

## A GUIDE TO RYAN SUPPORT ADVISORY SERVICES

### CLIENT CARE RESOURCE CENTRE

- **Ryan TaxDirect®** – Your toll-free hotline from anywhere in North America to our senior tax experts. A personalized Ryan TaxDirect® card containing your client access number is included with your report binder.
- **Exposure Reporting** – A confidential Limited Exposure Identification Report\* is issued by our Tax Advisory Group detailing exposures noted during the review for recovery opportunities. It references relevant chapters in our book, *Common Audit Exposures*.
- **Audit Assistance** – Our Tax Advisory Group provides assistance throughout the audit process. From advice on preparing for an audit, to providing TaxDirect® guidance on auditor requests, we ensure our Client's interests are protected.
- **Special Projects** – Call or meet at our Canadian headquarters to discuss your issues without charge.

### RYAN TRAINING PROGRAMS

- **Sales Tax Courses** – Clients have access to Ryan Training™, designed specifically for those in a senior accounting or finance capacity. Course topics, dates and locations are published in our quarterly journal and descriptions and registration are also at ryanco.ca. In addition, a separate suite of online course modules are available through Ryan Online®.
- **Custom Seminars** – For larger national organizations, we can present a customized sales tax seminar at your location when recoveries are above defined thresholds.

*\* Limitations – Please note that our review is targeted to identifying refund opportunities. Given the nature and scope of this limited work, we are unable to provide any guarantees in connection with ensuring the discovery of all potential areas of underpayment or exposure.*

### MULTI-MEDIA TAX INFORMATION

- **Ryan Tax Library** – The following Ryan publications are available through Ryan Online®:
  - *Value-Added Taxation in Canada: GST, HST & QST*
  - *Ontario Retail Sales Tax Commentary*
  - *Quebec Sales Tax Commentary*
  - *B.C. Social Service Tax Commentary*
  - *Common Audit Exposures*
- **Tax Journals and Bulletins** – Ryan keeps you up-to-date by mail and e-mail:
  - *Ryan Sales Tax Review™* – Our quarterly sales tax journal focuses on timely, practical issues faced by financial and tax managers.
  - *Tax Alert* – Updates keep you in the loop when proposed budget changes affect sales tax legislation and regulations.
  - *Tax Highlights* – Bi-monthly, clients are e-mailed tax updates appearing on our website.
- **Ryan Online®** – Tap into a wealth of valuable resources with your client access number at ryanco.ca. Keep current with tax changes, read articles online, access the Ryan Tax Library, search the Ryan Tax Gateway, post questions for our Tax Advisory Group, or take a course online.

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