



We are helping you do more online!

Every year, we deal with over 200,000 customer enquiries over the phone or face to face, but do you know 9 out of 10 queries we receive could be done online?

We are making our online services easier for you to use and available when you need them.

We'll soon be launching a new online customer account called **MyScotBorders**.

By signing up via our website, you'll be able to:

- Access more Council services online
- Submit requests, report issues, and pay for services much quicker
- Track the progress of your requests online - when you self-serve, you will save time

Another service coming soon is **Council Tax Online** which will offer online features, such as:

- set up or amend Direct Debit
- apply for or cancel Single Person Discount
- apply for Student Reduction
- notify of Change of Address: moving in to the Borders, moving within the Borders, moving out of the Borders

By linking your **MyScotBorders** account to the Council Tax Online service, you'll be able to view account details, such as your balance, payments made and next payment due.

What do I need to do?

KEEP the 10 character online reference written on your Council Tax bill in a safe place.

You will need it later to view your Council Tax account online.

Look out for further updates about when you can create your account.

