

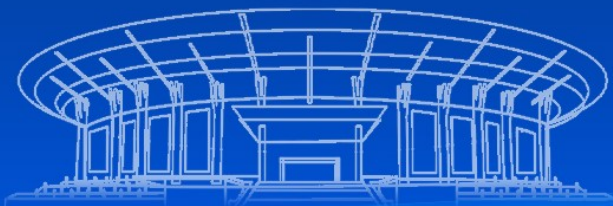


Introduction to the *BRITACOM Product Portfolio of Taxpayer Service*

APRIL 24 - 25, 2025 | 2025年4月24 - 25日

BEIJING, PEOPLE'S REPUBLIC OF CHINA

中国·北京





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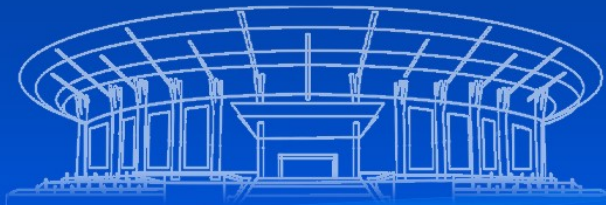
01 Background & Objectives

02 Progress

03 Main Contents



Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio



Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

**Deep global economic
and trade integration**

**Optimizing taxpayer service has
become an international consensus.**



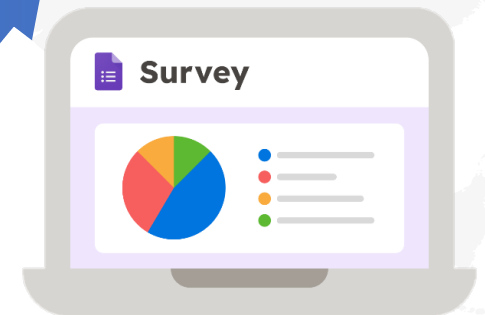
BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

A standardized international taxpayer service product portfolio with multilateral adaptability has yet to be established.

Based on the responses received

Hoping that the BRITACOM would facilitate the sharing of practical experiences in taxpayer service.



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

Single-Window Services Mechanism

Algeria



Serbia



Cross-Departmental Information
System for Data Exchange

Valuable experience from the
survey research

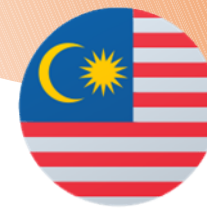


The structured programme for
the publication of *Taxpayer
Guides* and *Public Clarifications*

United Arab Emirates



Malaysia



Business Entrepreneur Support
and Training (BEST) Programme



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Co-Construction and Shared Benefits: The Background and Objectives of the Taxpayer Service Product Portfolio

Work together to advance the development of the
BRITACOM Product Portfolio of Taxpayer Service



Compiling typical cases of taxpayer service practices from various jurisdictions



Grouping similar cases to create taxpayer service products



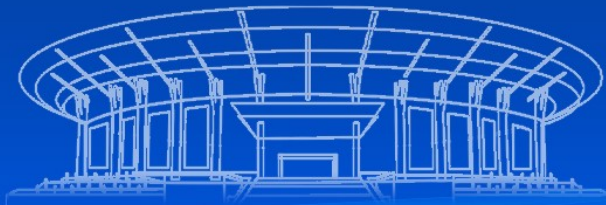
Establishing a comprehensive *BRITACOM Product Portfolio of Taxpayer Service*



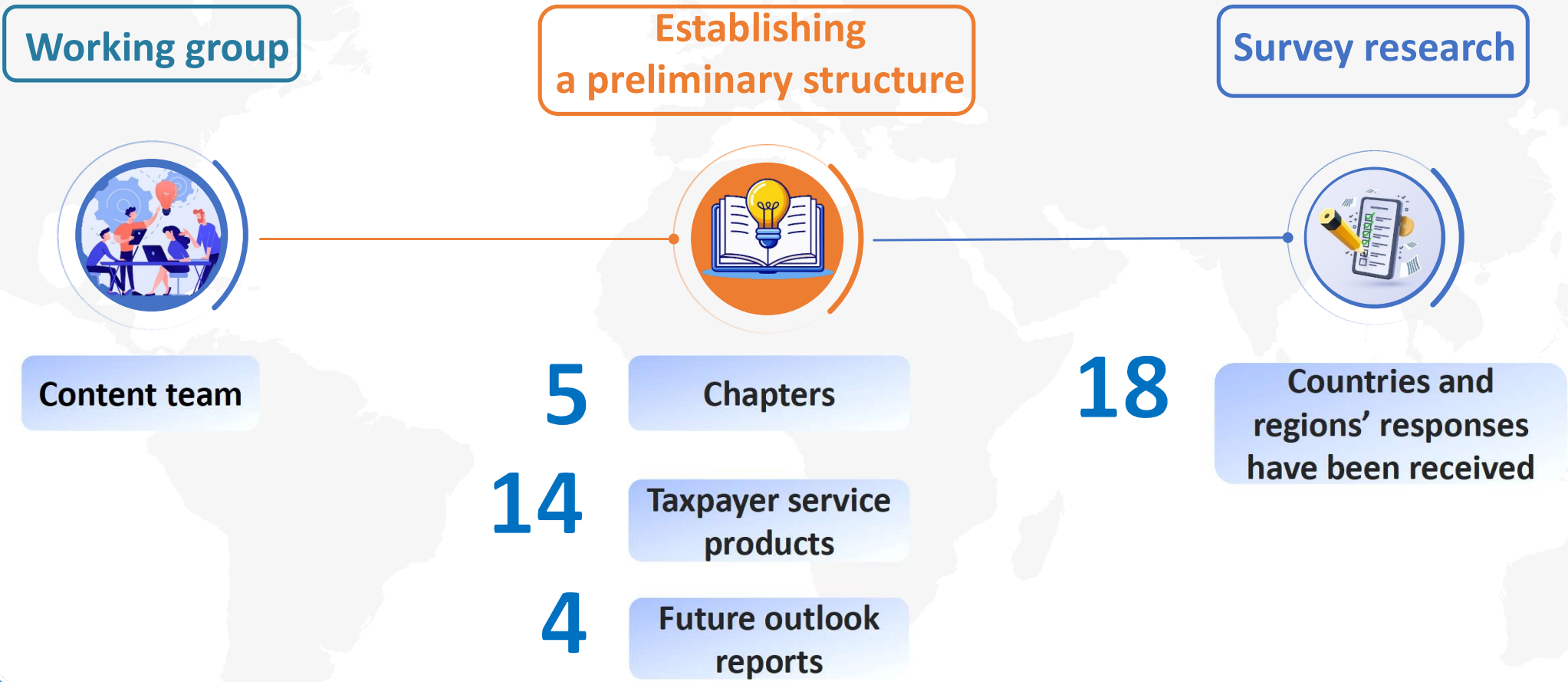
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Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



Collaborative Innovation: Progress in the Product Portfolio of Taxpayer Service



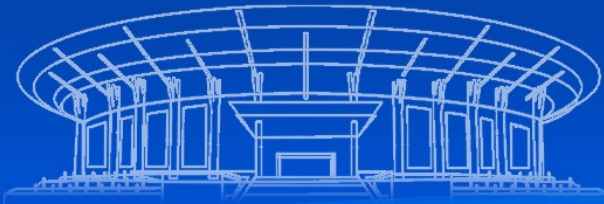
**Heartfelt thanks to tax colleagues
of various jurisdictions!**



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio



Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio



**Tax Service
Product System**

*The Main Contents
of the Taxpayer
Service Product
Portfolio*

To promote tax compliance
through taxpayer services

**Taxpayer Service Philosophy
and Safeguards**

Basic Taxpayer Services

Personalized Taxpayer Services

**Taxpayer Service Supervision and
Feedback Collection**

Future Prospects



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio

Taxpayer Service Philosophy and Safeguards

Service Philosophy

Legal Safeguard

Organizational Safeguard

Other Safeguards

Product

No.1 The Cornerstone of Building a Harmonious Tax Environment: Taxpayer Service Philosophy and Safeguards



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio

Basic Taxpayer Services

Products

Build Compliance
Together

1 Tax-Related Enquiries

No.2 Easy Tax Inquiry: Multiple Ways to Access Taxpayer Service Right at Your Fingertips

2 Publicity and Guidance

No.3 Help Understand Taxes: Precise and Diverse Tax Information Delivery

Enhancing
Accessibility of
Services

3 Overall Taxpayer Service

No.4 Integration and Interconnection: Creating a New Model for Convenient Taxpayer Services Online and Offline

4 Interdepartmental
Collaboration

No.5 Interdepartmental Collaboration, Enjoy New Experience of High Efficiency in Tax Filing

Safeguarding
Rights and
Interests

5 Institutional Guarantee

No.6 Institutional Guarantees for Taxpayer's Rights and Interests

6 Dispute Resolution

No.7 Highly Efficient Strategies and Practices for Resolving Tax Disputes



Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio

Personalized Taxpayer Services

1 Services for Large Enterprises

No.8 Making the Elephant Dance: Taxpayer Service Strategies for Large Enterprises

2 Services for Small and Medium-Sized Enterprises

No.9 Accompanying Entrepreneurs: Nurturing Growth with Premium Services

3 Services for Cross-Border Enterprises

No.10 Precision Guidance for Cross-Border Enterprise Compliance

4 Services for Individuals

No.11 Personal Tax Assistant for Individuals

5 Services of Tax-Related Intermediaries

No.12 Guide Tax-Related Intermediaries to Practice in Compliance

Products



BUILDING A

IT

Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio

Taxpayer Service Supervision and Feedback Collection

1 Supervision of Taxpayer Services

2 Feedback Collection and Response

Products

No.13 Enhance Supervision to Ensure the Professionalism and Impartiality of Taxpayer Services

No.14 Keep Listening, Keep Improving



Well-monitored
and responsive to
public needs



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Multifaceted Empowerment: The Main Contents of the Taxpayer Service Product Portfolio

Future Prospects

Brief Reports

1 Brand Building for Taxpayer Services

2 Implementing Artificial Intelligence in Taxpayer Services

3 Targeted Taxpayer Services

4 Sustainable and Efficient Taxpayer Services



Focusing on key issues and hot topics in taxpayer service



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Advocate



Actively share case studies

Share successful cases or exemplary practices.



Actively offer suggestions and recommendations

Welcome all parties to provide constructive suggestions.



Maintain close communication

Exchange ideas and share outcomes.



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Thanks!

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