

## Getting in touch with us

If you need to contact the Council to discuss your account, please quote your account number as shown on the front of this Reminder Notice. If you are writing to us, please provide a contact telephone number.

**Website** [www.kingston.gov.uk](http://www.kingston.gov.uk)  
**Telephone** 020 8547 5007 - 9am to 5pm Monday to Friday  
**Address** Revenues Department, Royal Borough of Kingston, Guildhall 2, Kingston upon Thames, Surrey KT1 1EU.

## Register online to view your account

[www.kingston.gov.uk/viewyourbillonline](http://www.kingston.gov.uk/viewyourbillonline)

## Making Payments

### Website and Direct Debit

Go to [www.kingston.gov.uk](http://www.kingston.gov.uk) to pay your Council Tax online, 24 hours a day, 365 days a year by debit or credit card. The latest technology is used to make your payment fully secure. You can also set up a Direct Debit online.

### Telephone Payments

Payment by debit or credit card may be made using the Council's Automated Telephone Payment facility on 0345 359 1111. Touch-tone telephone keypads are required. This service is available 24 hours a day, 365 days per year.

### Bank Standing Order

You should obtain the necessary forms from your bank, instructing them to pay The Royal Borough of Kingston upon Thames. Use the following bank details: Lloyds Bank, Sort Code 30-80-12 Account Number 14717168. Always quote your Council Tax account number shown on your bill. The completed form should be returned direct to your bank. It is the Council Tax payer's responsibility to ensure that the standing order is paid on time and for the right amount.

### By Telephone Banking

Use the following account details: Lloyds Bank, Sort Code 30-80-12 Account Number 14717168. Please quote your name and Council Tax account number.

### At the Post Office

Payment can be made at any Post Office - cash and debit cards are acceptable. Present your payment and the barcode shown on the front of your bill to the counter clerk. You will receive a receipt for the transaction which you should retain for your records. Your barcoded document will be returned to you for use next time. There is no fee charged to you for this transaction. Please allow 4 working days for the Council to receive this payment.

### Payzone

Payment can be made at any **Payzone bill payment outlet** - cash only payments are acceptable. Present your payment and the barcode shown on the front of your bill to the counter clerk. You will receive a receipt for the transaction which you should retain for your records. Your barcoded document will be returned to you for use next time. There is no fee charged to you for this transaction. Please allow 4 working days for the Council to receive this payment.