



REFUND APPLICATION FORM

PLEASE RETURN THIS FORM TO:

Capita
(Working on behalf of Wandsworth Council)
LBW Accounts Receivable Capita
PO Box 4424
Shepton Mallet, SOMERSET
BA4 5BT

<u>For Office Use only</u>
Reason:
Date issued:
Refund Amount: £

Customer Account No:
Account Name:
Credit Balance: £

You can use this form to apply for a refund. The accountholder should sign the application, and if this is not possible, we must have written permission from them to pay the person named on this form. *If you have any enquiries over completing this form, please contact Capita on 0203 830 1900* PLEASE COMPLETE IN BLOCK CAPITALS

A - I would like the credit to remain on my account and placed towards my next invoice
(TICK BOX THEN SIGN AND DATE SECTION C) **OR**

B - Payment details

The Council's preferred method of payment to you is by BACS. If you would like the refund to be paid direct to your bank account, please give the following details, and complete the next section.

Bank Name & Address.....

A/c Name..... A/c No.....Sort Code.....

C - I certify that I am entitled to receive a refund in respect of an overpayment on this council account. I understand that, if it is later shown that another party was entitled to any part of the refund, I will be liable to pay all, or part of the amount refunded.

Name (PRINT) Signature..... Date

Email Contact Phone No

Company Name (if applicable) Position in Company.....

If you are the Executor of an estate of a person who is deceased, please include one of the following:

- Letter of Probate or a legal document showing you as the executor
- A declaration letter, accompanied by a death certificate

Note

- Any unclaimed refund will remain on your account and may be offset against future charges.
- Any outstanding balance on another invoice on your council account may be deducted from the credit and you will be refunded the difference.
- Please allow 10 working days for your refund to be processed. Some refunds will require longer processing times as additional information must be checked and approved by the Council. These include deceased customer accounts, other 3rd party refund requests, or accounts that fall under the Adults Social Care and Public Health Department
- You may also wish to contact your bank to cancel the standing order if you have one set up in relation to this invoice.

Director of Resources: Fenella Merry