

## **Terms and conditions of the services provided by the Private Tax Service Club**

### **1. Quotation marks**

Private Tax Service Club (PTSC) is a continuous tax support service of Karampela's Office S.A. (hereinafter the Company) to individuals.

The acquirement of a Tax Card (hereinafter referred to as a card or cards) is considered an irrebuttable presumption that the beneficiary accepts and is aware of the following terms, PTSC rights and obligations.

By acquiring a card, the beneficiary (hereinafter referred to as a member) receives the corresponding services and discounts for a period of 12 months.

The payment of the card is made in advance on an annual basis and offers services based on the benefit package to which each card corresponds.

The prices of each card may vary even in the same category as they depend on the complexity and amount of income and assets of each taxpayer.

A 5% discount may be given for payment by standing order.

The term "card" does not necessarily mean a card in physical form but a unique and personal client number.

The card is personal, unassigned and non-transferable.

The client number is sufficient to certify the identity of the sender for the purpose of providing the services.

The Company reserves the right to accept or reject, in its discretion, any registration or renewal in "PTSC" service.

The Company has the right at any time to modify, revoke or replace part of the privileges/benefits/special benefits with others or to discontinue part of the services, but always after informing the cardholder. In case that such an amendment, replacement or revocation occurs, the member has no right to compensation, nor any other claim against the Company.

### ***Pricing policy***

For each subscription or renewal, the cost of the card must be paid in advance. After the deposit, the company's support will be activated to each member.

For any extra charge which will be in addition to the annual monitoring, the calculation and invoicing will be carried out monthly.

There are some special rules for the cards depending on the type of each card.

For the Silver Tax Card, the minimum fee will be paid in advance for any extra charge. In case of non-discounted payment of the subscription or renewal of the card or delays in the payment of extra charges for more than 30 days, the support will be temporarily deactivated.

The client has the right to withdraw and be refunded the card subscription within 14 days of the purchase, provided that no work has been carried out or that the work carried out by the date of withdrawal will be charged.

There is the possibility of creating a personalized card with benefits that the member wishes after discussion between the Company and the beneficiary with minimum benefits those of the Platinum Tax Card.

Cardholders may submit to the Company any complaints they have in relation to the services, at the e-mail address: info@taxnet.gr.

## **2. Personal data**

The members acknowledge, accept and unreservedly declare that their participation in the PTSC service and the provision of the services require the creation of a personal data file and this is coincident with the Company's Code of Conduct and the Personal Data Protection Policy that are posted on the company's website.

The member must inform in writing of any change in his contact details or in their taxinet codes.

The members accept and acknowledge the risks that may arise from email communication. The company has no responsibility for any personal data leak to third parties arises from using the communication by email.

The Company is entitled to use some of the member's personal information to send informational/promotional material. Each member may address in writing to the Company and exercise their rights of information, access to the personal data file for change/deletion of the above data in accordance with the specific provisions of the legislation on the protection of personal data (law 4624/2019).

## **3. Expiration - Termination**

The Company has the right to retract or modify at any time the PTSC program and the benefits of the cards, but always after informing the cardholder.

If for any reason the Company terminates or amends part or all the terms hereof and the program, the member has no claim for compensation or other claim against the Company.

The Company reserves the right to modify, add or remove services at its own discretion, at any time, subject to the above.

Any dispute may arise in relation to the PTSC program and the application of these terms will be resolved exclusively by the Courts of Athens and in accordance with Greek Law.

## **4. Policy of proper use of services**

The following proper use policy is applied to the benefit packages:

- The prices of the packages refer to online submission of tax returns.

- Where “send” is referred it means by e-mail and to a predefined address.
- For tasks that cannot be completed online, additional charges for external work apply.
- The following apply to services, which in the list of cards do not have any specific restriction:

Monthly audit and sending of tax debts – Once per month

Sending of E.N.F.I.A. statements – The annual calculation and any amendment on request

Monthly update of tax news and upcoming due dates - Once a month via newsletter

Information of the results of the monthly tax lottery – Once per month

Keeping your taxisnet codes through a secured system

Preparation & submission of E1 form with zero tax – Once per year

Preparation & submission of E1 form with credit or debit balance – Once per year

Preparation & submission of E1 form of previous years due to retroactive earnings – Once per year

Tax debt settlement online – Up to 3 times

Phone support for key tax issues – Three times per month

Notifications if you are eligible for allowances & benefits. – Up to 5 allowances

In detail the Allowances: child allowance, heating allowance, social solidarity allowance, rent allowance, childbirth allowance

Application for each of the above allowances – Once a year upon request

Preparation and submission of E9 returns - Minimum charge half an hour and upon request

Preparation and submission of asset and funds source declaration - Upon request

External work within Attica & up to 8 hours - The work does not necessarily include physical presence if it can be performed in any other way

External work outside Attica & up to 8 hours - Extra travel costs are charged. the task does not necessarily involve physical presence if it can be performed in any other way

Appointments at our offices or by phone/Zoom/Skype – Duration 1 hour

Other tax work - Personalized work on request

Tax representative services – Upon request and only for Gold and Platinum cards

Direct phone contact with the Director of the office – Up to 12 times a year on working days and hours