



a world class African city

City of Johannesburg Metropolitan Municipality
Revenue & Customer Relations Management Department

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Dear Valued Customer,

The City of Johannesburg has appointed Standard Bank as its new bank from the 1st November 2012. The move signals a forward-thinking partnership, one steeped in the vision of creating a World class African City.

Through our new banker, the City will be able to offer an effective and efficient banking solution assuring customers that payments for municipal accounts are processed correctly and on time.

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

What you need to know:

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.

Other:

Customers who make payments made via stop order, telephone banking or the ATM must change banking details at their own banks. Debit Order customer 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 bar-coded municipal account and take note that their payment may take up to five days to register on the City's system.

City of Johannesburg's Customer Service Centres:

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

Should you have any queries in this regard, please feel free to log a call with our Call Centre on 0860 Joburg (0860 562 874) or visit your nearest Customer Service Centre.

Yours sincerely

Trevor Fowler
City Manager
City of Johannesburg