

# IMPORTANT INFORMATION - IS YOUR BILL CORRECT?

Please check the information shown overleaf is correct. You should notify the Council promptly if you are no longer entitled to a discount or exemption or have a change in circumstance which may affect the level of Council Tax you should pay. This should be done within 21 days of becoming aware of a change. Failure to do so may result in a fine, penalty or prosecution.

## HOW TO PAY



### DIRECT DEBIT

Direct Debit is the easiest way to pay, which can be set up online or by calling **01744 675255** and speaking with an advisor. There are various dates and frequencies available to choose from.



### DEBIT OR CREDIT CARD

Pay online using a debit or credit card at: **www.sthelens.gov.uk/pay** or by calling the automated payments line 24 hours a day on: **0300 456 0492**. You will need your 9 digit Council Tax account number.



### POST OFFICE

Payment can be made at any Post Office by cash, cheque or debit card. You will need a bill or document with a barcode for this service. Cheques should be made payable to 'Post Office Ltd'.



### PAYZONE OUTLET

Payment can be made at any Payzone outlet by cash only. You will need a bill or document with a barcode for this service.



### ONLINE BANKING OR STANDING ORDER

Make payment to National Westminster Bank plc, St Helens  
Account: St Helens Council Sort Code: 60-70-08 Account Number: 94231397  
Please quote your 9 digit Council Tax account number as a reference.

## ONLINE SERVICES

Our website provides a convenient secure way for: paying your Council Tax; reporting changes in circumstance; applying for a discount or exemption; signing up for Direct Debit or e-billing; or viewing your Council Tax account online: **www.sthelens.gov.uk/council-tax**

## PAYMENT PROBLEMS

If you have difficulty in making a required payment you should contact us immediately. Failure to pay your instalments on time may result in the full balance for the year becoming payable immediately. You may also incur summons costs and other fees.

Free, independent money and debt advice is available from:

Citizens Advice St Helens - 0344 826 9694

Money Advice Service - 0800 138 7777

National Debtline - 0808 808 4000

StepChange - 0800 138 1111

Please contact us if you require a different instalment plan or wish to extend your instalments so that they are payable over the full financial year.

## Data Protection Privacy Notice

St Helens Borough Council is responsible for the assessment and collection of Council Tax in accordance with the Local Government Finance Act 1992 and relevant legislation. Information collected will be treated as confidential and will be held securely. It will be processed by St Helens Borough Council and its authorised contractors in accordance with data protection legislation. Council Tax liability and collection information is retained for financial and audit purposes from April 1993. Application forms and other information that you provide in respect of Council Tax liability will be retained for up to six years.

The Council has a duty to protect public funds and to prevent and investigate allegations of fraud and error. The Council participates in fraud initiatives, including the National Fraud Initiative, and may verify the data we hold with other organisations, including other local authorities and credit reference agencies.

We will only disclose information to other bodies where it is allowed by law. This may include: a representative (when you have given consent); debt collection and tracing agents; local and central government; ombudsman and regulatory authorities; courts and tribunals; and law enforcement and prosecuting authorities. As a Data Subject you have certain rights, including to access certain information we hold and to request that inaccurate or incomplete information is corrected. For further information regarding this data protection notice please visit: **www.sthelens.gov.uk/council-tax** or contact the Data Protection Officer at: [dataprotection@sthelens.gov.uk](mailto:dataprotection@sthelens.gov.uk).