

## How to pay



### Direct debit - the easy way to pay has just got easier

You can pay your Council Tax by Direct Debit on the 2<sup>nd</sup>, 5<sup>th</sup>, 11<sup>th</sup>, 15<sup>th</sup>, 18<sup>th</sup>, 22<sup>nd</sup>, 25<sup>th</sup>, or 28<sup>th</sup> of the month. If you do not already pay by direct debit, please visit our website at [www.sefton.gov.uk/counciltax/pay](http://www.sefton.gov.uk/counciltax/pay)



### Instalment options

Council Tax is normally paid over 10 instalments, in a full year, but can be increased to 12 instalments if more convenient to you. To change the number of instalments please complete the online application form at <https://forms.sefton.gov.uk/ctaxtwelveinstalments>



### Online payments, internet banking or standing order

You can pay online or find our bank details for internet banking or standing order by visiting our website at [www.sefton.gov.uk/counciltax/pay](http://www.sefton.gov.uk/counciltax/pay)



### By telephone

You can pay by debit or credit card using our 24-hour payment line on 0151 934 4697.



### Post Office & Pay Zone



You can pay by personal payment card at any Post Office Branch or Pay Zone outlet in the Country. To apply for a personal payment card, please call us on the telephone number below. A list of outlets can be found on [www.sefton.gov.uk/counciltax/pay](http://www.sefton.gov.uk/counciltax/pay)

## Manage your account online



### Electronic bills and online access to your Council Tax account

You can access your Council Tax account online, apply for a discount, advise us of a change of your address and register to receive electronic bills, by using our "My Account" self-service facility. To register please go to [www.sefton.gov.uk/counciltax/myaccount](http://www.sefton.gov.uk/counciltax/myaccount)

## Tell us about a change



### Change in circumstances

If you receive a reduction in your bill and your circumstances have changed, you must tell us within 21 days of the change. Failure to do so may result in a penalty being imposed. You can inform us you have moved and cancel a Sole Occupier Discount by using our "My Account" self-service facility. To register please go to [www.sefton.gov.uk/counciltax/myaccount](http://www.sefton.gov.uk/counciltax/myaccount). To notify us of other changes in circumstances, please see our contact details below.

## How to contact us

### Contact details



The best way to contact us is online. Online contact details for Council Tax and other council services can be found at: [www.sefton.gov.uk/onlineservices](http://www.sefton.gov.uk/onlineservices)



You can phone us on 0345 140 0845. Phone lines are open Monday to Thursday – 9am to 5.30pm and on Friday – 9am to 5pm.



Information about Council Tax, including how to apply for a discount or help paying your bill can be found at [www.sefton.gov.uk/counciltax](http://www.sefton.gov.uk/counciltax)

**Data Protection and Sharing Council Tax information** – the information you provide will be treated as confidential in accordance with the law. The Council has a duty to protect public funds it administers, and may use information held about you where the law permits, including and not limited to the prevention and detection of fraud. This may include sharing information with other Council services and other organisations who administer public funds. For more information, please check our website [www.sefton.gov.uk/counciltax](http://www.sefton.gov.uk/counciltax)