

## RATES AND WATER REFUND / TRANSFER REQUEST

### Property Details

Assessment no: 

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Property owner name: \_\_\_\_\_

Property address: \_\_\_\_\_

### Contact information

Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Email: \_\_\_\_\_

Daytime no: \_\_\_\_\_ Mobile no: \_\_\_\_\_

**Refund** Please note refunds/ transfers can only be facilitated where the account is in credit or the monies were not intended for payment to Council e.g. incorrect biller code. Forms must be submitted by close of business Thursday to ensure processing for the following Wednesday.

☐ Rates ☐ Water

Amount: \$ \_\_\_\_\_ \$ \_\_\_\_\_

Account Name: \_\_\_\_\_

Bank & Branch: \_\_\_\_\_

BSB: 

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Account no: 

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### Transfer

Amount: \$ \_\_\_\_\_

From Assessment no: 

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☐ Rates ☐ Water

To Assessment no: 

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☐ Rates ☐ Water

### Proof of Payment

Proof of Payment for Refunds is an audit requirement and must be submitted with this form unless a Council direct debit is in place (eg. copy of bank statement, B-pay transaction, Australia Post or Council receipt).

Unless advised by Council, proof of payment for Transfers is not required.

Proof of payment attached? ☐ Yes ☐ No

Details (eg. Bank statement, receipt, direct debit): \_\_\_\_\_

### Declaration

I, \_\_\_\_\_ declare that I am the owner of the above mentioned property and authorise this refund / transfer of funds.

Property Owner Signature: x \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

If you need any help completing this form, please call Customer Service on 1300 692 247

Email the completed form to [rates@cairns.qld.gov.au](mailto:rates@cairns.qld.gov.au)

### Cairns Regional Council – Information Privacy Statement

Your personal information has been collected for the purpose refunding and/or transferring a rates and water usage payment. You are providing personal information which will be used for the purpose of delivering services and carrying out council business. Your personal information is handled in accordance with the *Information Privacy Act 2009* and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given us permission or the disclosure is required by law.

### OFFICE USE ONLY

☐ Search ☐ WB / ☐ RT ☐ Proof ☐ Refund / Transfer \$ \_\_\_\_\_