

# Rates Overpayment Refund Application

## About this form

This form is for the purpose of refunding overpayment of rates and charges. **Only the property owner may apply for a rates overpayment refund.**

The refund will only be processed if the account is in credit. Processing a refund request may take up to 21 calendar days from the date Council receives a completed application. The refund will be processed using the same payment method when possible.

## How to complete this form

1. Ensure that all fields have been filled out correctly.
2. Please note that fields on this form marked with an \* are mandatory and must be completed before submitting the application.

## Fees and Important Refund Information

A fee of \$50 is applicable to issue a refund of overpaid rates as per Council's fees and charges. This amount will be deducted from any balance refunded.

## Payment made to wrong property

If this payment was meant for another property also owned by the applicant, DO NOT COMPLETE THIS FORM.

Send a written request via email to [council@cityofsydney.nsw.gov.au](mailto:council@cityofsydney.nsw.gov.au) or the postal address listed in the Lodgement Details section of this form, and provide the following information: Name, Address, Phone number, Rates Assessment number the payment went to, verification of payment details and Rates Assessment number of the property for which the payment was intended.

## Disputed payment

If the applicant is in the process of disputing this payment with their Bank or Financial Institution, DO NOT COMPLETE THIS FORM. The City of Sydney Council cannot take action while the payment is under dispute. The Applicant must refer back to their Bank or Financial Institution for action.

## Part 1: Applicant Details (Ratepayer only)

**I am the property owner:**

☐ Yes

☐ No (you cannot apply, only the property owner may apply for a Rates refund)

Given Name/s \*

Family Name \*

Mailing Address \*

Business Hours Phone Number

Mobile Number

Email Address

## Part 2: Refund Information

Rates Assessment Number

Property Address

Refund Amount (\$)

Reason refund is required

### Part 3: Details for direct deposit of refund

Was the payment made **by cheque, phone or in person at Council?**

☐ YES ► Complete bank details below:

☐ NO ► Go to section 4 (refund will be made directly back through the original payment method)

Banking Institution name:

BSB number:

Bank Account number:

Account name:

### Part 4: Original payment verification check

The following need to be provided in order to verify your identity and how the original overpayment was made.

**Please attach one identity document from each line:**

**Please attach the below payment documents:**

☐ 1. Driver's Licence, Australian Passport or Birth Certificate

☐ Copy of Receipt

☐ 2. Medicare Card or Pension Card or Bank or Credit Card or Utility Bill

☐ Copy of Credit Card Statement or Bank Statement including name(s) and address. **Please remove credit card number from statement**

### Part 5: Applicant Declaration

I declare that I am the Ratepayer of the property mentioned in part 2 of this form and the information given on this form is true and correct. I agree with the terms and conditions associated with the refund process.

Applicant Name

Applicant Signature \*

Date

### Part 6: Privacy & Personal Information Protection Notice

**Purpose of collection:** This information is being collected for the purpose of assessing eligibility for refund due to overpayment of Rates.

**Intended recipients:** City of Sydney employees. Any approved contractors required to provide this service.

**Supply:** The supply of this information is voluntary. If you are unwilling to provide this information, the City of Sydney may be unable to provide access to City of Sydney services.

**Access/Correction:** Please contact Customer Service on 02 9265 9333 or at [council@cityofsydney.nsw.gov.au](mailto:council@cityofsydney.nsw.gov.au) to access or correct your personal information.

**Storage:** The Chief Finance Office at the City of Sydney, located at 456 Kent Street, Sydney NSW 2000, is collecting this information and the City of Sydney will store it securely.

**Other uses:** The City of Sydney will use your personal information for the purpose for which it was collected and may use it as is necessary for the exercise of other functions.

For further details on how the City of Sydney manages personal information, please refer to our Privacy Management Plan [cityofsydney.nsw.gov.au/policies/privacy-management-plan](http://cityofsydney.nsw.gov.au/policies/privacy-management-plan).

## Part 7: Lodgement Details

You can lodge the completed application by:

**EMAIL:** [council@cityofsydney.nsw.gov.au](mailto:council@cityofsydney.nsw.gov.au)

**MAIL:** City of Sydney, GPO Box 1591, Sydney NSW 2001

**IN PERSON:** Town Hall House - Level 2, 456 Kent Street, Sydney  
See our website for details of all customer service centres and opening hours:  
[cityofsydney.nsw.gov.au/customer-service-centres](http://cityofsydney.nsw.gov.au/customer-service-centres)

**WHAT NOW:** Once your application is received a Council Officer will contact you if further information is required.

For further information regarding your application please contact us by visiting [cityofsydney.nsw.gov.au/contact-us](http://cityofsydney.nsw.gov.au/contact-us)

### Office Use Only

Receiving Officer

Date Received