

The City of Joburg has a new Banker



The City of Joburg is switching to Standard Bank

The City of Johannesburg has appointed Standard Bank as its new bank. The move signals a forward-thinking partnership, one steeped in the vision of creating a world class African city.

To help you through this change, we have put together a list of what you need to know [see overleaf]. Should you still have any queries, please call our Call Centre on 0860 Joburg (0860 562 874) or visit your nearest Customer Service Centre.



What you need to know:

On 1 November 2012, the City of Johannesburg will change its bank to Standard Bank. Customers have until 28 February to make the switch if they pay their municipal account by internet banking, ATM, stop order or telephone banking.

The City of Johannesburg will no longer publish its bank account number. This is to combat any fraudulent activity linked to the payment of municipal accounts.

Your nine digit municipal account number is your unique customer reference number. Keep your municipal account handy when making payments.

Payments can be made using any one of the following options:

Direct deposits to Standard Bank:

Payments can be made over the counter at any Standard Bank branch, country-wide. Customers using this method must fill in the unique beneficiary number allocated to City of Johannesburg: **AA45** in the account number field. Always remember to use your nine-digit municipal account number in the depositor's name or reference field. This will ensure that the deposit is allocated to the correct municipal account.

Payments over the counter must be accompanied by the customer's account.

Internet payments:

If you pay via internet banking, you must firstly delete the old CoJ beneficiary (Absa, Account Number 4054398463); and then add a new beneficiary from the pre-loaded company beneficiary list with the title: **City of Johannesburg**. Remember to use your nine digit municipal account number as your reference.

ATM, Telephone Banking and Other:

Customers who make payments made via stop order, telephone banking or the ATM must change banking details at their own banks. Debit Order customers need not make any changes.

3rd Party Payments:

Customers who pay via Easypay pay-points such as Pick 'n Pay, Checkers and Woolworths are not impacted. They should however remember to take along their barcoded municipal account and note that their payment may take up to five days to register on the City's system.

Customer Service Centres:

Customers can pay their municipal account, in cash or cheque, at any of our 50 Customer Service Centres City wide.