

Struggling with your  
Municipal Account?

**Help is here!**

# Apply for Debt Relief now!

The Nelson Mandela Bay Municipality is offering residents and businesses an opportunity to settle their debt through the Debt Relief Programme.

We are committed to ensure that all registered property owners can afford to pay their municipal accounts.



**For more information:**

Tel: 0800 20 50 50 (press option 5)

Email: [accountrelief@mandelametro.gov.za](mailto:accountrelief@mandelametro.gov.za)

Website: [www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za)

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## WHO CAN QUALIFY?

- Domestic Consumers
- Businesses, including all other entities such as NPO's, Body Corporates, etc.

## WHO DOES NOT QUALIFY?

- Government Departments
- Nelson Mandela Bay municipal employees, including councillors

## WHERE TO APPLY AND HOW TO APPLY?

- All applications will be forwarded to: [accountrelief@mandelametro.gov.za](mailto:accountrelief@mandelametro.gov.za) or visit your nearest Customer Care Centre for an application form.

## WHAT DOCUMENTS NEED TO BE PROVIDED?

- Copy of ID of Account Holder & 3-months bank statement (Domestic)
- Copy of ID of the authorised person/s for a business entity, together with the business's 3-month bank statement and a letter of authority from the person concluding the arrangement (Business Entities & Other)

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