

Important information – please read before requesting a refund.

At the time of requesting a refund, proof of payment must be provided. Until proof of payment is supplied council will not be able to determine if a refund is applicable and process the refund due to council refund policies.

You must provide council with a copy of all transactions associated with the refund request. Where refund is due to duplicate payment you must provide copies of all payment transactions. This will include either:

- a screen shot of bank statement showing the transaction/s and a screen shot showing the account details (BSB, account number, account name)
- a copy of the receipt/s issued

The refund can only be provided to the person responsible for making the payment/s unless written consent is provided by the person responsible for making payment/s nominating another person.

NOTE: refunds can take 28 days to process once all required information has been supplied.

Provide the customer reference for refund type:

<input type="checkbox"/> Licence/Permit ID: LR __ / _____	<input type="checkbox"/> Card #:
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1. Applicant details (person the refund is to be issued to)

Surname			
Given names		Date of birth	
Postal address			
Suburb		State	Postcode
Business phone	A/H phone		Mobile
Email address			
Preferred method of contact for correspondence:		<input type="checkbox"/> Email	<input type="checkbox"/> Post
Signature			

2. Transaction details

Payment amount/s	Payment date/s	Refund amount	
Payment method/s	<input type="checkbox"/> BPay	<input type="checkbox"/> MyCouncil (Online)	<input type="checkbox"/> Council counter / post
			<input type="checkbox"/> Post BillPay
Proof of payment attached	<input type="checkbox"/> Bank transaction/s	<input type="checkbox"/> Receipt/s	<input type="checkbox"/> Other (detail):
Reason refund should be provided:			

3. Method of refund

Select preferred method	<input type="checkbox"/> Bank deposit *	<input type="checkbox"/> Credit card (only applicable for MyCouncil)	
Bank deposit method *	Bank name	Account name	BSB
			Account number

OFFICE USE ONLY

Licence/Permit ID	Initial	Date stamp
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Privacy

Council will use any personal information provided by you for the intended purpose only and for remaining in contact with you. Council is authorised to collect this information in accordance with the Local Government Act 2009 and other Local Government Acts. Your personal information is only accessed by persons authorised to do so. Council may provide information about you to any relevant Queensland State Department. Your personal information is dealt with in accordance with council's privacy policy.

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