

## GUIDE: Request a refund

Where you have made a payment to the City and require a refund, you will need to request it using a customer request. This approach whether you are at fault or not, is the most efficient and ensures security of your personal information.

**To get started** you will need to access the Canning website refund page. Here you will be provided with information you will need to be aware of prior to submitting your refund request. Click the link to access: <http://canning.wa.gov.au/refund>

Once you have gathered the required evidence of payment, select the **'Request a Refund'** link.



On selection you will be taken to the Refund request form.

### 1. Select what your refund relates to and provide a reason for the request

Selection is important and ensures workflow to the relevant team for processing

#### Request Details

Please select the area of the request/enquiry\*

- Rates
- Planning Application (including Subdivisions)
- Building or Demolition Application
- Health Application (including Food)
- Infringements
- Animal Registration/Renewal
- Bonds
- Other

Explain briefly the reason for requesting a refund \*

Additional fields may be presented for completion such as Rates assessment numbers, application numbers, infringement numbers ect.

2. Enter the bank account from where the payment was made and to where the payment will be refunded

^ Bank Details

Bank \*

Account Name (must match your attached bank statement) \*

Bank/BSB (please enter in the format 123-456) \*

Bank Account Number \*

3. Enter your Customer details

Name Title

Given Names Last Name \*

Preferred Name \*

Email Address

Country Code Australia (+61) Mobile Phone

Country Code Australia (+61) Home Phone

Country Code Work Phone

Postal Address  Add a new postal address

4. Enter how you would like to be notified


Do you wish to be notified?

Method of Contact

## 5. Add your attachments

This is a mandatory field, without this evidence a refund will not be provided

In order for this refund request to proceed, you will need to attach a copy of your payment receipt and proof of bank account details. This can be a bank statement header or deposit slip \*

 Drag new attachments here ... + Add

## 6. Submit

**Submit**

You will be provided with a reference number that you can reference when enquiring on your request.

Should you require further support, please contact us. Our Customer Service team are available to take your call Monday to Friday 8.15am to 5pm on 1300 422 664.

You can also enquire online by accessing this link: <https://canning.wa.gov.au/contact-us>