

RATES AND OR WATER REFUND APPLICATION FORM

A refund may be requested from Council if there is a credit balance on the rates and or water account as the result of an overpayment, duplicated payment or a payment using an incorrect Account Number.

In accordance with Council's *Refunds – Rates and Water Accounts Policy*, the following terms and conditions are applicable to this application:

- A refund will not be processed until the rates for the whole current financial year have been fully paid.
- Refunds will be for the full credit amount unless it is appropriate to provide only a partial refund under particular circumstances. These particular circumstances would include when a duplicate payment for amount for the same quarter has been made in error or duplication.
- The minimum refund amount that will be processed is \$100, unless the refund is for a duplicate payment for the same quarter, which may be under \$100.
- A maximum of one (1) refund will be provided per assessment within the financial year, before a refund processing fee will be deducted from the refund amount at time of processing. This fee will be nominated in the Annual Fees and Charges.
- The preferred method of refund is via Electronic Funds Transfer (EFT).
- Refund requests will be processed within 14 business days of being received.

Applicants Details		
Applicant's Name/s:		
Applicant's Phone number:		
Refund application:	<input type="checkbox"/> Rates	<input type="checkbox"/> Water
Assessment number:		
Number of refunds issued this financial year:		
Bank account details		
BSB: _____ - _____	Account number:	
Account name:		
Declaration		
<p>Signature</p> <p><input type="checkbox"/> I agree to the terms and conditions as outlined in the conditions of this Application</p>		

Inverell Shire Council respects your privacy at all times. When processing your application we collect personal information about you for the primary purpose of providing you with a high level of customer service and the information will only be used for the purpose for which it was collected.