

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

5 June 2017

I refer to my email below of 3 April. The new accounting system as described in my email is on track to be operational from 1 July 2017.

B/Pay details will be available on all invoices and statements issued for maintenance contributions, rent and other miscellaneous items from 1 July.

The login details for access to the online portal will be circulated to all members via email later this month. This email will be sent to the email address where your invoices and statements are currently delivered (if you would like to change this email address then please contact CCL Accounts [accounts@ccl.com.au](mailto:accounts@ccl.com.au)), if you do not receive your login details by 30 June please contact CCL IT staff at [support@ccl.com.au](mailto:support@ccl.com.au). Please note that all Clerks will also be issued with a login to the online portal so that they can access their CCL Floor account for items that are billed directly to the Floor (i.e. electricity accounts). When you have your login details please activate your account and complete the profile information.

You will be able to download copies of all CCL invoices and statements issued after 1 May 2017 from the online portal.

In addition to the above, in order to improve the delivery of CCL services such as maintenance requests and IT support, we anticipate that from 1 September members and Clerks will also be able to log service requests via the online portal. More information in relation to this service will follow in the coming months.

Unfortunately, contrary to the advice contained in the email below, AMEX have just this week advised that they will be increasing their merchant fee to 3.03% inc. GST from 1 August. The merchant fee for payments made using Visa and Mastercard will remain the same at 1.75%.

Please contact our accounts department on [accounts@ccl.com.au](mailto:accounts@ccl.com.au) if you require any further information in relation to the above.

Kind Regards,  
Debbie George  
General Manager  
Counsel's Chambers Limited

**From:** Debbie George [<mailto:dgeorge@ccl.com.au>]  
**Sent:** Monday, 3 April 2017 10:53 AM

**To:** Shareholders & Clerks

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

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



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