



## REQUEST FOR REFUND GUIDELINES

**Please note the following when requesting a refund:**

- **Overpayment:** Proof of payment must be submitted and confirmation of bank details must be bank-stamped for a refund per EFT.
- **Requests for refunds exceeding R20 000** must be accompanied by a non-internet bank statement or a stamped bank confirmation letter, not older than three months.
- **Juristic person:** A juristic person includes a partnership, association or other body of persons, corporate or unincorporated, as well as a trust. No refund will be made to a nominee if the account holder is a juristic person except if a director/member/trustee can prove that they paid the account from their own personal bank account. As an alternative, refunds can be made to the conveyancer of the relevant property after registration of transfer in the Deeds Office.
- **Nominees:** Refunds may be made to a nominee's bank account (a beneficiary other than the registered owner or account holder). The City Manager has the right to offset any of the nominee's debt against any credit to be refunded to their banking account. All nominees must provide valid ID or registration documents.

**The following examples provide further guidance on what to submit for different scenarios:**

### **A. Municipal account in the name of one or more natural persons**

- An application form for a refund request must be completed and signed by all owners.
- If all owners are unable to sign, a consent letter from all owners must be submitted, authorising the City to deposit the refund in the specific bank account.
- Copies of all the owners' IDs (South African green ID booklet, front and back of South African ID card or valid foreign passport for non-resident account holder[s]).
- Confirmation of bank details (bank-stamped bank statement or a bank-stamped confirmation letter) not older than three months.

### **B. Municipal account in the name of a juristic person**

- An application form for a refund request must be completed and signed by the delegated authorised individual or by all directors/members.
- Registered ID: This refers to a registered company document (CK/CM document reflecting active directors/members) or a Master's Certificate or Certificate of Incorporation.
- A resolution signed by all directors/members of the organisation stating who has the delegated authority to apply for the refund on behalf of the organisation.
- Copies of all the owners' IDs (South African green ID booklet, front and back of South African ID card or valid foreign passport for non-resident account holder[s]).
- Confirmation of bank details (bank-stamped bank statement or a bank-stamped confirmation letter) not older than three months.

## REQUEST FOR REFUND APPLICATION FORM

### **C. Municipal account in the name of a trust**

- An application form for a refund request must be completed and signed by the delegated authorised individual or all trustees.
- Letters of authority certified by the Master of the Court which reflects the trust number and details of the trustees.
- A resolution signed by all trustees stating who has the delegated authority to apply for the refund on behalf of the trust.
- Copies of all the trustees' IDs (South African green ID booklet, front and back of South African ID card or valid foreign passport for non-resident account holder[s]).
- Confirmation of bank details (bank-stamped bank statement or a bank-stamped confirmation letter) not older than three months.

### **D. Municipal account in the name of a late estate**

- An application form for a refund request must be completed and signed by the executor/executrix.
- Letter of executorship certified by the Master of the Court.
- Copies of the ID of the executor/executrix (South African green ID booklet, front and back of South African ID card or valid foreign passport for non-resident account holder[s]).
- Confirmation of bank details (bank-stamped bank statement or a bank-stamped confirmation letter) not older than three months.