

How to pay your bill



Direct Debit This is the **easiest and quickest way to pay your Business Rates** and gives you complete control over your business' finances. It's done automatically, so you won't miss a payment and you can enjoy the flexibility of spreading the cost by either 10 or 12 monthly payments (payments can be made between the 1st and 28th of the month inclusive). Plus get full protection covered under the Direct Debit guarantee.

Set up a Direct Debit at www.stoke.gov.uk/businessratesdirectdebit or call 01782 238274.



Online It's **convenient, simple and safe** to pay your bill using a debit or credit card online at www.stoke.gov.uk/makeapayment

Online Banking Give your bank your Business Rates account number and the following details...
Sort code: 30-93-83 Account number: 03004166



24-hour Automated Line Call **01782 234123** to make a payment using your debit or credit card **any time** of the day.

Telephone Banking Give your bank your Business Rates account number and the following details...
Sort code: 30-93-83 Account number: 03004166

Save time



Sign up and manage your Business Rates online.

You can now manage your Business Rates account online by going to www.stoke.gov.uk/businessrates and clicking on 'Manage your Business Rates online' Here you can set up and amend Direct Debits and you can also upgrade and register for an online account which will allow you to **view your bill, balance and payments online** and also **sign up for paperless billing**.

About Business Rates



Booklets containing the authority's financial information and Business Rates explanatory notes are now available to download online at www.stoke.gov.uk/AboutBusinessRates. Hard copies of these are available on request by contacting the Business Rates (contact details shown below). To find details of discounts, reliefs and exemptions and apply online please visit www.stoke.gov.uk/businessrates

How your Business Rates are calculated



How much you have to pay is calculated using your property's rateable value, which is set by the Valuation Office Agency. You can check this online at www.gov.uk/correct-your-business-rates. If you think your rateable value is incorrect, you need to follow the check, challenge and appeal process directly with the Valuation Office Agency. For more information, call **03000 501501** or visit www.gov.uk/contact-voa. You must continue to pay your Business Rates whilst a check, challenge or appeal is ongoing.

Have your circumstances changed?



You must tell us within 21 days of any change in your circumstances that may affect your entitlement to any discount, relief or exemption shown on this bill. **If you change premises**, we need to know where you have moved from, the date you moved and where you have moved to. Fill in a form online at www.stoke.gov.uk/businessrates

Still need to talk to us about your bill?



You can find more details about Business Rates and your bill online at www.stoke.gov.uk/businessrates However, if you can't find the information that you're looking for, or still need to speak to us about your bill, you can contact us by:

- Informing us online at www.stoke.gov.uk/businessrates
- Calling 01782 238274, Monday to Thursday, 9am - 5pm, Friday 9am to 4.30pm
- Writing to us at Revenues Services, PO BOX 1490, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH

Data Protection - At Stoke-on-Trent City Council we take your privacy seriously and will only use your personal information to administer your account and for purposes required or allowed by the law. You can find information about how we use your personal information and your rights by visiting www.stoke.gov.uk/dataprotection. The personal information we collect from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used for these purposes can be found at www.cifas.org.uk/fpn. We may also share this information with other departments of the council or other relevant organisations for purposes which may include enforcement.