

FREQUENTLY ASKED QUESTIONS ABOUT STATEMENTS

For All Enquiries Call Freecall 1800 641 617
or email accountqueries@prushka.com.au

<i>Q: Why do I have to pay commission when my client paid me direct (pay directs)?</i>	A: Prushka acts for you on the basis of only charging commission on monies collected whether paid directly to us or by the debtor to you. Refer to clause 4 of our terms and conditions.
<i>Q: When do I get my tax invoice and cheque for monies received by Prushka?</i>	A: Cheques and Tax Statements are posted out in the 2 nd or 3 rd week of the <u>following month</u> . Electronic fund transfers and remittances are forwarded on the third working day of the following month. To apply to have your funds transferred electronically, please download the “ <i>Electronic Statement Application</i> ” in our website - http://www.prushka.com.au/Downloads.cfm
<i>Q: I can't understand the tax invoice. How do I clarify the inclusions & get help?</i>	A: Please visit our website & click “ <i>Understanding Your Tax Invoice</i> ” http://www.prushka.com.au/Downloads.cfm Alternatively you can email or call us.
<i>Q: Why do I have to pay “Account Keeping Fees”?</i>	A: Prushka, pursuant to clause (15) of our trading terms, is entitled to charge an account keeping fee calculated at the prevailing rate every month in which there is an outstanding balance. Account Keeping Fees are only added after 30 days from the date of the statement. We recommend that you settle your accounts within 14 days from the date of the statement.
<i>Q: How can I get information about Prushka Product & Services?</i>	A: Please visit our website www.prushka.com.au or call us.
<i>Q: How do I request a summary of my account?</i>	A: Please email us accountqueries@prushka.com.au or call us. There will be an additional charge for multiple copies of tax invoices or account summaries. This is generally from \$40.00 - \$50.00 including GST.
<i>Q: I have lost my cheque. What do I do?</i>	A: Please email us accountqueries@prushka.com.au or call us. There is a charge of \$30.00 including GST to replace a cheque.
<i>Q: I have already paid my account. Why doesn't it show on the statement?</i>	A: It is quite likely that we have received your payment. It is most probable that there has been a cross-over from the statement issue date and your payment. Your Payment will be receipted on the following month's statement.
<i>Q: I have only received my statement today but the date for payment is today.</i>	A: On occasions this happens. However, you won't be charged account-keeping fees as long as you pay the account within 14 days from the date of <u>receipt</u> of the statement.