***Kudos!! Registration successful!!***

Dear User, DONE

Congratulations!!!

You have successfully registered on TaxBreeze with your email (---------------).

You may now login into TaxBreeze using your credentials.

Please fill in the relevant details and upload the relevant documents to proceed with preparation and e-filing of your India tax return.

In case of any queries please feel free to reach out to us at support.taxbreeze@in.pwc.com

Regards

TaxBreeze Team

***Password Reset***

Dear User, DONE

We have received a request for change of password for your TaxBreeze profile.

Please click on the below link and follow the instructions to reset your password.

<<<<<>>>>>

In case you have not made the request, please reach out to us at support.taxbreeze@in.pwc.com.

Regards

TaxBreeze Team

***Congratulations on successful filing of your Income Tax Return***

Dear User, [not done, only with ADMIN]

We are pleased to inform you that your Income Tax return for FY ---------- has been e-filed successfully.

You will receive a copy of your acknowledgment through a separate email from the Income tax department.

Alternatively, you can download the acknowledgment from the Income tax portal.

As a procedure, it is mandatory to verify your Income tax return within 120 days from the date of filing it with the Income tax department. You can either opt to verify through online or offline verification methods.

* Offline verification: Please send the signed copy of the tax return acknowledgment to Income Tax Department Centralised Processing Centre ('CPC') at Bangalore
* Online verification: e-verify your tax return by any of the e-verification methods specified by the tax department. You will be prompted with multiple options to e-verify. You may choose to verify through internet banking or Aadhaar card. As these options may not be feasible to you , the manual verification process can be followed.

Please refer the following link for the process:

<<<<<<<<<<>>>>>>>>>>

Should you require clarification/information, please let us know at support.taxbreeze@in.pwc.com

Regards

TaxBreeze Team

***Please provide your valuable feedback to help us improve our services***

Dear User, [NO]

Thank you for choosing Tax Breeze.

Your feedback is valuable to us and will help us improve our services to serve you better.

Please spare a few minutes to rate us on our services on a scale of 1 to 10 points, where 1 being the lowest:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sl no | Parameter | Excellent | Very good | Good | Average | Poor |
| I | The responsiveness and reliability of your PwC professional in the following: |  |  |  |  |  |
| a | Understanding your queries |  |  |  |  |  |
| b | Technical skill and knowledge |  |  |  |  |  |
| c | Professional approach |  |  |  |  |  |
|  |  |  |  |  |  |  |
| II | The ability of your PwC professional to keep you informed about the following: |  |  |  |  |  |
| a | Responsiveness to queries |  |  |  |  |  |
| b | Proactiveness |  |  |  |  |  |
| c | Communication skills |  |  |  |  |  |
|  |  |  |  |  |  |  |
| III | Quality of service for the following: |  |  |  |  |  |
| a | Accuracy of the data in the tax return based on the information you provided |  |  |  |  |  |
| b | Proactive reviewing of information submitted in the Indian tax questionnaire and seeking clarification |  |  |  |  |  |
|  |  |  |  |  |  |  |
| IV | Timeliness of service for the following: |  |  |  |  |  |
| a | Turnaround time |  |  |  |  |  |
| b | Appropriateness of timing of issuing of the Indian tax questionnaire |  |  |  |  |  |
| c | Follow up for approval after sending of tax return |  |  |  |  |  |
|  |  |  |  |  |  |  |
| V | Experience for the following |  |  |  |  |  |
| a | Overall perception of our services |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Any other comments or suggestions: | |  |  |  |  |  |

Also, let us know if you have any specific feedback upon the areas we shall improve upon.

Regards

TaxBreeze Team

***~~Complain No.------------- registered~~***

~~Dear User,~~

~~Greetings from Tax Breeze.~~

~~We have registered your complaint and we are working on the same.~~

~~We are constantly working on improving your tax filing experience and we apologize for any inconvenience caused to you.~~

~~Our experts are currently analysing your case and will reach out to you within 2 working days with the resolution to your concerns.~~

~~Thank you for being with us.~~

~~Regards~~

~~TaxBreeze Team~~

***Query No - --------------- Registered***

Dear --------------- [Not Done]

Greetings from Tax Breeze.

We have received your query in relation to --------------------- and we are working on the same.

We will reach out to you within 2 working days with the solution to your query.

Thank you for being with us.

Regards

TaxBreeze Team

***Plan ------------- Purchased (Case id:--------)***

Dear User,[Done]

Thanks for purchasing the ---------- plan. We confirm the receipt of the funds and we are currently analysing the information and documents submitted by you.

~~Your case will be shortly assigned to a tax expert and basis the documents you have shared.~~

We will contact you back in case we require further details.

In case of any queries please feel free to contact us at support.taxbreeze@in.pwc.com

Regards

TaxBreeze Team

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1. **Return ready for review (Payable Case)**

**Tax return ready for review (Case id:--------------)**

Dear User, [Not Done]

Thank you for sharing the details and documents. We have accordingly prepared your tax return and tax computation along with basis of preparation. The same have been uploaded on your TaxBreeze dashboard for your review and approval.

Please go through the same and if the same is found in order, we request you to approve your return after paying the balance taxes. (detailed process of tax payment is mentioned in the link provided in the dashboard). On receipt of your approval and tax challan, we will e-file your tax return.

In case you have any issues or any queries related to your tax computation, please feel free to contact us.

Regards

TaxBreeze Team

1. **Return ready for review (Non-Payable Case)**

**Tax return ready for review (Case id:--------------)**

Dear User, [Not Done]

Thank you for sharing the details and documents. We have accordingly prepared your tax return and tax computation along with basis of preparation. The same have been uploaded on your TaxBreeze dashboard for your review and approval.

Please go through the same and if the same is found in order, we request you to approve your return. Once approved, we will e-file your tax return.

In case you have any issues or any queries related to your tax computation, please feel free to contact us.

Regards

TaxBreeze Team

1. **Reminder for review**

Gentle Reminder: Tax return ready for review (Case id:--------------)

Dear User, [Not Done]

A gentle reminder.

As mentioned in our earlier email, your tax return files are available in your TaxBreeze dashboard for your review and approval.

***(for tax payable case)***

*“Please go through the same and if the same is found in order, we request you to approve your return after paying the balance taxes. (detailed process of tax payment is mentioned in the link provided in the dashboard). On receipt of your approval and tax challan, we will e-file your tax return.”*

***(for no tax payable case)***

*“Please go through the same and if the same is found in order, we request you to approve your return. Once approved, we will e-file your tax return.”*

In case you have any issues or any queries related to your tax computation, please feel free to contact us.

Regards

TaxBreeze Team

1. Confirmation of payment of taxes

Query: How can we confirm the taxes are paid.

1. Thank you for approving the tax return and we will now e-file

**Thank you for your approval.**

Dear User, [TBD]

Thank you for approving the tax return. We will now e-file the tax return on your behalf.

Once e-filed you will receive the acknowledgment in your registered e-mail id.

In case you have not placed request please reply with “Not approved” within 30 minutes of receiving this email.

Regards

TaxBreeze Team

1. Missing info mail [Dashboard Not Done]

**Details required - Case id (------------)**

Dear User,

Thank you for sharing the information and documents with us. We have analysed the same we require further details or clarifications for preparing and finalising your India tax return:

---------------------

In case you have any issues or any queries please feel free to mail us back.

Regards

TaxBreeze Team

1. Reminder for missing info [Not Done]

**Gentle Reminder:** **Details required- Case id (------------)**

Dear User,

A gentle reminder

As mentioned in our earlier email, we require the following details in order to prepare and finalise your India tax return

It is accordingly requested to provide the below specified information at the earliest to avoid and last minute rush.

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In case you have any issues or any queries please feel free to mail us back.

Regards

TaxBreeze Team

1. Disclaimer in case of non response (either for missing info/ pending approval)[Not Done]

**Final reminder : Details required (Case id:------------)**

Dear ----------------

This is a final reminder to our email sent on ---------------.

We request you to provide the pending information/confirmation as sought in our earlier emails at the earliest as we are unable to proceed with without the same.

Incase you have any doubts or queries please feel free to contact us back.

Please note that in case of non-response to this email, you case will be automatically put on hold (closed) within 5 working days from the date of receiving this email.

Regards

TaxBreeze Team