

From: Shaun McKenzie [REDACTED] s 7(2)(a)
Sent: Thursday, 10 November 2022 9:42 pm
To: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Westpac fee when using online payment portal

Good Evening,

Thank you for the response.

Follow up requests:

1. All emails related to my original request sent or received by Hutt City Council.
2. Council's plan to communicate the error to rate payers and how the refunds will be processed

Regards,
Shaun

From: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Sent: Tuesday, November 8, 2022 17:10
To: [REDACTED] s 7(2)(a)
Subject: Westpac fee when using online payment portal

Kia ora Shaun

Please find attached Hutt City Council's response to your information request of 13 October 2022.

Regards, Susan

Ngâ mihi

Susan Sales

Ringa Āwhina Tāhūhū ki Te Koromatua | Senior Advisor

Te Kaunihera o Te Awa Kairangi | Hutt City Council, [30 Laings Road](#), Private Bag 31912, Lower Hutt 5040, New Zealand

Paetukutuku: www.huttcity.govt.nz

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From: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Sent: Monday, 17 October 2022 12:48 pm
To: Susan Sales <Susan.Sales@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Westpac fee when using online payment portal

From: ContactHCC <contact@huttcity.govt.nz>
Sent: Friday, 14 October 2022 4:44 pm
To: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Westpac fee when using online payment portal

From: Shaun McKenzie [REDACTED] s 7(2)(a)
Sent: Thursday, 13 October 2022 4:29 PM
To: ContactHCC <contact@huttcity.govt.nz>
Subject: [EXTERNAL] Westpac fee when using online payment portal

Hi

I've noticed that both Hutt City Council and Porirua City Council both use the payments online portal for handling online payments. Both Councils also include a Westpac fee when using the online portal. Porirua City Council have an additional charge of 1.9%, while Hutt City Council is 2.1% (attached below are images from each councils payment page).

My questions are:

1. Why are Hutt City rate payers paying a higher fee than Porirua rate payers?
2. Has the council attempted to negotiate a lower fee with Westpac? If yes, I would like to request a copy of communication between the council and Westpac about this. If no, then why not?
3. Has anyone raised the Westpac fee as a complaint with the council before? If yes, how many complaints and what dates were they raised.

Regards
Shaun



Credit card payment

This service is provided by our bank, Westpac New Zealand Limited, in agreement with Porirua City Council. You do not have to be a Westpac customer to use this service.

Payment can be made with Visa or MasterCard credit cards.



Important

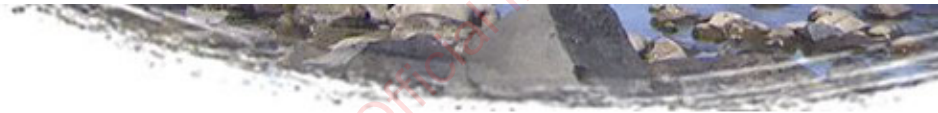
A **convenience fee** of 1.90% per transaction is applied by Westpac New Zealand Limited to transactions processed through this site. This fee appears as a separate transaction on your credit card statement and is referred to as "Westpac Convenience Fee". You should check with your card issuer for details about other fees or charges that may also apply, as this credit card transaction is carried out in terms of the arrangement between you and your card issuer.

If payment is made using a credit card issued outside New Zealand, any currency conversion will be done according to the terms and conditions of the card - there may be currency conversion fees charged by your card issuer.

Transactions made after 10:30PM New Zealand time will be processed by Porirua City Council on the following business day.

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Payment can be made with Visa or MasterCard credit cards.



Important

A **convenience fee** of 2.1% per transaction is applied by Westpac New Zealand Limited to transactions processed through this site. A minimum convenience fee of \$3.50 applies to transactions that fall below this threshold. Hutt City Council does not receive any part of this fee. This fee appears as a separate transaction on your credit card statement and is referred to as "Westpac Convenience Fee". You should check with your card issuer for details about other fees or charges that may also apply, as this credit card transaction is carried out in terms of the arrangement between you and your card issuer.

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