

## General Information on Inter-Bank GIRO Service

- Thank you for applying to settle your monthly Service and Conservancy Charges (S&CC) through Interbank GIRO.
- The average processing period for your application by Marsiling-Yew Tee Town Council and bank is about 2 months.
- We will send you a **GIRO ACKNOWLEDGEMENT CARD** to inform you we are processing your application. **Please continue to pay your monthly charges as usual until further advice.**
- Once your application is approved by the bank, we will send you an **ACKNOWLEDGEMENT OF GIRO STANDING ORDER**. In this acknowledgement, we will inform you of the commencement month of deduction from your bank account for the monthly payment of your S&CC.
- The deduction date is normally the **18<sup>th</sup> of the month**. In the event that the deduction is unsuccessful, a **2<sup>nd</sup> attempt on the 3<sup>rd</sup> of the following month** will be carried out.
- If your S&CC account has been paid-to-dated or in advance of the month of deduction indicated in the standing order, there will be no deduction from your bank account. Deduction will only commence when there is an outstanding amount in your S&CC account.
- Please maintain sufficient funds in your bank account to cover the full payment.
- We do not issue receipts for payment made through the Interbank GIRO. The deduction will be reflected in your bank passbook or statement of account. You are advised to update your bank passbook to ensure your S&CC charges have been deducted.
- You may contact us for queries at Tel: 6430 7800
- Thank you for using the INTERBANK GIRO SERVICE.