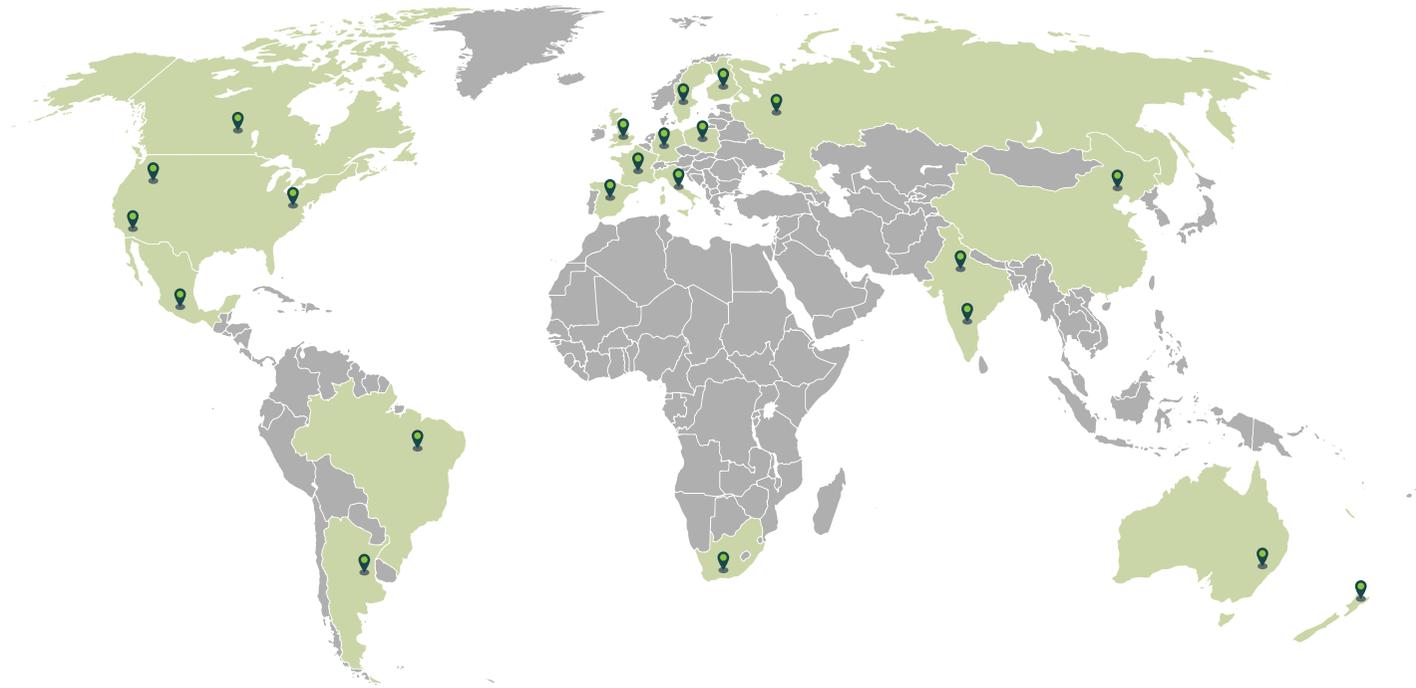


Case Study

Completing Other Professional Firm's Service Offering

Our client provides a range of corporate services, such as accounting, tax compliance, human resources and payroll to growing businesses. Their client-base includes domestic and international companies and groups expanding into overseas markets (including into the UK) with a sector focus in Technology and Life-Sciences.

However, they do not have their own in-house VAT resource. We work with the client to provide all VAT expertise and consultancy services necessary to complete their service offering to their own clients.



● Countries in which our client operates



Our client had no in-house VAT expert resource, making them unable to complete their service offering to their customers

The Fact Pattern

- UK-based, Chinese-backed corporate services business
- Offices located worldwide
- World-wide customer base
- No in-house VAT expert resource
- Competitor to rbcVAT in VAT compliance services

The Challenge

The challenge is to provide our client with VAT advisory services so in turn they may provide a seamless VAT service in a timely and efficient manner to their customers.

Our client has an accounting department which deals with new VAT registrations and its customers' VAT Returns however **there is no in-house expertise to deal with VAT advisory issues.**

The type of VAT advice required by their customers can range from:

- Understanding the VAT risks when expanding a business internationally
- Identifying efficient cross-border VAT solutions
- Advising on VAT registration requirements and compliance obligations
- Advising on the VAT liability of new products and services
- Dealing with issues arising from VAT audits
- Dealing with appeals against penalty and VAT assessments issued by the tax authorities
- Undertaking VAT due diligence work

Therefore, our client was seeking to secure the VAT expertise needed to deal with VAT technical matters so they could achieve a full VAT service offering.



The client had a “gap” in their corporate service, preventing them from providing a seamless VAT service to their customers

The Solution

The solution is for us to act as a service provider to their business.

Our involvement could include providing written or verbal VAT advice to the business on their customers' situations which it then incorporates into the wider advice it provides.



We get involved directly in the correspondence between our client and their end-customers

In most cases we play a more active role, taking part directly in calls and e-mail correspondence with the end-customer. Therefore, **we get to know and build a business relationship with our clients' customers.** This way we get to understand each of the businesses well and are better placed to identify when developments and changes in the end-customers' operations are likely to trigger VAT risks or issues which need to be addressed.

We also provide regular VAT training to our client's staff so they are better placed to identify when our VAT expertise is likely to be required for their customers.



rbcVAT act like a seamless part of the service offering – the end customer gets a one-stop-shop / seamless feeling.

The Benefits

By working with us our client:

- Can offer a full range of VAT services to its customers thereby providing a one-stop-shop proposition to its customers for all financial services.
- Is confident with knowing it has a reliable, expert VAT resource it can call on as and when required. We tackle the overhead of keeping up-to-date with the latest developments in VAT law across the entire European Union so our client does not have to.
- Has improved its staff's general VAT knowledge and, in turn, is better equipped to proactively manage VAT risk. We provide periodic VAT awareness training and quick reference resources which their staff may refer to when speaking with their customers.
- Minimises the danger of its customers falling into VAT "traps" by ensuring staff can quickly identify when and where their customers' activity exposes them to VAT risks.
- Significantly reduces the likelihood of its customers receiving VAT penalties and assessments by having access to expert VAT advice and guidance.



Now provides one-stop-shop proposition for all financial services



Improved staff's general VAT knowledge to proactively manage VAT risk



Significant decreased chances of customers receiving VAT penalties and assessments

Contact us now for more information about how we can help you:



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