

Form – Refund/ Transfer Request

Please complete this application in BLOCK LETTERS and tick or fill in boxes where applicable. If a question does not apply, please indicate 'n/a'.

Complete one form for each property showing a credit balance. Applicants must be registered as the property owner.

Section 1 - Applicant Details

Title (Mr) (Mrs) (Ms) (Miss) Surname		Given Names	
Title (Mr) (Mrs) (Ms) (Miss) Surname		Given Names	
Company Name		Email (must provide)	
Postal Address		Postcode	
Phone (H)		Phone (W)	
		Phone (M)	

Section 2 – Transfer from (complete this section if you are transferring funds between Assessments)

Rate/Water Assessment #			
Property Address			
Lot #		Registered Plan	

Transfer to

I/We request a transfer of the credit amount of \$_____ held against my/our property/s to the following

Rate/ Water Assessment #	Property Address	Amount \$

Section 3 – Refund (complete this section if you are requesting a refund of monies)

Rate/Water Assessment #		Lot #		Registered Plan	
Property Address					
I/We request a refund of the credit amount of		\$_____	Held against my/our property/s		
Account details for EFT refund					
Account Name		BSB		Account #	

Correspondence: Chief Executive Officer, Whitsunday Regional Council, PO Box 104, Proserpine, QLD 4800

P: 1300 WRC QLD (1300 972 753) **F:** (07) 4945 0222 **E:** info@whitsundayrc.qld.gov.au **www.whitsundayrc.qld.gov.au**

Bowen
Cnr Herbert & Powell Streets
Bowen QLD 4805

Proserpine
83-85 Main Street
Proserpine QLD 4800

Collinsville
Cnr Stanley & Conway Streets
Collinsville QLD 4804

Cannonvale
Shop 23, Whitsunday Plaza
Shute Harbour Road, Cannonvale QLD 4802

Refund/ Transfer Request

Complete this section for both refunds and transfers

Section 4 – Payment Details (proof of payment must be given in order that a refund/transfer is processed)

Details of how original payment was made (e.g. BPAY, Auspost, Phone etc.)		Payment Date	
Proof of Payment (e.g. BPAY/Phone/Receipt # etc.)			
And/or Copy of Bank Statement attached	Yes____ No____	And/or Copy of Receipt attached	Yes____ No____

Signature of all registered property owner/s is required

Applicant/s signature		Date	
Applicant/s signature		Date	

Checklist for completion

Have you provided proof of payment with your request?	Yes____ No____	Have all property owners signed the form?	Yes____ No____
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*** Please allow two (2) weeks for this Refund Request to be processed.**

Refund or Transfer Fee

Council has introduced administration fees for the processing of refunds and transfers for Rate and Water Assessments to cover the costs associated with facilitating these types of transactions. Council will permit 1 refund or transfer per Assessment at no charge, to allow for one-off adjustments or accidental payments, however, further requests for refunds or transfers from the same Assessment will attract these new charges.

Payment Transfer: A charge of \$26.00 will apply where monies are paid to an incorrect Assessment and funds are required to be transferred to the correct Assessment.

Payment Refund: A charge of \$26.00 will apply to Assessments that have a credit balance and the property owner requests a refund of the over-paid monies.

To avoid the Fee:

- When making payments, please check the payment details are correct for the Assessment that you intend to pay. Each Assessment, including Rate and Water Assessments, have different BPAY reference numbers and require separate payment, please refer to the individual Notices for details.
- If paying regular payments periodically, including Council Direct Debits, please ensure your payments are sufficient to clear the debt only. Any request for a refund from an Assessment that is in credit, due to over-payment, will also attract the charge.

Privacy Statement

Personal information collected in this form will be used to communicate with you about the requested service. Personal information will not be disclosed for an unrelated purpose except where required by legislation or law. Information collected is stored within Council's secured systems to protect from data loss, unauthorised access, use, modification or disclosure and against other misuse. The information collected will be retained as required by the Public Records Act 2023. Please review Whitsunday Regional Council's Privacy Policy at <https://www.whitsundayrc.qld.gov.au/our-council/about-council/governance/information-and-privacy> for further information.

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