
Overdue GST and employer tax debt - direct marketing campaign

01 October 2025

From mid-October, we'll be launching a campaign to engage with about 11,000 customers who have overdue GST and employer (EMP) tax debt.

We want to encourage customers to pay their debt in full or set up an instalment arrangement.

We'll send an email or letter to customers who have debt that is between 6 months and 5 years old and is over \$1,000. We will send emails over 3 weeks from 15 October to 5 November. We'll let customers know how to make a payment or set up an instalment arrangement.

If a customer has GST or EMP debt that is over \$10,000, we will remind them of their obligations and the legal consequences of not paying those debts.

Customers who we have already contacted as part of our 'Employer and GST outstanding debt and returns campaign', about debt that is between 3 months to 12 months old, are not included in our latest campaign.

If your client's mail is redirected, you'll receive the letter. Otherwise, we will send the letter directly to your client.

We will send emails about the campaign directly to your client.