff and equip our client support group so that when you call, you're connected — *immediately* — to Ryan tax experts.

Who wants to chase people down, leave messages, or wait for call backs that may never happen? As a Ryan client, our tax experts are on duty, ready to help with your pressing tax question or issue. When you call, we answer.

A rare breed

Ryan TaxDirect® staff are among the most knowledgeable professionals in the world when it comes to Canadian sales tax. Their backgrounds include advanced financial education and extensive, real-world business experience. In addition, this handpicked group participates in continuous professional development, including the CICA Commodity Tax Symposium, the CICA In-Residence GST & PST Courses, and the acclaimed *Ryan Training Centre* courses.

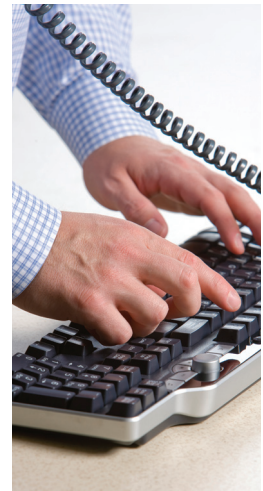
Proprietary knowledge bank

By researching and documenting more than 6,000 questions each year, Ryan has the largest database of answers in the industry. In addition, we maintain the most comprehensive library of Canadian sales tax resources in the world, and subscribe to every sales tax information service available.

Fast, accurate answers to your toughest tax questions.

There are lots of hotlines. But, in terms of availability, responsiveness, and accuracy, no other service comes close to Ryan TaxDirect®. Just one call puts you in contact with a senior tax expert who can answer questions, provide assistance, and guide you through even the most complex sales tax maze.

- **No extra costs or fees of any kind.** Ryan TaxDirect® is included in Canada's *Complete Sales Tax Solution™* program.
- **No limits.** Ryan clients may use the hotline as often as they like.
- **Two convenient ways to get answers.** You can call the hotline, or query online at *Ryan Online®*.
- **Special 1-800 number.** Available anywhere in North America. Call from a hotel, the office, or even your home without being concerned about toll charges.
- **Rigorous quality control.** Tough answers are verified by senior management and backed up to the source: government memoranda, bulletins, and other technical materials.
- **Works when you do.** Ryan TaxDirect® is fully staffed all day, everyday, during regular business hours.
- **No waiting.** You are immediately connected to a senior Ryan tax expert — the first time you call.
- **Expertise you can trust.** You never have to deal with juniors, part-timers, message takers, or call centre operators. All Ryan TaxDirect® staff are senior, highly qualified sales tax professionals.



Canada's Complete
Sales Tax Solution™



Ryan
Innovative Solutions
to Taxing Problems.

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