

## RATES REFUND REQUEST

### \*Property Details (\*mandatory information please complete)

Assessment No <b>A</b>	Rates Account Balance \$
Property Address	
<b>*Owner/Ratepayer Details</b>	
Surname or Company Name	
Other Names	
Residential Address	
Postal Address	As above
Mobile No	Home/Work No
Email Address	

### Requesting Applicant (please indicate by ticking the appropriate box below)

Tick ✓	Applicant Type	Applicant's Name	Applicant's Contact Details
<input type="checkbox"/>	Owner/Ratepayer		
<input type="checkbox"/>	Ratepayer/Tenement Holder		
<input type="checkbox"/>	Third Party		
<input type="checkbox"/>	Settlement Agent		
<input type="checkbox"/>	Managing Agent		

### Applicant's Declaration (please indicate applicant type by ticking the appropriate box below)

Owner	I declare that I am the owner and/or registered ratepayer of the property and I have read, understood and agree to be bound by the terms and conditions of the Rates Refund Request.
Agent/ Third Party	I declare that I am an authorised person and have <b>FULL</b> authority to act on behalf of the owner of the property. I have read, understood and agree to be bound by the terms and conditions of the Rates Refund Request.

Applicant's Signature

Date

### Refund Information (please note a processing admin fee of \$11.80 will apply to all refunds)

What amount are you requesting to be refunded?	\$
Your reason for requesting a refund?	

### How do you or did you make your rates payment/s? (please indicate by ticking the appropriate box below)

Direct Debit	Your rates refund will be paid directly into the bank account from where your periodic payments are being deducted from.
Other (BPAY, Australia Post, Credit Card, Centrepay, Cheque or EFT)	<p><b>Please complete the bank details below to facilitate an Electronic Funds Transfer (EFT) and note the following:</b></p> <ul style="list-style-type: none"> <li>To ensure we refund back to the correct person, we may require proof of payment from the owner/ ratepayer or ratepayer or third party/agent.</li> <li>A copy of a bank statement showing the payment or a confirmation receipt will be required on our request.</li> <li>The Account Holder's Signature <b>must be the registered holder</b> of the bank account.</li> </ul>

### Bank Details

Bank Name	BSB Number
Account Name	Account No
Account Holder's Signature	Date

# RATES REFUND REQUEST

## Rates Refund Information

All requests relating to a rates refund must be submitted by completing a Rates Refund Request form, either by an owner and/or ratepayer, a ratepayer's agent or a third party who has FULL authority to act on behalf of a ratepayer and send or email to:

**City of Kalgoorlie-Boulder**  
 PO Box 2042  
 BOULDER WA 6432  
 Phone (08) 9021 9600  
 Fax (08) 9021 6113  
 Email [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au)

## General Terms and Conditions

- If you have overpaid your property's rates account or have a credit balance or selling your property (that has a credit balance) then you can request a refund from the City by using our Rates Refund Request Form.
- Rates Refund Requests will only be accepted by the completion of a Rates Refund Request Form and from the following authorised parties:
  1. a property's registered owner/ratepayer (holding certificate of title) **OR**
  2. a property's ratepayer (who holds a state lease with or a lease with the City of Kalgoorlie-Boulder) **OR**
  3. a third party who has FULL written authority to act on behalf of the owner and/or ratepayer **OR**
  4. a third party agent (i.e. Property Managing Agent, Settlement Agent or Tenement Managing Agent ) who has FULL authority from the owner/ratepayer to act on their behalf;
- On request, you must provide verification of the related payment/s such as a copy or original receipt/s or bank statement/s showing the rates payment/s;
- A Rates Refund processing administration fee of \$11.00 will apply to ALL refunds. The fee will be deducted from the available funds prior to any funds transfer;
- Once you have submitted your request application, we will review and process it within 5-10 working days. This is dependent on the City's Creditors Department scheduled payment run.
- The City reserves the right to change the Terms and Conditions of the Rates Refund Request at any time.

## Administration Fees

- A Rates Refund processing administration fee of \$11.80 will apply to ALL refunds.
- The fee will be deducted from the available funds prior to any funds transfer

## Direct Debit Agreements

- If you pay your property's rates account via a direct debit agreement with us, and you have a credit balance on the rates account, then you can request a refund of the balance. Just complete our Rates Refund Request Form.
- Any requests for a rates refund will be paid directly into the bank account from where your periodic payments are being deducted from.

## Privacy

- All customer and financial institution information held by the City will be kept confidential except where disclosure is necessary to process payments, investigate and resolve disputes or is otherwise required by law.

## OFFICE USE ONLY

<b>Rates Information</b>					
<i>Assessment No</i>	<b>A</b>	<i>Rates Refund Amount</i>	<b>\$</b>	<i>Rates Batch No</i>	<b>#</b>
<i>Property Address</i>					
<i>Reason for Refund</i>		<i>credit balance</i>			
		<i>an overpayment</i>			
		<i>incorrectly paid to wrong assessment in error</i>			
		<i>property sold</i>			

<b>Creditors Information</b>				
<i>Creditors Payment Type - Electronic funds transfer (EFT)</i>				
<i>Creditors COA - 199360100</i>	<i>Creditors ID Code</i>		<i>Creditors Batch No</i>	<b>#</b>

<b>Requesting Officer</b>			
<i>Officer's Name</i>		<i>Officer's Position</i>	<i>Rates Officer</i>
<i>Officer's Signature</i>		<i>Date</i>	

<b>Authorising Officer</b>			
<i>Officer's Name</i>		<i>Officer's Position</i>	
<i>Officer's Signature</i>		<i>Date</i>	