

IMPORTANT INFORMATION

TRADING TERMS: Standard trading terms for Council tax invoices is 30 days, unless otherwise specified and agreed to by Council.

OVERDUE OR LATE PAYMENTS:

- Any amounts remaining unpaid after the due date will attract an overdue interest charge, rate or fee on the outstanding amount(s), as outlined in Council's current adopted annual Revenue Policy and/or Fees and Charges document.
- Council's debt recovery process will be followed in respect of all debts that are overdue, until the debt has been paid in full. Exceptions will apply in cases where a customer has sought and been approved for hardship assistance.
- Any applicable legal costs and expenses incurred in recovering debts will be charged in addition to the original debt.

FINANCIAL HARDSHIP ASSISTANCE:

Council recognises there may be circumstances where a customer suffers financial hardship. Council has a Debt Management and Hardship Policy to support the community during these unforeseen events.

The following assistance options can be sought through an application to Council:

- Extension of due date and interest free periods
- Development of a payment plan, instalment plans or deferral plans
- Waiving or reducing accrued interest

The application form can be found on Council's website at:

www.georgesriver.nsw.gov.au/Council/Rates-and-Payments/Hardship-Assistance



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SAMPLE



PAYMENT ADVICE

PAYER NAME
ADDRESS

Detach and return this payment slip for payments sent by mail only

Current Invoice (inc GST)

Invoice No

Debtor ID

TOTAL DUE (inc GST)