

Dear resident

Please be aware of fraudulent emails requesting you to change your City of Cape Town recipient banking information for account payments.

To check whether the email is valid or not, confirm that it is being sent from one of our verified email addresses. If it is not from one of the email accounts below, it may be fraudulent.

Our registered email accounts are as follows:

- For account payments and billing, the email will be sent from no-reply@capetown.gov.za or ebill@capetown.gov.za.
- For City news and updates, the email will be sent from ebilling.mail@info.capetown.gov.za or citynews.online@info.capetown.gov.za.

If you have received communication requesting you to change the City's banking information and are unsure whether it is fraudulent or not, please verify the information with the City's Call Centre on 0860 103 089.

TOP TIP

If you pay via online banking, we advise that you create the City as a beneficiary on your bank's website. The City is already listed as a beneficiary at all the major banks and therefore you do not need to manually update the City's banking details.

How to make an online payment on your bank's website or app:

- Under the 'benefit type', select 'bank listed beneficiary'. Under the 'benefit name', type 'CITY' and a dropdown menu will appear for you to select 'CITY OF CAPE TOWN MUNICIPALITY'.
- In the 'beneficiary reference' field, enter your 9-digit municipal account number. Note: there are no spaces or commas between numbers.
- Insert the amount you want to pay and conclude the transaction.

If you are unable to do any of the above steps, please contact your bank for assistance or contact the City's Call Centre on 0860 103 089.

City of Cape Town