

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 be processed only 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.

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, please DO NOT COMPLETE THIS FORM. Send a written request via email to 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)

Title * 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

How was the payment made to Council?

- Online with Credit Card - Go to Part 4. Refund will be made to the credit card used for payment - **DO NOT** include credit card details with this application.
- Other. E.g. Cash, BPay, Aus Post etc. ► Complete Bank details below:

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:

1. Driver's Licence, Australian Passport or Birth Certificate
2. Medicare Card or Pension Card or Bank or Credit Card or Utility Bill

Please attach the below payment documents:

- Copy of Receipt
- 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, including fees.

Applicant Name

Applicant Signature *

Date

Part 6: Privacy & Personal Information Protection Notice

Purpose of Collection:	For assessment of eligibility of refund due to overpayment of Rates.
Intended recipients:	Council Staff and approved contractors of the City of Sydney Council.
Supply:	Voluntary, however a completed application is required in order to process the requested refund.
Access / Correction:	Contact the City of Sydney Council Customer Service Team to access or correct this information.
Storage:	City of Sydney Council, 456 Kent Street Sydney NSW 2000

Part 7: Lodgement Details

You can lodge the completed application by:

EMAIL: council@cityofsydney.nsw.gov.au

MAIL: City of Sydney, GPO Box 1591, Sydney NSW 2001 **DX:** 1251 Sydney

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

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:

TELEPHONE: (02) 9265 9333 or visit our **WEBSITE:** www.cityofsydney.nsw.gov.au

Office Use Only

Receiving Officer

Date Received