

New ATO Client-to-Agent linking regime

Thank you for choosing Collins Hume as your trusted taxation advice partner. Your cyber security is a priority to our team.

To protect taxpayers from potential fraud and identity-related theft, the Australian Taxation Office (ATO) has strengthened the security of their online services.

What does this mean for you?

From 13 November 2023, as a new client to our firm you will need to nominate Collins Hume as your Agent. This is called Client-to-Agent Linking and is done via your **Online Services for Business** account. If you have multiple entities, you must nominate us for each entity.

Why Linking is Important

Collins Hume will be unable to review any of your ATO accounts or deal with the ATO on your behalf until you have nominated us as your Agent, and we have accepted the nomination.

Connecting Your Business(es) to Collins Hume — if you already have Online Services for Business set up

Step 1. Log in to **Online Services for Business** <https://onlineservices.ato.gov.au/business/>

If you have not previously set up **Online Services for Business**, this will need to be done first — please click here to [view our factsheet »](#)

Step 2. **Nominate your authorised Agent** – from the **Online Services for Business** homepage:

- Select **Profile** from the navigation tabs, then dropdown the menu to **Agent** details
- Select **Add** under the **Agent Nominations** feature. If you are unable to see the **Add** function, you will need to contact the ATO for assistance to nominate an Agent ato.gov.au/contact
- From the **Nominate Agent** screen, select **Search for Agent**. Enter the registered Agent number (RAN) or the name of your accounting firm: **Collins Hume RAN 36307002**
- If multiple results are displayed, select your Agent then check that the Agent's details are correct

- Complete the Declaration and submit the nomination. Once completed you will be able to see the Agent's details under the Agent details section.

Step 3: **Notify Collins Hume:** Once linked, inform Collins Hume about the connection by emailing client@collinshume.com.au with your business details and confirmation. Please note: as Agents we only have 28 days to accept the nomination, so prompt notification is essential.

For ATO guidance on Client-to-Agent Linking please click [here »](#)

Need help?

We know there may be clients who can't get a myGovID or whose business doesn't have an ABN. For those exceptions, please call the ATO on 13 28 66 and speak to a customer service representative.

If you encounter any other issues along the way, please call the ATO on 13 28 66 and speak to a customer service representative. They will be able to assist you with nominating an Agent.