

Rates Refund/Transfer of Payment Request Form

Important – please read the following information before completing this form

- Please DO NOT submit this form if you have already disputed or submitted an investigation through your financial institution.
- Only the payer who made the payment/s can complete this form to apply for a refund or transfer of payment to another rates account.
- The payer MUST provide sufficient non editable proof of payment in the form of a bank statement.
- Proof of payment needs to clearly show:
 - ✓ Which bank account and associated account name that the payment came out of
 - ✓ A bank receipt/statement including the unique payment reference number where the payment was made towards
 - ✓ The amounts paid which equals the total value of the refund amount requested
 - ✓ The date and time that payments were made by the payer.
- If the payer requesting the refund or transfer of payment does not wish to supply the required proof of payment mentioned above, then please DO NOT complete this form. Instead contact your financial institution to dispute and reverse the incorrect payment/s made to the rates account.
- A remittance advice, PEXA statement, a pending transaction summary or any other internal documents supplied are NOT sufficient proof of payment. If Council deems that the proof provided is not sufficient, we will contact the payer requesting the refund to provide additional information.
- Payments made close to a property settlement in addition to the sufficient proof of payment will also need written confirmation from both the seller and purchaser's solicitor to make sure rate adjustments were not made in the property settlement.
- If you are a representative of a company that owns the property, please attach evidence of your position/relationship to company and written advice from the owner/director with authority to act on their behalf.
- Approved refunds processed by council can only be deposited into a bank account, it cannot be returned to a credit card.
- Overpayments made to an individual rate account that are not refunded or transferred will be applied as a credit balance towards your next quarterly rates notice to be issued.
- Each property address issued with a rates notice has a unique payment reference number. Please ensure that you check the payment reference details that you may have set up electronically to reflect accurate details for future payments.

- Where payments are transferred to another Logan City Council property rates account and payment evidence provided shows that you made it before the due date, the prompt payment discount and/or interest will be reviewed and considered at the same time of this request. You do not need to submit a separate request.
- Council will aim to review your request within approximately 10 business days however please note during busy periods this may extend further and we thank you for your patience.

Payer details

Only the person who made the rate payment can complete this form.

Payer's full name

Payer's postal address

Payer's email address

Payer's contact number

Reason for refund or transfer of payment request

Payment made in error (e.g. duplicate payment or wrong rates account)

Payment made close to a property settlement date.

Other, please specify

Request options (please chose one option only)

Refund to bank account (continue to Section 1)

Transfer of payment to another Logan City Council rates account (continue to section 2)

Section 1 – Refund request

Refund from property address

Refund from assessment number

Total refund request amount

Enter the bank account details for the refund to be deposited

BSB

Account number

Account name

Bank name

I confirm the bank details provided above are correct.

If the account where the refund is to be deposited is different to the account where the payment was made from, do you consent to Council paying into a different bank account?

Yes No

Section 2 - Transfer of payment request

Transfer from property address

Transfer from assessment number

Transfer to property address

Transfer to assessment number

Requested transfer amount

Evidence

I have attached the following evidence:

- Bank statement
- Payment receipt
- Written confirmation from both the buyers and sellers solicitors

Please return your completed refund application and evidence of payment to Council by:

- email to council@logan.qld.gov.au
- mail to Logan City Council, PO Box 3226, Logan Central DC QLD 4114
- in person at any Customer Service Centre (you can find locations on our website logan.qld.gov.au/connect-with-us).

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