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| **Make life simpler: pay by Direct Debit**   * Never miss a payment * Quick and easy to set up * Protected by the Direct Debit guarantee   Sign up at [**www.lichfielddc.gov.uk/businesspay**](http://www.lichfielddc.gov.uk/businesspay) |  | **Register for a My Account online**   * Paperless billing * Check your balance * Access your account any time   Sign up at **www.lichfielddc.gov.uk/businessrates** | |
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| **Important information about making a business rates payment**  We will set up **instalments** for you to pay your business rates over ten months (April – January). To request to pay them over 12 months, you need to write to us by 10 March. **If you don’t pay by Direct Debit, please remember to pay by the 1st of each month, or we will send you a reminder.**  If you pay by **debit or credit card** at [**www.lichfielddc.gov.uk/pay**](http://www.lichfielddc.gov.uk/pay), or using our 24-hour automated payment line on **0345 234 0068**,you will need **your business rates reference number** (shown on the front of your bill).  If you pay at a **PayZone**, **PayPoint** or **Post Office**, you’ll need to take this bill with you as it has a barcode on it which needs to be scanned. These payments take up to 5 working days to reach your account. | | | |
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| **Are you claiming everything you are entitled to?**  Whether you are a small business, a business operating in the retail, hospitality or leisure industry, or are a charitable organisation, you could be eligible for a reduction in your business rates bill.  Visit **www.lichfielddc.gov.uk/businessrates** for information about business rates reliefs and exemptions, the business rates explanatory notes, along with an explanation of how your business rates are calculated and spent. You can request a hard copy of this information by writing to us at the below address.  **If you need advice on the reliefs or exemptions your business might be entitled to, please contact our customer services team on 01543 308000,** **Monday – Friday, 9am - 5pm or WhatsApp us on 01543 308171 at any time.** | | | **Scan the QR code to find out about business rates relief your business might be able to claim and find out how to apply** |
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| **Contact us and supporting you**  The quickest and easiest way to contact us is online at **www.lichfielddc.gov.uk/businessrates** where you can sign up for a business rates account, let us know **when you’ve moved**, apply for reliefs and exemptions, view your account balance and more, or you can write to Revenues & Benefits, District Council House, Frog Lane, Lichfield WS13 6YX.  **If you need help or support, including if you are struggling to pay your bill, please contact our customer services team on 01543 308000,** **Monday – Friday, 9am - 5pm or WhatsApp us on 01543 308171 at any time**. | | | Whatsapp qr code  **Scan the QR code to Whatsapp us** |
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| **Data protection (GDPR)** The law allows us to process your ordinary personal data either because it is necessary to do so to perform a task carried out in the public interest, or in the exercise of official authority vested in us. Please read our privacy notice at **www.lichfielddc.gov.uk/rbprivacy** on how we use your data and who we may share it with. A paper copy is available on request. | | | |