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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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| **Always quote your business rates account number when making a payment**  Pay by **debit or credit card** online at [**www.lichfielddc.gov.uk/pay**](http://www.lichfielddc.gov.uk/pay) or call our 24-hour automated payment line on **0345 234 0068**.  Pay by **cash** at a Post Office, PayPoint or Payzone. The Post Office also accepts **cheques**. You will need to take this bill with you as it has a barcode on it which needs to be scanned. | | |
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| **Reliefs and exemptions**  Business rates explanatory notes, information on reliefs and exemptions, along with an explanation of how your business rates are calculated and spent, is available at **www.lichfielddc.gov.uk/businessrates**. You can request a hard copy of this information by writing to us at the below address.  If you think you may be eligible for an exemption or relief such as small business rate relief, charitable or discretionary relief, please contact Lichfield Connects on **01543 308000** for an application form.  **Problems paying your bill**  If you are struggling to pay your bill, please call us on **01543 308000**.  **When your address changes**  Tell us you have moved at **www.lichfielddc.gov.uk/businessrates.**  **Instalments**  We will set up instalments for you to pay your business rates over ten months. However, you can apply for them to be paid over 12 months. You will need to write to us no later than 10 March each year to request a change in payments. | | |
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| **Contact us**  Online:go to **www.lichfielddc.gov.uk/businessrates** when you have moved address.  Write to us: Revenues & Benefits, District Council House, Frog Lane, Lichfield WS13 6YX  Call us: **01543 308000** (customer services) | | |
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| **Data protection and General Data Protection Regulation (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 will use your personal data and who we may share it with. A paper copy is available on request. | | |