



Changes to Return Documents

From 6 April 2009, all documents lodged for processing at the City office will be returned by post or DX.

This allows the City office to come into line with all other OSR locations and is a step toward ensuring a consistent approach across all sites.

Clients need to ensure that they clearly write their postal address or DX number on the lodgement form for return of document purposes.

Exceptions may apply for bulk lodgements associated with single transactions (ie bundling of documents for separate transactions will not be considered as bulk lodgements) and matters treated as 'urgent' for processing.

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