



City of London

Ontario Works Repayment by Electronic Funds Transfer (EFT)

To enable Ontario Works Repayments by Electronic Fund Transfer (EFT), you must provide all the required information and supporting documentation noted below. Repayment forms submitted without all required documentation **will not** be processed.

You must submit one package per person with all supporting documentation.

Please note that the processing of all Ontario Works Repayments is managed by City of London Parks & Recreation. Accordingly, repayment transactions withdrawn from your bank account, will appear as, **COL CP REC-REG 519-661-5575 ON**, on your bank statement

Prior to submission:

- Sign and date **Section A: Customer Declaration and Collection of Personal Information Statement**
- Complete all components of **Section B: Pre-Authorized Payments Plan, Authorization Agreement**
- Attach a Pre-Authorized Debit (PAD) form from your Bank/Credit Union. **NOTE: Void Cheques or other non-official bank account details will not be accepted**

Once all components have been completed, you have two options to submit your documentation.

Option #1 – In Person

- Documentation can be submitted in-person during regular business hours (Monday-Friday 8:30am to 4:30pm) at the City of London Offices at Citi Plaza (355 Wellington St., Suite 248)

Option #2 – Ontario Works Drop Box

- Documentation can be submitted in a sealed envelope at any Ontario Works Drop Box location across the city (for a full list of drop box locations please visit london.ca and search **Ontario Works**. Select the first page result and then scroll down to **Locations and Hours of Operation**).
- If you are choosing this option, please ensure you mark the outside of the envelope with the following:

Ontario Works Repayment Package
Attn: P&R Customer Service, Citi Plaza

Important Contact Numbers

Ontario Works – Finance (519-661-1065)

- Make repayment plan arrangements or modification

Ontario Works – Overpayment Line (519-661-2306)

- Obtain clarification on overpayment balance
- Dispute repayment amount

Parks & Recreation Customer Service (519-661-5575 or recreation@london.ca)

- To reschedule an upcoming repayment (must be done at least **10 business days** in advance of the scheduled repayment date)
- If your mailing address or bank account information changes from what you originally submitted, please contact for next steps

Please note that in any instance, if your scheduled withdrawal is not honoured by your financial institution and is returned for any reason, such as NSF (Non-Sufficient Funds), your account will be charged the standard City of London NSF fee (\$45.00).

If you have more than two payments returned within a 12-month period, you will no longer be eligible for repayment by EFT.

Section A: Customer Declaration and Collection of Personal Information

The personal information collected on this application form is collected under the authority of the Ontario Works Act, 1997, S.O. 1997, c. 25, Sched. A, as amended, and will be used to process your Ontario Works Repayment Plan by EFT. Questions about this collection of personal information should be addressed to Supervisor - Customer Service, City of London, 355 Wellington St, Suite 248, PO Box 5045, London, ON N6A 4L6. 519-661-CITY (2489) ext. 5579.

I hereby confirm that the information provided herein is accurate and complete, and that the documents submitted along with this application form are genuine.

Signature 1

Date

Printed Name 1

Signature 2 (if required)

Date

Printed Name 2 (if required)



London
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Section B: Pre-Authorized Payments Plan Authorization Agreement

I/we, the undersigned, hereby authorize The Corporation of the City of London, Bambora Inc. and the financial institution identified in the Pre-Authorization Debit (PAD) form (or any other financial institution I/we may authorize at any time) to draw repayments from the account (identified by the PAD form) based on the payment schedule below, and payable to The Corporation of the City of London for repayment of Ontario Works benefits.

Member ID	
First Name	
Last Name	
Primary Phone Number	
Email Address (if applicable)	
Total Number of Payments Listed	
Total Value of All Payments Listed	
Method of Payment	

Current Mailing Address	
Mailing Address	
City	
Province	
Postal Code	

Payment #	Date (DD/MM/YY)	Amount
Ex. #1	01/01/21	\$100.00
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
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		\$
		\$
		\$

**Please note that you cannot schedule payments beyond one year in advance. For additional payments beyond that period, please submit a new repayment package with updated information.*

If more than one signature is required on payments against the bank account, all depositors must sign.

Signature 1

Date

Printed Name 1

Signature 2 (if required)

Date

Printed Name 2 (if required)

Pre-Authorized Payment Plan Terms & Conditions

- If you wish to cancel your Pre-authorized Payment Plan -- or need to change information such as your bank account details -- simply provide City of London Parks & Recreation Customer Service (519-661-5575 or recreation@london.ca) with written notice at least 30 days in advance of your next payment date. To obtain a sample cancellation form, or for more information on your right to cancel this agreement contact your financial institution or visit www.cdnpay.ca.
- You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Pre-Authorized Payment Plan Agreement. To obtain more information on your recourse rights contact your financial institution or visit www.cdnpay.ca.
- For any payment returned and cannot clear your account, the City of London will levy a service charge of \$45.00.
- If two payments are not honoured by your bank/financial institution, this Pre-Authorized Payment Plan will be cancelled without notice.
- **By providing the details of your payment schedule above (page 4), you have waived your right to receive pre-notification of the amount of the Pre-authorized Payment Plan and agreed that you do not require advance notice of the amount of Pre-authorized Payment Plan before the debit is processed.**