

RATES REFUND REQUEST

Property Details

Assessment No **A** Rates Account Balance \$

Property Address

Owner/Ratepayer's Details

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)

Payee Type	Name	Mobile No	Email address
Ratepayer/Owner			
Third Party			
Settlement Agent			
Managing Agent			

Refund Information

What amount are you requesting to be refunded? \$

The reason for requesting a refund?

What is your method of payment? (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	Please complete the bank details below to facilitate an Electronic Funds Transfer (EFT) and note the following requirements. - To ensure we refund back to the correct person, we will require proof of payment (i.e. copy of bank statement) - The Account Holder's Signature must be the registered holder of the bank account. - Your bank details will be required to be verified by EFTSure to facilitate this refund.

Bank Details

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

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

Owner/Ratepayer	I declare that I am the owner and ratepayer of the above-mentioned property, and I have read, understood and agree to be bound by all the Terms and Conditions of the Rates Refund Request.
Agent/Third Party	I declare that I am an authorised person and have Full Authority to act on behalf of the owner of the property. I have read, understood and agree to be bound by all the Terms and Conditions.
Applicant's Signature	Date

Reset & Clear

Print

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

General Terms and Conditions

- If you have overpaid your property's rates account or if you have a credit balance on the property's rates account, 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:
 - a property's registered owner/ratepayer (holding certificate of title) **OR**
 - a property's ratepayer (who holds a state lease with or a lease with the City of Kalgoorlie-Boulder) **OR**
 - a third party who has FULL written authority to act on behalf of the owner and/or ratepayer **OR**
 - 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 \$14.50 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, the turn around period is 15 business days. This is dependent on your EFTsure onboarding via our EFTsure platform.
- The City reserves the right to change the Terms and Conditions of the Rates Refund Request at any time.

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.

EFTsure - Onboarding & verifying Creditor/Supplier information

- You are required to be on-boarded via the EFTsure platform before the City will release your payment/s.
- EFTsure will send you a link to your registered email address to prompt the verification process of your bank details.
- For further information on EFTsure go to page 3 of this document.

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

Rates Information

Assessment No	A	Rates Refund Amount	\$	Rates Batch No	#
Property Address					
Reason for Refund	☐	Credit balance			
	☐	Overpayment			
	☐	Payment paid to incorrect assessment			
	☐	Property sold			

Requesting Officer

Rates Officer's Name		Officer's Position	Rates Officer
Officer's Signature		Date	

Authorising Officer

Officer's Name		Officer's Position	
Officer's Signature		Date	

Creditors/Accounts Payable Information

EFTSure Verified/Onboarded	Yes	N/A	Officer's Name
Supplier ID Code		Invoice/s In-ported from File	Yes No

Important notice for Creditors of the City

EFTSure Verification

To support and improve the processing of payments, City of Kalgoorlie-Boulder has engaged the services of EFTsure for onboarding and verifying supplier information.

If you are a current creditor/supplier or have received a form of payment from us in the past, you will receive an email from EFTsure with instructions. This is a legitimate request, and we ask that you please verify your details for payments to be processed.

EFTsure provides a service to ensure that payments are made to the intended recipients when processing payments. It is now the City's policy for all our payees to be EFTsure accredited before payments can be made to them. We cannot guarantee timely payments to you unless you have been onboarded via our EFTsure platform.

If you require any further information, please contact our Rates Department on 08 9021 9654 or email rates@ckb.wa.gov.au.

Frequently Asked Questions

Is this a scam?

- ❖ The email you may receive from EFTsure is legitimate and is not a scam. You will note that you are not asked to provide your details but rather confirm them by way of completion of an already partly pre-populated field evidencing EFTsure have already been provided with your details.

Why are you doing this?

- ❖ The primary reason we are doing this is to ensure that when we pay you, the money is sent to your account not someone else's. We need to do this because banks do not match Payee Names with Account Numbers in the electronic payment process. It is therefore possible to record a Payee Name as "Bobs Auto Electricians" but in fact pay someone else by simply inserting a different BSB and Account Number.

How can I tell whether this is a scam or not?

- ❖ When you follow the instructions to verify your details on EFTsure's website you will see your bank account details are partly populated which identifies you and names us, thus confirming the legitimacy of the email.

I have been advised never to click on links in emails and follow that advice so how do I proceed?

- ❖ If you prefer, you may instead simply open a browser and go to the <https://eftsure.com/en-au/supplier-information>, then click on the Supplier tab at the top and manually enter (or copy and paste) the reference code provided to you in the email.
- ❖ Note when you enter the reference code take care not to confuse zeros with the letter "O" or two with the letter "Z". The reference is case sensitive and has no spaces at the beginning or end.
- ❖ If you are still uncomfortable entering your account details into the website, please email the details directly to EFTsure - support@EFTsure.com.au or phone EFTSure Customer Service on 1300 985 976 or 02 9054 4851.

My bank details shown are incorrect/have changed/require more digits than allowed for?

- ❖ In this instance, please email the details directly to EFTsure - support@EFTsure.com.au.

Why can't I simply tell you my bank details on the phone or email them to you?

- ❖ Our verification requirement is to have them collated and checked by an independent third party. However, if you are uncomfortable entering them into the website, please email the details to support@EFTsure.com.au.

For a more comprehensive list of FAQ's go to EFTsure website - <https://eftsure.com/en-au/supplier-information>