



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 their auditing firm in the hopes of reaching the right person.

Fortunately, there is a solution—Ryan *TaxDirect*®.

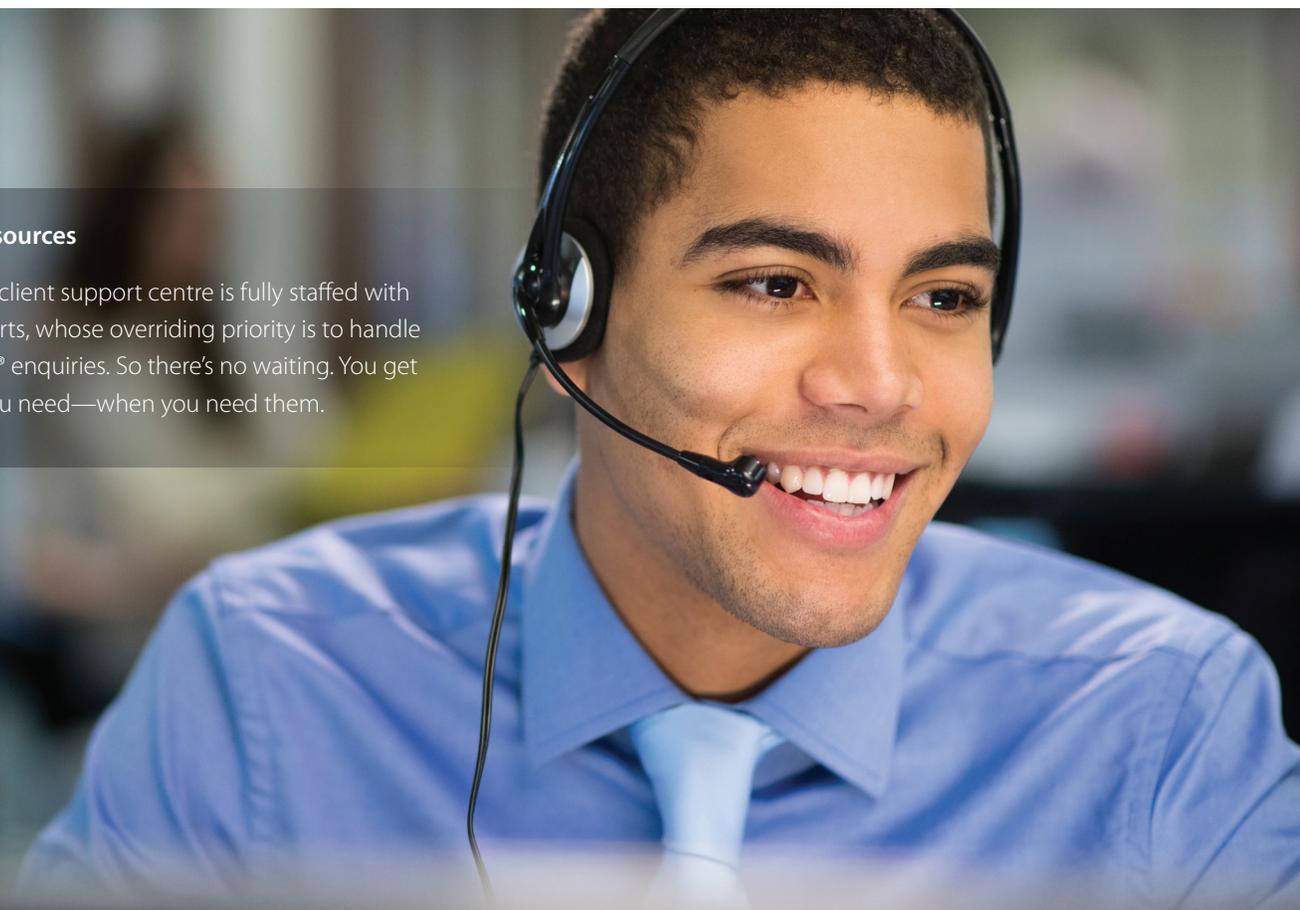
Exclusively for our clients, Ryan *TaxDirect*® is the only service in Canada that instantly connects you to a Ryan tax expert—part of a team of specialists dedicated to providing fast, accurate answers to important tax questions.

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

No wonder this innovative service handles more than 5,000 calls each year. It is just one of the many ways Ryan makes sales tax compliance easier 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.



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 send us an email.

➤ **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, everyday during regular business hours.

➤ **No waiting**

You are connected to a senior Ryan tax expert when you call.

➤ **Expertise you can trust**

You never have to deal with juniors, part-timers, message takers, or automated call centre operators. All Ryan *TaxDirect*® staff are highly qualified sales tax professionals.



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 hand-picked group participates in continuous professional development, including the CPA Canada Commodity Tax Symposium, the CPA In-Depth GST/HST course, and Ryan's own training courses.



PROPRIETARY KNOWLEDGE BANK

By researching and documenting more than 5,000 questions each year, Ryan has the largest database of answers in the industry. In addition, we maintain a comprehensive library of Canadian sales tax resources and subscribe to every sales tax information service available.

Ryan ULC provides clients with tax consulting, recovery, compliance, advocacy, technology and other client-related professional services. Ryan ULC is a constituent entity of Ryan International, a Swiss Verein. Ryan International is a Swiss Verein whose member firms and constituent entities form a leading network of tax advisory and consulting firms, each of which may be licensed to use the name "Ryan" in connection with providing tax advisory and consulting services to its clients. The member firms of Ryan International and their constituent entities operate throughout North America, Europe and Asia in accordance with local regulatory requirements but are not a part of a single international partnership. The responsibility for the provision of services to a client is defined in the terms of engagement between the client and the applicable member firm or constituent entity. Neither Ryan International nor any member firm or constituent entity of Ryan International is liable or responsible for the professional services performed by any other member firm or constituent entity. Ryan International is not itself engaged in the practice of providing professional services. Rather, it is an international umbrella entity organized as a Verein under Swiss law. Not all member firms and constituent entities provide the full range of services mentioned within this brochure. "Ryan" and "Firm" refer to the global organizational network and may refer to one or more of the member firms of Ryan International, each of which is a separate legal entity.

Award-Winning Tax Services

For additional information
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ryan.com/canada