

Amherstburg Online Payments FAQs

Who can I speak with if I have any questions after making a payment?

For assistance following making a payment or for further information please call 519-736-0012 or e-mail propertytax@amherstburg.ca

Can I set up pre-authorized credit card payments?

This option is not available.

What type of credit card can I use to make online payments?

You may use MasterCard and Visa credit cards to pay online. The fee is 2.5 percent of the total amount owed.

Can I use my Debit Visa or Debit Mastercard to pay online?

Yes, you can use your Debit Visa or Debit Mastercard to pay online. The fee is 1.5 percent of the total amount owed.

What do I have to have ready when I start the online process of making a payment?

Have your credit card and your tax bill/dog tag or parking ticket ready. You will need to provide your roll number and the amount to pay for taxes. Phone number and amount for dog tag payment online or parking ticket infraction number and amount for parking ticket payment. If you are paying online you will also need to provide your e-mail address so that details of your transaction can be sent to you on completing your payment.

How will my transaction be confirmed?

When the payment is complete, you will receive a confirmation number. If your payment has been made online, you will also receive an e-mail receipt documenting the service fee from the third-party provider, Paymentus Corporation, and the bill payment amount paid to the Town of Amherstburg.

How will the payment be displayed on my credit card statement?

Your statement will have two entries. One will be for the payment to the Town of Amherstburg and the other will be your service fee payment to Paymentus Corporation.

Why is there a service fee?

Paymentus charges a fee to use their services. The fee covers payment handling and processing charges.

Does the Town of Amherstburg receive any part of the fee?

The Town does not receive any part of the service fee. Paymentus is an independent company providing a service for the Town of Amherstburg.

Is there a limit on how much I can pay?

There is a maximum amount of \$10,000 per payment. However, multiple payments can be made and there is no limit on how many payments can be made.