

### I have received an email requesting that I pay for my concurrence online. How do I do this?

If you have lodged a development application with a council that is using the online concurrence and referral service, the associated agency requests will be processed via this system. This includes the payment of any associated fees and charges.

You will receive a system generated email requesting that payment be made via the Planning Portal. To view and/or pay the associated fees, please log in or create an account using the email address that the email was sent to. Once payment has been received, the request/s will be sent to the Agencies to review.

### What payment methods are accepted through the Planning Portal?

You can pay your fee invoice using BPay or a credit card (Mastercard or VISA).

### The payment date for the concurrence fees associated with my development application has passed. Am I able to still make the payment online?

Yes. You can make the payment after the due date. Please log in using the registered account associated with the case, this is identified in the "To" field of the email, to make this payment.

### Further information

- If your query is not answered by one of the above FAQs, please contact ServiceNSW on 13 77 88 for assistance.