

# Ryman Invoice Guide

## A visual explanation of your invoice for residents and families



**Tax Invoice / Statement**

**1** **Edmund Hillary Retirement Village Limited**  
221 Abbotts Way  
Remuera  
Auckland 1050  
GST Reg No : 36 - 291 - 806

**2** **Account Enquiries:** Emma Nolan  
0800 588 222  
Emma.Nolan@rymanhealthcare.com

**3** **Deliver To:** Mrs J Burnside  
326 Somewhere Street 1021

**4** **Page:** 1  
**Date:** 01 May 2026  
**5** **Account Code:** BIEJO-P MAN  
**6** **Statement No:** 2

**7** **Account Holders:** Fazio, Zorine

| <b>8</b> <b>Date</b> | <b>9</b> <b>Description</b>                      | <b>Unit Price</b> | <b>Quantity</b> | <b>10</b> <b>Total</b> |
|----------------------|--------------------------------------------------|-------------------|-----------------|------------------------|
|                      | Opening Balance                                  |                   |                 | \$5,308.63             |
| 14/04/2026           | Accommodation Premium<br>01/04/2026 - 12/04/2026 | \$77.00           | 12.00           | \$924.00               |
| 30/04/2026           | Private Fees<br>13/04/2026 - 30/04/2026          | \$359.91          | 18.00           | \$6,478.38             |
| 30/04/2026           | Accommodation Premium<br>13/04/2026 - 30/04/2026 | \$77.00           | 18.00           | \$1,386.00             |

**11** **PLEASE MAKE PAYMENT BY THE 18TH OF THIS MONTH**

**12** **If not paying by Direct Debit, please Direct Credit to:**  
**EDMUND HILLARY RETIREMENT VILLAGE LTD 01-0797-0167173-00**  
**Please use your account code as the reference.**

**13** **Closing Balance** \$14,097.01

**14** **New Transactions on this Invoice/Statement include GST of** \$1,146.31

### 1 Village details and address

This section shows the legal name, the GST Registration Number, and the address of the village where the Resident lives.

### 2 Ryman account contact

The point of contact within Ryman that you can call or email to discuss any questions you may have about this statement.

### 3 Billing contact and address

This is the person that the statement is addressed to and can be a family member or the Resident who lives in the Ryman Village.

### 4 Statement date

This shows the date that the statement was generated, typically the first day of the month. The charges on this invoice will typically be for this month.

### 5 Account code

This is your unique account number for all of your Ryman statements and charges. If you contact us with questions, this is helpful to have so we can find your account easily.

### 6 Statement number

Sequential statement number indicating this is the second statement for this account. Check this is you think you have missed a statement.

### 7 Account holder(s)

This is the account holder or holders that reside in the Ryman Village.

### 8 Description of charges

Describes what a particular charge relates to and typically includes the date range period for these charges.

### 9 Unit price and quantity

The price and quantity for the charges in the line item. For care fees this is a daily rate and the number of days charged.

### 10 Total

The total for this line, calculated by multiplying the unit price x quantity.

### 11 Payment information

The invoice due date for manual payments or, if you have a direct debit, the date it will be deducted from your bank account.

### 12 Our bank details

This is where you can send payment to us directly if you do not have Direct Debit setup. If you use this option, please include your Account Code as the reference.

### 13 Closing balance

This shows the total balance due on your account as of the date of the statement. This includes previously unpaid charges (if applicable), plus the charges on this statement.

### 14 GST for new charges

This is the Goods & Services Tax for the charges that are on this invoice. It does not include GST from prior invoices, even if those have not yet been paid.

# Frequently asked questions and support



## Navigating residential your account with transparency

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### Common Billing Enquiries

#### **Why does my statement display a negative balance value?**

A negative closing balance indicates a credit balance on your account. This typically occurs when government funding is approved and backdated, or when an overpayment has occurred in a prior month.

#### **When are direct debit deductions processed?**

All direct debit transactions are processed monthly on the 18th day of each calendar month. If the 18th falls on a weekend or public holiday, it processes the next business day. The precise date of each direct debit will be included at the bottom of your statement.

#### **I only receive five meals per week, why have I been charged for a quantity of 31?**

Some non-daily services must be entered as daily charges in our system. To calculate the charge, we divide the weekly cost by 7 days.

#### **When can I expect to receive my fees statement?**

Statements are generated in the first 7 days of each month. If you receive your statement by email, it will come through as soon as it has been generated. If you receive your statement by post, it may take longer. Posted statements also incur a postal fee.

#### **Can I pay by automatic payment?**

No, we do not accept automatic payments. Automatic payments are set up with your bank for a fixed amount usually every 28 days. This does not line up with our monthly billing cycle so your account would never be up to date.

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### Need personal assistance reconciling your accounts?

Our dedicated Accounts Receivable team is available Monday to Friday (8:00 AM – 4:30 PM NZT) to walk you or your representative through any billing or payment queries.

#### **Central support line:**

0800 588 222

#### **Mailing address:**

Ryman Healthcare  
PO Box 771  
Christchurch, 8140  
New Zealand

#### **Corporate email:**

fees@rymanhealthcare.com

#### **Resource portal:**

[www.rymanhealthcare.co.nz/what-we-offer/frequently-asked-questions](http://www.rymanhealthcare.co.nz/what-we-offer/frequently-asked-questions)