

CUSTOMER ADVISORY #1



DIRECT FUNDS TRANSFER PROJECT – OCTOBER 30, 2020

Dear Valued Customer,

Tax Administration Jamaica (TAJ) has launched a Direct Funds Transfer Project aimed at improving the process by which taxpayers transfer funds to TAJ's bank accounts for the payment of taxes and fees. This project is designed to mitigate the challenges currently experienced by the administration in identifying and receipting funds transferred under the current Direct Banking arrangements.

TAJ is now actively moving towards the reduction and subsequent removal of Manual Direct Banking and has developed a road map to guide us towards our destination of a fully automated Direct Bank transfer solution.

With immediate effect, customers using manual direct banking will be advised of TAJ's plans to discontinue this facility as of January 1, 2021 and are to be directed to use the following payment options as they become available

- **ACH Debit Option (BNS)** – Customers of BNS can utilize existing Electronic Payment via RAIS online (available for Scotiabank Customers ONLY).

Bill Payment Option (NCB) – Customers of NCB can utilize the new payment via NCB Bill Pay. This option is currently available for NCB retail and corporate customers.

- **DFT Payment Option** – A Direct Funds Transfer (DFT) semi-automated option is being developed primarily for customers of other banks but will also be available for customers of Scotiabank and NCB. Customers using this option will be required to generate a Payment Advice on RAIS which has been enhanced to include a Direct Funds Transfer Number (DFTN). When transferring the funds to TAJ's bank account the customer will enter the DFTN in the particulars/memo field thereby communicating to TAJ the direction information for the receipting of the funds. The upload to RAIS of these bank transfer transactions will enable RAIS to automatically generate the receipts for the payments. A pilot of the DFT will run from December 1-31, 2020. In the interim (pre-pilot phase current – November 30, 2020) customers are encouraged to generate the Direct Funds Transfer Number (DFTN) via the Payment Advice and include it on their Direct Banking Form (DB01) and as well as on the instruction to their bank when making the transfer.
- **Credit Card Option** – All customers are reminded they can utilize a credit card or sign-up and use a debit or payment card that has credit card features, which is being offered by several banks, to make payments via the TAJ website www.jamaicatax.gov.jm.

Our Client Relationship Managers and Taxpayer Education will be contacting customers to familiarize them with the new requirements and options available. TAJ will also be engaging with key stakeholders, such as Financial Institutions, the Accountant General, and the ICAJ and will be providing sensitisation sessions, advisories and other promotional material to the business community.

Additional information will be provided in subsequent advisories.