



a world class African city

City's new Banking Partner Standard Bank

FREQUENTLY ASKED QUESTIONS

What does this mean?

The City's bank account number has changed. The City of Johannesburg has awarded the new banking tender to Standard Bank South Africa.

What are the benefits of the change?

In line with the City's objectives, Standard Bank has committed to partnering with the City in:

- Driving efficiency and sustainability
- Optimising revenue collection
- Optimally managing cash flows both for operational and capital budgets
- Effectively managing transformation; and
- Ensuring service delivery.

What are the new banking details?

For security reasons banking details will not be supplied by the City of Johannesburg. There are however, various processes for payment via a Standard Bank branch, ATM payments, cell phone banking, internet banking, telephone banking etc. which is outlined further in this document.

What is the process to make a payment at a Standard Bank branch?

A unique beneficiary number has been allocated to The City of Johannesburg for Standard Bank branch deposits.

Kindly use the **AA45** as the beneficiary account number (see deposit slip).

The statement reference will be your **“9 digit municipal account number”** for the bill being paid.

The banking systems are configured to do a modulus validation of the customer reference to assist with ensuring that we are able to allocate your payment to your account with the City of Johannesburg.

No banking details will be supplied; this is to ensure that no private beneficiary details are linked for City of Johannesburg.

How to complete the Standard Bank Deposit slip?

Fill in the unique beneficiary number allocated to the City of Johannesburg:
Place **AA45** in the place shown for account number

Standard Bank
Deposit slip
Depositstrokie

Date
Datum (YJYJ-MM-DD)

Deposit to
Deponeer aan

Account number / Rekeningnommer

Telephone no. including dialling code
Telefoonno. en skakelkode

Signature
Handtekening

Depositor's name or reference. These details will appear on the account holder's/beneficiary's statement
Naam van deponeerder of verwysing. Hierdie besonderhede sal op die rekeninghouer/bedeelde se staat verskyn

Conditions
Cheques, etc. handed in for collection will only be available as cash when paid. While acting in good faith and exercising reasonable care the Bank will not accept responsibility for ensuring that depositors/account holders have lawful title to cheques, etc. collected. Please ensure that the account number is correctly inserted as the Bank cannot be held responsible for errors resulting from incorrect information furnished.

Voorwaardes
Tjekkens, wat vir wisseling ingelewer is, sal slegs as kontant beskikbaar wees wanneer dit betaal is. Hoewel die Bank te goeder trou handel en redelike sorg uitoefen, kan hy nie verantwoordelikheid daarvoor aanvaar om seker te maak dat deponeerders/rekeninghouers regstittel het op tjeks ens. wat gewissel word nie. Maak asseblief seker dat die rekeningnommer korrek ingeskryf is. Die Bank kan nie aanspreeklik gehou word vir foute as gevolg van foutiewe inligting nie.

The Standard Bank of South Africa (Pty) Ltd. (1962/005738/06) An authorised financial services and registered credit provider (NCRCP15).
Die Standard Bank van Suid-Afrika Beperk (Reg. no. 1962/005738/06) is 'n Gemagtigde finansiële dienster- en geregistreerde kredietverskaffer (NCRCP15).

Notes Note			
Coins/Munte			
Postal/Money order Posorders/-wissels			
Total cash and postal/money orders Totale kontant en posorders en-wissels			

Cheques deposited (Drawer's name) / Tjeks gedeponeer (Trekker se naam)

1			
2			
3			
4			
Total cheques Totale tjeks			

Total R
Totale

REFERENCE:
Fill in your **nine digit municipal account number** for the bill being paid in the place shown for the depositor's reference

What is my unique customer reference number?

Your nine (9) digit municipal account number must be used as your unique customer reference number.

What is the process for ATM payments/telephone banking?

Kindly arrange for your bank to link the pre-approved beneficiary details they have on their banking system for City of Johannesburg to your card that will be used to access ATM and Telephone banking services.

The beneficiary reference will be your unique customer reference number (9 digit account number) for the bill being paid. The banking systems are configured to do a modulus validation of the customer reference to assist with ensuring that we are able to allocate your payment.

No banking details will be supplied; the banking details for City of Johannesburg are registered with your bank. This is to ensure that no private beneficiary details are linked for City of Johannesburg.

What is the process if I choose to pay via Internet?

We request that any current beneficiary details you have linked on Internet Banking for City of Johannesburg be deleted and only the City of Johannesburg Company Beneficiary details supplied by your Bank's internet banking system must be used.

The beneficiary reference will be your unique "customer reference number" (9 digit account number) for the bill being paid.

No private banking details for the City of Johannesburg will be supplied – only the Pre-approved Company beneficiary details on your Bank's internet system is to be used.

What is the effective date for this change?

1 November 2012

How does this affect me?

If you currently use Internet, Telephone or ATM banking to pay your Municipal account, you will need to RE-REGISTER your payment details at your respective bank.

Over the counter payments must be accompanied by your latest Municipal statement as reference.

Where can I pay?

Payments can be made at any Customer Service Centre listed below as well as City- wide and country-wide Standard Bank Branches.

Revenue Customer Service Centres:

Region	ADDRESS
Region A	
DIEPSLOOT YOUT CENTRE	383 INGONYAMA DR, DIEPSLOOT WEST
MIDRAND RENT OFFICE(PEOPLE CENTRE)	300 15TH RANDJES PARK
IVORY PARK (1)	4326 MAKAYA DRIVE
EBONY PARK	1605 ACACIA STREET
RABIE RIDGE EXT 4&5	CNR KRAAI STREET & KORHAAN STREET
Region B	
RANDBURG RATES HALL	CNR HENDRICK VERWOERD & JAN SMUTS
CLAREMONT	100 CLEMENT STREET
CORONATIONVILLE	CALEDON STREET
RIVERLEA	COLARODO DRIVE
EEUFESOORD OLD AGE HOME	EEUFEEES STREET WESTDENE
VREDEDORP	3 SONNEBLOM STREET
AUCKLAND PARK(PEOPLE CENTRE)	35 SIMMONS ROAD
Region C	
ROODEPOORT CIVIC CENTRE(PEOPLE CENTRE)	100 CHRISTIAN DE WET ROAD FLORIDA PARK
ROODEPOORT CITY HALL	CNR DIRPERINK & BERLANDINA STREETS
DOORNKOP BLOCK 4	STAND 3602 NEXT TO THE CLINIC DOORNKOP
TSHEPISONG	376 SIPHO HASHAI STREET, PHASE 2
Region D	
SLOVOVILLE	LERATONG ROAD (OLD ROODEPOORT SOUTH MINE)
TSHEPISONG	PLOT 16 VLAKFONTEIN
DOBSONVILLE(PEOPLE CENTRE)	LUTHULI STREET (NEXT TO KOPANONG HALL)
GREEN VILLAGE	STANF 2711 NIVE STREET
JABULANI CIVIC CENTRE (PEOPLE CENTRE)	1 KOMA STREET JABULANI
ZOLA	3700 MASIZAKHE STREET
MOROKA/JABAVU	1235 MLANGENI STREET
SENAOANE	448 MABALANE STREET
CHAIWELO	989 TSHABUSE STREET
PROTEA NORTH	299/49 KUNENE STREET
ORLANDO EAST	1425 SOFASONKE STREET
DIEPKLOOF ADMIN OFFICES	1729 TALANE STREET

MEADOWLANDS 47(PEOPLE CENTRE)	293 PORTION 7 HEKPOORT CIRCLE ZONE 2
MEADOWLANDS HOSTEL	STAND 28621 VINCENT ROAD (INSIDE THE HOSTEL)
MOFOLO	666 ROODEPOORT ROAD AT ZONDI
ORLANDO WEST(PEOPLE CENTRE)	8299 PELA STREET
PIMVILLE	2943/50 MODJADJI STREET ZONE 2
Region E	
8TH AVENUE ALEX(PEOPLE CENTRE)	8TH AVENUE ALEXANDRA
ALEX SANCOPANO	12TH AVENUE & SELBOURNE STREET
MODDERFONTEIN	THORNHILL STREET, THORNHILL ESTATES
MAYIBUYE	STAND 2328 COMMERCIA UITBR. 34
DE WETSHOF UNIT 102 OLD AGE VILLAGE	111 PROTEA STREET KENSINGTON
SANDTON CIVIC CENTRE(PEOPLE CENTRE)	CNR WEST & RIVONIA ROAD
Region F	
THUSO HOUSE	61 JORRISEN STREET BRAAMFONTEIN
METRO CENTRE	158 LOVEDAY STREET BRAAMFONTEIN
REUVEN OLD AGE HOME	31 WEST TURFONTEIN ROAD, CROWN GARDENS
EUREKA HOUSE(PEOPLE CENTRE)	CNR GLENROY & PIONEER ROAD, PIONEER PARK
CROWN GARDENS OLD AGE	CNR SHAMROCK & XAVIER ROAD
SOUTH HILLS HOUSING(PEOPLE CENTRE)	CNR LINDLEY & GENEVA STREET
Region G	
LENASIA CIVIC CENTRE	CNR ROSE & ELAND STREET
LENASIA SOUTH EAST COROBRICK	COROBRICK COMPLEX K43 LENASIA
LENASIA SOUTH EAST COMM CENTRE	WEMBLEY ROAD, LENASIA SOUTH EAST
ORANGE FARM RENT OFFICE	9125 EXTENSION 5 ORANGE FARM
POORTJIE RENT OFFICE	PLOT 431 POORTJIE
ENNERDALE EXT 9(PEOPLE CENTRE)	CNR KATZ & SMITH WALK ENNERDALE
LENASIA OLD AGE HOME	NIRVANA DRIVE LENASIA
ELDORADO PARK RATES HALL(PEOPLE CENTRE)	CIVIC CENTRE ELDORADO PARK
NANCEFIELD OLD AGE HOME	WINTERIA ROAD ELDORADO PARK
ELDORADO PARK FIRE STATION	CNR GOLDEN HIGHWAY & MAIN ROAD DEVLAND

STANDARD Bank and other 3rd parties:

- Your nearest Standard Bank Branch
- Post Office
- All Standard Bank self service Centres
- Pick ' Pay / Easy pay
- Standard Bank Internet, Telephone & ATM Banking
- All other participating bank's branches, Internet, Telephone and ATM Banking

How do I change my stop order?

You will need to RE-REGISTER your payment details at your respective bank take your latest Municipal statement as reference.

What will be the cost of payment at third party vendors?

There are no additional costs for the customer.

Will the City be accepting debit and credit cards?

Yes, the City is accepting debit and credit cards again. It is also an easier and safer payment method and can be used at any of our Customer Service Centres listed above.

Can I still pay via debit order?

Yes and the City will automatically update these details. It is also the cheapest, most reliable, hassle-free way to pay your municipal account.

What are the contact details?

City of Johannesburg Call Centre (011) 375-5555/ 0860
Joburg (0860 562874)

Will the bank details be displayed on the statement?

Joburg **Remittance Advice:**
This stub must accompany payment,
please do not detach if paying at the post office

Date: 2012/09/25 CLEAR FREIGHT
Acc No.: 330198091

EasyPay >>>>>> 91115 3301980912

Post Office 0146 330198091

Standard Bank City of Johannesburg Banking details:
Internet Banking pre-loaded company beneficiary
Bank Deposit CIN AA45
Client Account No/Deposit Reference 330198091

Total Due R 5,816.00
Due Date 2012/10/16

516008800111159 33019809108

Ends