

Overpayment Refund Application - Miscellaneous debtors

About this form

This form is for the purpose of refunding overpayment of miscellaneous charges.
Processing a refund request may take up to 21 calendar days from the date Council receives a completed application.

How to complete this form

1. Ensure that all fields have been filled out correctly.
2. Please note that fields on this form marked with an * are mandatory and must be completed before submitting the application.

Important Refund Information

Disputed payment

If the applicant is in the process of disputing this payment with their bank or financial institution, DO NOT COMPLETE THIS FORM. The City of Sydney Council cannot take action while the payment is under dispute. The Applicant must refer back to their bank or financial institution for action.

Part 1: Applicant Details

Title *	Given Name/s *	Family Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Mailing Address *

Business Hours Phone Number	Mobile Number
<input type="text"/>	<input type="text"/>

Email Address

Part 2: Refund Information

Customer No.	<input type="text"/>
Customer/Company Name	<input type="text"/>
Refund Amount (\$)	<input type="text"/>
Reason refund is required	<input type="text"/>

Part 3: Details for direct deposit of refund

How was the payment made to Council? Online with Credit Card - Go to Part 4. Refund will be made to the credit card used for payment - **DO NOT** include credit card details with this application.

Other (e.g. Cash, EFT etc.)

▶ Complete Bank details below:

Banking Institution name:

BSB number:

Bank Account number:

Account name:

Part 4: Original payment verification check

The following need to be provided in order to verify your identity and how the original overpayment was made.

Please attach one identity document from each line:

1. Driver's Licence, Australian Passport or Birth Certificate

2. Medicare Card or Pension Card or Bank or Credit Card or Utility Bill

Please attach the below payment documents:

Copy of Receipt

Copy of Credit Card Statement or Bank Statement including name(s) and address. **Please remove credit card number from statement**

Part 5: Applicant Declaration

I declare that I am the applicant mentioned in part 2 of this form and the information given on this form is true and correct. I agree with the terms and conditions associated with the refund process.

Applicant Name

Applicant Signature *

Date

Part 6: Privacy & Personal Information Protection Notice

Purpose of collection: This information is being collected for the purpose of assessing eligibility for refund due to overpayment.

Intended recipients: City of Sydney employees. Any approved contractors required to provide this service.

Supply: The supply of this information is voluntary. If you are unwilling to provide this information, the City of Sydney may be unable to provide access to City of Sydney services.

Access/Correction: Please contact Customer Service on 02 9265 9333 or at council@cityofsydney.nsw.gov.au to access or correct your personal information.

Storage: The Chief Finance Office at the City of Sydney, located at 456 Kent Street, Sydney NSW 2000, is collecting this information and the City of Sydney will store it securely.

Other uses: The City of Sydney will use your personal information for the purpose for which it was collected and may use it as is necessary for the exercise of other functions.

For further details on how the City of Sydney manages personal information, please refer to our Privacy Management Plan (<https://www.cityofsydney.nsw.gov.au/policies/privacy-management-plan>).

Part 7: Lodgement Details

You can lodge the completed application by:

EMAIL: council@cityofsydney.nsw.gov.au

IN PERSON: Town Hall House - Level 2, 456 Kent Street, Sydney
See our website for details of all customer service centres and opening hours:
<http://www.cityofsydney.nsw.gov.au/customer-service>

WHAT NOW: Once your application is received a Council Officer will contact you if further information is required.

For further information regarding your application please contact us by:

TELEPHONE: (02) 9265 9333 or visit our **WEBSITE:** www.cityofsydney.nsw.gov.au

Office Use Only

Receiving Officer

Date Received