

FREQUENTLY ASKED QUESTIONS FOR eSERVICES ARRANGEMENT TO PAY

This document provides information to customers who wish to access the City of Salisbury's online eServices Arrangement to Pay functionality. Customers may choose to enter into Arrangements to Pay by speaking with a staff member on 84068 2222.

Q How can I set up an eServices Arrangement to Pay?

A An eServices Arrangement to Pay for council rates can be entered into online at eServices online.

Q Am I required to be a registered customer of eServices to enter into an eServices Arrangement to Pay Agreement?

A Yes, customers will need to be a registered user of eServices in order to secure access to your account in the eServices portal.

Q Can I set up an eServices Arrangement to Pay if I have overdue council rates?

A Yes, customers are able to enter into an eServices Arrangement to Pay if they have rates in arrears. If a customer does not see the option to Create/Amend Arrangement to Pay please contact the Customer Service Team on 8406 8222 or via email at city@salisbury.sa.gov.au to discuss.

Q Can I have an arrangement if I am up to date but want to pay future quarters in smaller instalments until all paid?

A Yes, customers are able to enter into an eServices Arrangement to Pay if they are up to date. The system can automatically calculate the required payments for the amount due and payable for the remaining quarterly instalments. Customers are able to choose the frequency of their payments as well.

Q Will I receive an email notification once I have set up an eServices Arrangement to Pay?

A Yes, you will receive an email confirming your arrangement and the dates of your scheduled payments.

Q What payment types are accepted for an eServices Arrangement to Pay?

A Payments can be made under this agreement by the following payment options:

Pay Online

Pay your rates with ease at www.salisbury.sa.gov.au

Pay by Phone (minimum payment \$10)

Phone payments **1300 401 578**. Follow the prompts.

Payment in Person

Present this account with your payment to Salisbury Council Offices 12 James Street, Salisbury (8.30am-5pm weekdays). Pay at any Australia Post Office (minimum payment \$30).

Pay by Mail

Post your payment slip and a cheque made payable to City of Salisbury, PO Box 8, Salisbury SA 5108. Note: Post-dated cheques not accepted.

BPAY (minimum payment \$10)

Contact your bank, credit union or building society to make a payment from your savings, cheque or credit card account. Quote **BPAY Code 8649** and the assessment number.

Q Will my eServices Arrangement to Pay be adjusted each financial year?

A No, an eServices Arrangement to Pay can only be entered into until the end date chosen by the customer or until 30 June each financial year at the latest. Customers have the option of entering into a payment arrangement for each quarterly instalment or a long term arrangement that can be from the commencement of the financial year until the end of the financial year.

Q Am I able to amend or cancel an eServices Arrangement to Pay

A Customers are able to amend their eServices Arrangement to Pay by logging back into their eServices portal and selecting the Create/Amend Arrangement to Pay button. A confirmation email will be sent once the amended schedule has been agreed to.

In order to cancel your eServices Arrangement to Pay please contact a member of staff on **8406 8222** or city@salisbury.sa.gov.au

Q I am unable to make the scheduled payment, can I miss one payment?

A If a scheduled payment cannot be made, contact will need to be made with Council to advise, otherwise the payment arrangement will be cancelled. You may be required to enter into a new payment arrangement that will re-calculate your payments to ensure your rates are paid in full by the last payment date for the financial year.

Q I have multiple properties can I set up eServices Arrangement to Pay for them all?

A Yes, once you are a registered user of eServices, you will be able to log on and all your properties will be listed on the rates enquiry menu. You will be able to select each property and set up an eServices Arrangement to Pay for each individual Rates Assessment.

Q I tried to set up an eServices Arrangement to Pay but cannot afford the calculated repayments, what should I do?

A Contact the City of Salisbury Customer Service Centre on 8406 8222 and speak with a member of staff who can assist in setting up a mutually agreed payment amount.

Q I have an eServices Arrangement to Pay, will I still be charged fines and/or interest on any rate arrears?

A Yes, the Local Government Act 1999 states that if a quarterly instalment is not paid on or before the due date, the quarterly instalment will be regarded as being in arrears and a fine of 2% outstanding is due and payable. Interest at the prescribed percentage is also payable on arrears and previous unpaid fines, or interest, each month.

Having an arrangement to pay that is maintained in accordance with the schedule will ensure no further recovery action commences. Recovery proceedings available to Council include:

- Proceedings in any Court of competent jurisdiction
- Such other legal processes as deemed appropriate by Council
- Compulsory sale of property to recover outstanding rates and costs.

Q Will my eServices Arrangement to Pay calculate potential fines and/or interest I may be required to pay?

A No, any potential fines and/or interest will not have been calculated and accounted for within the eServices Arrangement to Pay which has been agreed to. The payment schedule has been calculated based on the total rates liability at the time of the agreement.

Q I have an eServices Arrangement to Pay will I still receive final notices?

A Yes, final notices are automatically generated and sent to customers regardless of any eServices Arrangement to Pay that is in place. The generation of these notices is an additional way Council communicates the amount owing and assists customers with fully understanding their financial liability.