



## How long will I have to wait?

Enquiries are dealt with in the order that we receive them. At busy periods you may expect a delay of up to 12 weeks. In exceptional circumstances we can give priority to your enquiry, e.g. when a deadline has been imposed on you at short notice. Please phone or email to discuss.

## Cheques/Postal Orders

Payment by open limited cheque is safe for you, and prevents us having to send refunds. You should **leave the amount and figures line blank** for us to complete, but (important) write on the *second* line “**not to exceed (x) pounds**”.

Please make the cheque payable to **Somerset County Council**. Cheques etc. must be in **sterling** currency.

## Credit/Debit Cards

We can accept payments by the following credit or debit cards: Visa, Visa Debit, Visa Electron, Access, Mastercard, Maestro, Solo. Regrettably, we cannot accept American Express or Diners Club.

We will need the following information:

- 1) The type of card you are using
- 2) Written permission from the card holder
- 3) The number, exactly as shown on the card
- 4) The security code (the last 3 figures printed on the signature strip on the back of the card)
- 5) The expiry date
- 6) The full name, exactly as it appears on the card
- 7) The full address to which the card is registered, including house number and post code
- 8) Day-time telephone number and e-mail address
- 9) A clearly stated monetary limit for this transaction

## Information we need from you

To speed up your enquiry, please specify as clearly and precisely as possible the information that you are seeking, and enclose any relevant information which might assist us.

- Please write clearly or type your enquiry. Whether contacting us by letter or email, remember to include your name and postal address. You can also use the form on this leaflet.
- If possible, quote our reference number given on previous correspondence, especially if related to your current enquiry
- Please enclose an accurate map if your enquiry concerns a house or land
- Include a (UK) daytime telephone number so that we can contact you for clarification if necessary

**Please allow for a reasonable amount of research time to answer all of your questions.** If you are unsure how long your research will take, please allow up to an hour to begin with (i.e. authorise up to £30 of expenditure under the standard rate).

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