



ANIMAL SERVICES REFUND APPLICATION



PLEASE NOTE: you must complete all sections of this form including your bank account details and provide verification so we can refund you without delay.

Personal details of registered owner

First Name:

Middle Name:

Last Name:

Address:

Phone:

Email:

Dog details

Name:

Tag number:

Breed:

Reason for refund request

Deceased (Note that the refund is calculated on the number of complete months remaining in the registration year after the date the refund form has been received.)

Other (please provide a reason below)

Please select your preferred method of refund

Credit card or Account2Account (IMPORTANT: this is only an option if your dog registration fee was paid **online** via **credit card or Account2Account**). By selecting this option, the refund will be processed back onto the credit card or into the bank account that the fee was paid from. **Your bank details and bank account verification documentation will not be required.**

Bank account transfer (select this option if your registration fee was paid by any other way e.g. at our Customer Service Centre or at an NZ Post site). If you paid online, you can still choose this method for a refund.

Bank account number – verification required

(Only provide this if you have selected the 2nd option from above)

Signature of owner:

Date:

Bank account verification

NB: Your refund via bank transfer will only be processed when accompanied by a printed bank deposit slip or other bank generated document that matches the details of the registered dog owner applying for the refund. See below for acceptable forms of documentation.



Please provide **ONE** of the following to verify your bank detail information:

- Pre-printed deposit slip which includes the bank logo and full bank account number (bank, branch, account number and suffix) and the account holder's name.
- A bank statement which includes the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- A letter from the bank which includes the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's name. This must be signed and stamped by the bank.
- An ATM printout which must show the bank logo and the full bank account number (bank, branch, account number and suffix) and the account holder's name.
- An internet printout or screen shot which includes the bank logo and the full bank account number (bank, branch, account number and suffix), the account holder's name (we cannot accept nicknames) and the web address along the top or bottom of the page. This must be signed and stamped by the bank if all of the above is not provided on the printout.

This level of documentation is required to minimise the risk that incorrect payment details are recorded against a creditor.



FOR OFFICE USE ONLY:

Person ID:	Property ID:	Dog ID:
Offline reference:	Date and time of initial receipt:	
R/N:	Amount Paid (incl GST): \$	
Refund (ex GST): \$	GST: \$	Total Refund (incl GST): \$

FOR DCC FINANCE USE ONLY:

Supplier No:	Document Ref: DOG REG
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Enquiries: Telephone Customer Services Agency 477 4000 or visit www.dunedin.govt.nz
Send Applications to: P O Box 5045, Dunedin 5054, New Zealand | **Email to:** animal.admin@dcc.govt.nz
Hand deliver to: Customer Services Centre, Ground Floor Civic Centre, 50 The Octagon, Dunedin