

## Request a refund of rates credit

### About this form

The fastest way to request a refund is online. Visit our website and search for 'rates refund'.

Use this form to request a refund of overpaid rates and charges. To be eligible for a refund your account must be in credit.

Refunds can take up to two weeks to process.

You can choose to leave your account in credit. If you leave your account in credit, it will apply to your next rates payment. You do not need to complete this form.

### What you need

To complete this form you will need:

- your assessment number. You can find this number on your rates notice
- your bank account details.
- details of the payment you made that put you in credit, including the payment method, amount and date.

### How to return this form

In person: Civic Centre, 45 Princes Highway, Werribee

By post: PO Box 197, Werribee, Victoria, Australia, 3030

### More information

If you need help completing this form, call us on 1300 023 411.

We are open Monday to Friday from 8am to 5pm.

### Your details

Given name:

Last name:

Phone number:

<b>Email address:</b>		
<b>Business name:</b> (if applicable)		
<b>ABN:</b> (if applicable)		
<b>Address of the property you paid rates for:</b>	Street:	
	Suburb:	
	Postcode:	
<b>Your postal address:</b> (if different)	Street:	
	Suburb:	
	Postcode:	
<b>What is your relationship to the property?</b>	<input type="checkbox"/> the property owner <input type="checkbox"/> the managing or acting agent	
<b>Assessment number for this property:</b>		
<b>How did you make the payment that put you in credit?</b>		
<b>What was the amount of that payment?</b>		
<b>What was the payment date?</b>		

## Request a refund

<b>Amount to be refunded:</b>		
<b>Your bank details for the refund:</b>  Note: refunds will only be sent to a savings or cheque account	Bank name:	
	BSB:	
	Account number:	
	Account name:	

## Privacy collection statement

Your personal information is being collected for the purpose of assessing whether you are entitled to a refund due to overpayment of your Rates. Your information will be accessed by Council Staff, Contracted service providers and will be stored in our Customer Database. It will be used to identify you when communicating with us, and for the delivery of services and information. For further information on how your personal information is handled, visit our Privacy Policy at: <https://www.wyndham.vic.gov.au/privacy-policy>

## Declaration

I declare that I am the ratepayer or acting agent for this property and the information given on this form is true and correct.

Name:	
Signature:	
Date:	