



Mr Theo Marinis
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Dear Mr Marinis

Thank you for your correspondence of 20 March 2024 to the Hon Jim Chalmers MP, Treasurer, regarding your concerns with the Australian Taxation Office (ATO) communicating with taxpayers via text message. Your correspondence has been referred to the Treasury for response.

In response to your correspondence, I raised your concerns with the ATO and sought a response from them.

The ATO advised me that it uses a range of channels to communicate with taxpayers. Channel selection depends on a variety of factors including:

- the nature of the communication,
- the sensitivity of the information being communicated, and
- the address holdings the ATO has on taxpayers.

MyGov is the ATO's primary channel for the delivery of letter correspondence. As a secure channel that requires authentication, myGov is generally used to facilitate the delivery of sensitive correspondence that contains taxpayer identifiers and personal information. Examples include the Notice of Assessment and Statement of Account.

For short communications that are of a more general nature and do not contain sensitive information, the ATO will often use email and SMS channels. These channels do not require authentication and are quick and convenient for taxpayers to receive updates and information of a general nature that is not sensitive.

When using non-secure communication channels, the ATO takes considered steps to maintain online security for taxpayers. The ATO advised that it will never send unsolicited messages to taxpayers via non-secure channels that contain sensitive information. When sending messages of a general nature, the ATO will never request taxpayers to reply by SMS or email. The ATO will also never send SMS that contain hyperlinks.

The ATO noted that taxpayers who do not wish to receive SMS should contact the ATO to update their listed contact phone number with a landline.

Further information on how the ATO uses digital communication channels is available on the ATO's website, www.ato.gov.au, by inserting 'QC 40936' into the website's search function.

treasury.gov.au

Once again, thank you for taking the time to write.

Yours sincerely

Richard Maher

Richard Maher
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