

Q: What happens if my card is lost or stolen?

A: Simply call us and we will send a replacement card. The cards don't hold any personal information and cannot be used to look at your account details, so they don't present a risk if they fall into the wrong hands.

Q: Can I 'top-up' the payment card with money?

A: No, you can't store money on the card. The payment card is like a library card, just used to identify you and your account number.

Q: Will I still have a rent card?

A: No, you will no longer have a rent card, so please keep your receipts to help keep track of your payments. However, we will be sending you Council Rent statements twice a year and they will list all of your rent payments.

Q: Does the Post Office® charge a fee for taking Council Tax payments?

A: Currently the Post Office® charges an administration fee for taking Council Tax payments when you use your payment book. If you use the payment card, there will be no charge at the Post Office® or other outlets.

Q: Why are the Council changing the way we pay?

A: We want to make it easier and more convenient, by giving customers over 30 places where they can pay by cash, rather than just one.

You can pay wherever you see the following signs:



Pay at any Post Office® by cash, cheque or debit card.



Pay by cash or debit card at shops displaying the payzone sign.



Pay by cash at shops displaying the e-pay sign.

For more information about the places you can pay, please contact us on 01664 502 502 and we will be happy to help.

How to pay with your new payment card



If you have any questions, please call the Council on 01664 502 502



Melton Borough Council
Nottingham Road
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Tel: 01664 502 502



Melton Borough Council

More places to pay

Until now there has been only one place where you can make cash payments to the Council – the Council offices in Melton Mowbray. From today, you now have over 30 places where you can pay your Council Tax, your Garage Rent and if you are a Council tenant, your Council Rent.

With this leaflet you will have received a plastic payment card, along with a list of places where you can pay, including any Post Office®, as well as a number of shops in Melton (indicated by a 'payzone' or 'e-pay' sign in the window, as shown below).



At the Post Office® you can pay by cash, cheque or debit card. Cash is accepted at all payzone and participating e-pay outlets, and payzone outlets also accept debit cards. You will need to know the amount you wish to pay, as the staff in these locations will not know this information - they will not be able to see any of your account details. If you are uncertain about how much you should be paying, or have any other queries, please call Customer Services on 01664 502 502.

Your new payment card is ready to use. We hope that it will make paying easier, more convenient and closer to home. As well as being open Monday to Friday, many Post Offices® are open on Saturday mornings and most of the shops are open in the evening and at weekends, so you will be able to pay at a time and a place that suits you.

Please note that from 1st October 2007, cash payments will no longer be accepted at the Council offices, and the cashier desk will be closed. Please do not send cash through the post, as it is not secure.

In this leaflet are some answers to the questions you may have. If you have any other questions about your payment card, please call the Council on 01664 502 502.

Other ways to pay

There are three other ways you can pay:

- **By Direct Debit** – this is the easiest way to pay, with various payment dates. To organise a Direct Debit call 01664 502 502.
- **By debit card** – either using our 24 hour automated service over the phone (0845 6018 609), via the internet (www.melton.gov.uk) or by popping in to the Council offices. You will need to have your Council Tax / Council Rent / Garage Rent number to hand.
- **By cheque** – you will be able to take your new payment card and pay by cheque at any Post Office®. In addition, for Council Tax, you can continue to use your existing payment book and pay at your bank.

About the new system

- The new system is well-established and used by over 30 Councils, as well as many housing associations and other organisations.
- Payments can be made at any of the 16,000 Post Offices® and around 30,000 other outlets across the UK if you are away on holiday, or if a relative makes payments for you.
- Many outlets are open outside normal office hours and at weekends.

Please keep this leaflet somewhere safe as it contains important information about your new payment card

Your questions answered...

Q: Are there different payment cards for Council Tax, Council Rent and Garage Rent?

A: Yes, the cards are coloured differently and clearly marked, but they all work in the same way. If you wish to pay your Council Rent and your Council Tax by cash, we will send you two different cards.

Q: How do I pay with a payment card?

A: There are three simple steps to follow:

1. Take your card to any Post Office®, payzone or participating e-pay outlet, along with your payment.
2. Give your card to the assistant for them to swipe, and then give them your payment. Please note that the assistant won't be able to see any details of your account.
3. They will give you back your payment card, along with a receipt. Please keep your receipt in a safe place as proof of payment.

Q: Where can I pay with my payment card?

A: You can pay at any Post Office®, payzone or participating e-pay outlet in the country. A list of the places to pay in the Borough is provided with your payment card, on the back of the letter.

Q: How will I know my balance?

A: If you ever have any queries about your balance or about payments, simply telephone the Council on 01664 502 502, or you can drop into the Council offices.

Q: What day should I make my payments on?

A: It is up to you what day of the week you pay upon, but please make sure you pay in good time, before your Council Tax, Council Rent or Garage Rent is due.

Q: When will the Council stop accepting cash at the Council offices?

A: From 1st October 2007 the Council will no longer accept cash payments at the Council offices. The new system is being introduced now to give customers time to get used to it, before the cashier desk closes.