

# RATES & CHARGES

## APPLICATION FOR REFUND/PAYMENT REQUEST



### APPLICATION FOR REFUND/TRANSFER OF RATES CREDIT

#### Important Information

- Proof of payment must be provided where you are not the owner of the property
- Confirmation from Solicitors is required if credits have been advised for the purpose of property settlement
- Council is unable to refund to a credit card
- Please allow 10 business days for your refund/transfer to be processed

Payee Name																				
Property Address																				
Daytime Contact Number																				
Email Address																				
<b>Rates Refund of Credit (to your account)</b>																				
Please deposit the amount of										\$								.		
into the below bank account																				
Bank Name																				
Account Name																				
BSB Number					-					Account Number										
<b>Rates Transfer of Credit (to your property)</b>																				
Please transfer the following credit amount										\$								.		
<b>FROM</b>																				
Property Number																				
<b>TO</b>																				
Property Number																				
<b>Name of Applicant:</b>																				
<b>Signature of Applicant:</b>										<b>Date:</b>										

#### OFFICE USE ONLY:

Service Ledger Acc No. 10.52025

<b>Payee Name:</b>			
<b>Amount:</b>		<b>Property Number:</b>	
<b>Requested By:</b>		<b>Approved By:</b>	

#### Please return the signed application form

**In person:**  
 Customer Service Centre  
 8.00am – 5.00pm  
 143 Walker Street (Gold Foyer), Townsville City

**By mail:**  
 Townsville City Council  
 PO Box 1268  
 TOWNSVILLE QLD 4810

**Need Help? Contact Council:**  
 By phone: 13 48 10 (8am - 5pm)  
 Click to chat: [townsville.qld.gov.au](https://townsville.qld.gov.au)

CityLibraries Riverway  
 9.00am – 5.00pm (Monday - Friday)  
 20 Village Boulevard, Thuringowa Central

**By email:**  
[enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)  
 (Be sure to attach scanned copies of all relevant certified documentation.)

#### Privacy Collection Statement:

Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which Council manages personal information is governed by the *Information Privacy Act 2009 (QLD)*. We are collecting your personal information in accordance with *Local Government Act 2009* so that we can assess your application, arrange the required payment and update your contact details. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our information Privacy Policy