

Customer Contact Gateway.....

your gateway to improved Council services



A wide range of information and support can now be obtained directly at your local office with new services being continually developed

Having a Customer Account will speed up the process of dealing with enquiries about services such as Council Tax, Rents and Benefits made at your Local Office in person or by telephone.

You can contact your Local Office on **0845 724 000**

What is a Customer Account?

We aim to deal with customer enquiries at the first point of contact and to avoid the need for people to provide the same personal information time and time again. This will lead to services being provided more accurately and effectively. We also want to address the issue of the customer's consent to the use of personal information in dealing with such enquiries.

Basically, a Customer Account joins up all your Council reference numbers, so that we can provide information to you about all the Council services you use. Staff in any local office can now directly access a variety of information when dealing with your enquiry. The information available in this way is set to grow to encompass many more Council services.

We can access your Customer Account from any of the cards we currently issue, including the Library card, Payment cards and Leisure cards. Or if you prefer you may use other forms of identification such as your driving license or passport.

A record of all enquiries, reports, bookings etc made at your Local Office will be made against your customer account.

How do I get one?

Simply take a leaflet and fill it in; present this with 2 forms of identification at any Local Office or log on to East Ayrshire Council's website at www.east-ayrshire.gov.uk and select **CCG CUSTOMER ACCOUNT** from the Quick Find menu.

How do I benefit from a Customer Account?

It speeds up the whole process of making an enquiry in person or on the telephone and makes it more secure. Our Local Office staff will have direct access to the information needed in order to deal with your enquiry, in most cases at your first point of contact. If you have a Customer Account we can answer more enquiries on more services immediately, through our Customer Contact Gateway. You will also be able to access your customer account online any time of the day or night online, where you can view your service account, make payments and enquiries.

What will my Customer Account be used for?

The Customer Account will be used for the purposes of providing you with fast, efficient and secure access to services and information.



**CUSTOMER CONTACT GATEWAY
CUSTOMER ACCOUNT APPLICATION FORM**

Title (Mr/Mrs/Ms etc)

*First Name

*Last Name

Requested Name if different from above
(this is the name we will refer to you by)

Gender (please tick) Male Female

Date of Birth
(only required if needed to tell between different members of the household with similar names)

*House Name/No.

*StreetLocality

*Town*Postcode.....

Home Phone.....Work Phone

Mobile

Email

Preferred method of contact (please tick one)

Home Work Mobile Email

Preferred contact time (please tick one)

Anytime Morning Afternoon

*Security Question (please tick one and write the answer in 'response')

Mothers maiden name Pets name Birth town First primary school

*Response

*** ALL INFORMATION MARKED WITH * MUST BE COMPLETED**

Please provide details below for the Council services you wish to include as part of your Customer Account

Rent Reference

Garage Rent Reference

House Insurance Reference

Council Tax Reference

Benefit Reference

Library Membership Number

Others (please detail)

Others types of identification that can be used to reference the above services

Driving Licence

National Entitlement Card (Young Scot / Shout Card / Travel Pass)

Please indicate if you would like access to your account online Yes No

From time to time the Council may wish to contact you with information about additional services. Please tick the box(es) if you agree to receive such information and indicate which methods of contact are acceptable to you.

Phone Post Email Mobile

I hereby authorise East Ayrshire Council to maintain a Customer Account on my behalf, including the Council services nominated by me.

*Customer Signature

Acceptable forms of ID:-

Drivers Licence
Bank Statement

Passport
Utility Bill

Please return completed application to:

East Ayrshire Council
Muirkirk Local Office
44 Main Street
Muirkirk, KA18 3RD

Enquiries:

localofficeservice@east-ayrshire.gov.uk
Tel. 0845 724 0000 ask for Heather Wilson