

## Circular to Shareholders and Clerks: New CCL Accounting System - Improved Payment Methods - Credit Card Merchant Fee

3 April 2017

CCL is currently in the process of transitioning its current accounting and property management systems to a new software platform. The new system will provide better accessibility for Shareholders to their account details, improved payment methods and in the unlikely event of a system failure, access to data recovery is greatly improved.

At the moment, we are in the planning phases for the first stage of the transition to the new system, we expect that the new system will be up and running by 1 July 2017.

Further information relating to the new system and payment methods is as follows:

### **Tenant Portal:**

One of the features of the new system will include a "Tenant Portal", where you will be able to access your account information online, download documents (ie: invoices & statements), obtain information about making payments and make credit card payments online. Login details will be provided to members and tenants closer to the cutover date of 1 July.

### **Maintenance Contributions:**

Maintenance contributions remain due and payable on the 1st of each month in advance and CCL will also continue to send out invoices and statements via email.

### **Interest:**

CCL will continue to charge interest (at the then current Court rate) on monies outstanding for the period commencing from the date that such monies are due and payable until they are paid.

### **Direct Debit Payments**

To keep administrative costs low, Direct Debit remains CCL's preferred method to receive payments from its members and tenants. The current Direct Debit authorisations will transition to the new accounting system and those members who currently use this system do not need to do anything. For those members wishing to pay by Direct Debit, they should download and complete the form at this link: [https://www.ccl.com.au/files/documents/DIRECT\\_DEBIT\\_MAS.pdf](https://www.ccl.com.au/files/documents/DIRECT_DEBIT_MAS.pdf)

CCL does not accept payments via Electronic Funds Transfer.

### **BPAY:**

From 1 July CCL is introducing BPay and members and tenants will be able to make payments to CCL using the BPay service. Details on how to pay by BPay will be available on all invoices issued by CCL from 1 July 2017.

## Credit Card:

CCL has managed to renegotiate its merchant fees for credit card payments with its Bank, from 1 July merchant fees for Amex, Visa and Mastercard will reduce from 3% to the following:

Amex: 2.15%

Visa & Mastercard: 1.75%

Also from 1 July members and tenants will be able to make credit card payments online by using the 'Tenant Portal' as described above.

## Privacy and your personal information:

To safeguard the delivery of service to Shareholders and retain access to information in the unlikely event of a catastrophic hardware or system failure, the new system provides a backup of all data and information in "The Cloud". As a consequence, the storage of your personal information may be retained outside of Australia, however CCL are satisfied that the storage of personal information is in keeping with the provisions and requirements of Australian Privacy Legislation.

By providing CCL with your personal information, you agree to the disclosure of your personal information to CCL's service providers for the purposes of conducting CCL's operations.

For further information relating to CCL's Privacy Policy please refer to the link: <https://www.ccl.com.au/privacy-policy>

Kind regards,

**Debbie George**

General Manager

**COUNSEL'S  
CHAMBERS  
LIMITED**

Level 1 Selborne Chambers  
174 Phillip Street Sydney  
NSW 2000 Australia  
DX 973 Sydney

**P:** +61 2 9231 3644

**E:** [dgeorge@ccl.com.au](mailto:dgeorge@ccl.com.au)

**W:** [www.ccl.com.au](http://www.ccl.com.au)

This email (including any attachments) is confidential, may be privileged, may contain commercially valuable information and intended solely for the use of the individual or entity to whom it is addressed. It may be read, copied and used only by the intended recipient. If you have received it in error, please contact CCL on +61 2 9231 3644 or by email at [admin@ccl.com.au](mailto:admin@ccl.com.au), or the Sender immediately by return email, and immediately delete this email. CCL reserves the right to monitor all email communications through its networks. If the content of this email is personal or unconnected with CCL's business, we accept no liability or responsibility for it. You should take full responsibility for virus checking of this email and any attachments. If this email contains personal information (as defined in the Privacy Act Cth as amended) you must at all times comply with the Privacy Act and Australian Privacy Principles in connection with the personal information.