

## **Pay at a Post Office or PayPoint – FAQs**

### **What bills can I pay?**

You can use the Post Office and PayPoint outlets to make cash payments for Council Tax, Housing Benefit overpayment and Sundry Debtors invoices. At the Post Office, you can pay for these bills by credit or debit card.

### **Where can I make payments?**

You can make payments at Post Offices and shops displaying the PayPoint sign. To find your nearest Post Office branch visit: [Post Office branch locator](#). To find your nearest PayPoint outlet, go to: [PayPoint Outlet](#).

### **How do I make a payment?**

In order to make a payment, you must have been issued with a barcoded bill or invoice. When making a payment you will need to give the barcoded bill/invoice to an assistant and confirm how much you want to pay. The assistant will not have access to your personal account information; therefore you will need to know how much you would like to pay. Always make sure that you receive a receipt and that the payment details are correct. Keep this receipt as a record of your payment.

### **Will paying this way cost me more?**

No, this is a free service.

### **Can I make payments outside of Fenland?**

Yes. You can make payments at Post Offices and PayPoint outlets across the country.

### **Can someone else pay on my behalf?**

Yes. They will need your current bill/invoice and you should tell them how much you want to pay.

### **When will the payment be credited to my account?**

You should allow up to 3 days for transactions to reach your account.

### **I haven't got a barcoded bill – how do I get one?**

To request a barcoded bill, please telephone our Customer Contact Centre on 01354 654321 and they will arrange for a new bill to be sent to you.

### **What if I am having difficulty paying?**

If you are having difficulty paying for any of your charges you should telephone the Customer Contact Centre on 01354 654321 as soon as possible so that we can provide you with advice.

### **Do I have to use this service?**

No. There are other payment methods which you may want to use, including:

- **Online:** [www.fenland.gov.uk/pay](http://www.fenland.gov.uk/pay)
- **By Telephone (24/7 automated service):** You can pay for a selected number of Council services 24 hours a day, 7 days a week using our automated telephone payment service – call 01354 654321 and select option 1.
- **By Telephone (during office hours):** If you would prefer to talk to a member of staff, call our Customer Contact Centre on 01354 654321.

- **By Direct Debit (Council Tax):** You can also pay Council Tax via Direct Debit. To set up a Direct Debit instruction online visit: [www.angliarevenues.gov.uk/fenland](http://www.angliarevenues.gov.uk/fenland), then choose the option 'Set up a direct debit'. To set up a Direct Debit instruction over the phone, call our Customer Contact Centre on 01354 654321.