

10 September 2019

Response to request for official information relating to Westpac credit card charges

I refer to your request for official information received on 19 August 2019 relating to credit card charges. We have processed your request under the Local Government Official Information and Meetings Act (LGOIMA) 1987.

The questions you specified have been included as numbered headings in bold below, with our response following each heading.

1. How much does Westpac charge for credit card payments, in particular for online credit card rates payments.

- Westpac credit card charges vary between the various Council services depending on the volume of transactions and total dollars involved for that service. In particular, for rates payments made by credit card online, Westpac takes the full charge to the customer, being 2.1% or minimum of \$3.50, and Council receives the net amount paid by the customer into our bank. Council does not receive any of this credit card charge into our bank.

2. If Westpac charges less than the 2.1% charged to ratepayers, how is any remainder a) treated, b) spent.

- Not applicable.
- Not applicable.

3. If there is a difference between the amount charged by Westpac and the amount paid how was the 2.1% charge decided and what was the rationale for the charge.

- Not applicable.

I trust that this information is of assistance and answers your queries. If you wish to discuss this response with us, please feel free to contact Roy Baker at roy.baker@porirua.govt.nz or Ph (04) 237-5089.

Please note that we will publish our response to your request on the Council's website <https://porirua.govt.nz/your-council/getting-involved/request-official-information/> as we consider it is of wider public interest. We will redact your name and contact details from the published response in order to protect your privacy.

Ngā mihi



Wendy Walker
Chief Executive
Kaiwhakahaere Matua