

Ways To Pay Dòighean Gus Pàigheadh

By Debit or Credit Card

- Online via the Internet, log on to:
www.highland.gov.uk/onlinepayments 24 hours a day, 7 days a week;
- By telephone to our Customer Services Centre payment line
0845 602 4232 and a member of staff will take your payment.
This service is available Monday-Friday 8am to 6pm, and
Saturday 9am to 12 noon; or
- In Person at any **Service Point**.
- Credit card payments are subject to a 2% surcharge.

By Bank Credit Transfer, Telephone, Online Banking or Standing Order

Please credit the Council's bank using our account number 20000601 and our sort code 82-70-13. Remember to include your full Non Domestic Rates payment reference number which is detailed on your bill.

At Post Offices, PayPoint or Payzone outlets

Simply give your bar coded Non Domestic Rates bill to the staff at any Post Office, PayPoint or Payzone outlet and tell them how much you wish to pay. You will be given a receipt, which you should keep as a record of your payment.

Your chosen outlet will advise whether they accept payment by cheque.



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Ways To Pay your Non Domestic Rates



Dòighean gus ur Reataichean Neo-dhachaigheil a Phàigheadh

Changes from
1 April 2011



Payments to The Highland Council Pàighidhean gu Comhairle na Gàidhealtachd

As part of our drive for modernisation, the Council has taken the decision to change the way we receive payments. The aim is to provide a service that is more efficient but fair to everyone.

From 1st April 2011 you will no longer be able to make cash or cheque payments in person or by post at Council Service Points or at the Headquarters Cash Office. Instead you will be able to pay your Non Domestic Rates at a wide range of other outlets such as the Post Office, or at any business displaying the PayPoint or Payzone logo. As a result of the new arrangements the HQ cash office on Glenurquhart Road, Inverness closed permanently on 31 March 2011.

Your chosen outlet will advise you whether they accept cheque payments. You will still be able to pay by credit or debit card via Service Points and remember payment by Direct Debit is the most convenient way to pay and it keeps the Council's costs down.

Advantages Buannachdan

The new, extended service has many advantages. It will give you a greater choice of where to pay, and more flexibility about when you can make payments. It will mean that:

- you can select the Direct Debit payment plan that best suits you or pay using our online or telephone payment services;
- there are more places where you can make a payment, with over 300 Post Office, PayPoint and Payzone payment outlets in The Highland Council area alone, and many thousands more elsewhere in the United Kingdom;
- there will be longer opening hours at many of these new outlets. Some outlets are open at weekends and on bank holidays and some are open 24 hours a day and 7 days a week; and
- the additional Council business will help Post Offices that are important to so many communities, and help sustain small businesses such as local convenience stores and garages etc.

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By Direct Debit

This is the easiest and most convenient way to pay your Non Domestic Rates. To set up a Direct Debit you can telephone us on 01463 702984. We are open Monday to Friday from 9am until 5pm. Remember to have your bank account number, sort code and name(s) of the account holders to hand and we will do the rest. Alternatively, you can complete the form enclosed with your Non Domestic Rates bill or download a Non Domestic Rates direct debit mandate from the Council's website www.highland.gov.uk/directdebit

Our full range of Direct Debit payment options is as follows:

- Lump sum payment on 1st October;
- Instalments on 1st August and 1st November; or
- 10 monthly instalments ending in February on 1st, 15th or 28th of the month.

Those that pay by Direct Debit receive a bill showing amounts which we will collect from their account safe in the knowledge that a set amount will be collected each period. You give us your bank details only once and every year we will ensure that the correct amount is collected from your bank.

