

## **SMS reminders frequently asked questions**

We have launched a new text messaging and email reminder service to help customers make their Council Tax Payments on time and avoid extra costs.

### **How does it work?**

If you are late with your Council Tax payment, in most cases, where we hold a mobile telephone number or valid email address, an automated text message or email will be issued. This message is to remind you that your Council Tax payment is due and to offer you more convenient ways to make payment. At present this service will be in addition to our standard reminder process.

### **Do I need to respond to the text messages I receive?**

Unfortunately as the text messages and emails are automated we are unable to monitor any direct replies. If you wish to contact us you can do so by calling our main switchboard number: 01323 410000 or by contacting us through our website.

### **Will my number be passed over to third parties?**

Your personal information will be treated with the strictest confidence and in accordance with the Data Protection Act (1998). The service is confidential and information will not be shared with third parties outside of the council for marketing purposes.

### **How do I Opt-out?**

You can easily opt-out by contacting our Customer Contact Centre - either by calling 01323 410000 or by visiting the Contact Centre at 1 Grove Road, Eastbourne, East Sussex, BN21 4TW. Please note that the opt-out process may take up to 14 days to process.