

## 1 Bond claim details

Amount payable to Landlord

\$

Is any money payable to the landlord / managing agent? If YES, show amount. If NO, write 'NIL'.

IMPORTANT - Bonds are now refunded in full. No partial refunds available. Any monies not directed to be payable to the landlord in this section are paid to the tenant/s.

If a landlord is claiming part of the bond during the term of the tenancy, 100% of the bond should be claimed and the balance re-lodged.

Alterations must be signed in full by all signatories to the form.

## 2 Shop premises

Address of rented premises

Postcode

## 3 Tenant

Name(s)

Address  
other than shop

PO Box

Unit No.

Street No.

Street name

Suburb

Postcode

If address not  
known, tick here

Work phone

Mobile phone

Email address

### Direct deposit

Bank/Credit Union

BSB No.

Branch location

Account name

Account No. (Credit card details NOT acceptable)

Account type

## 4 Landlord / Managing Agent

Agent ID/Landlord Code

Name

Address

PO Box

Unit No.

Street No.

Street name

Suburb

Postcode

Work phone

Mobile phone

Email address

### Direct Deposit

Bank/Credit Union

BSB No.

Branch location

Account name

Account No. (Credit card details NOT acceptable)

Account type

Declaration (if completed by agent)

By ticking this box, I confirm I am still authorised to act on behalf of :

(name of Landlord)

## 5 Refund approval

Tenant should never sign a claim form if sections 1-3 are not completed

Signature of Tenant

Date

/ /

Signature of Landlord/Managing Agent

Date

/ /

### Send completed claim to:

Email: [bondclaims@customerservice.nsw.gov.au](mailto:bondclaims@customerservice.nsw.gov.au) Post: Rental Bonds, Locked Bag 9000, GRAFTON NSW 2460

Enquiries Please contact NSW Fair Trading Rental Bonds

## Retail Bonds

|                  |                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------|
| <b>Hours</b>     | <b>8.30am – 5.00pm Monday to Friday</b>                                                                 |
| <b>Telephone</b> | <b>NSW Fair Trading Rental Bonds</b>                                                                    |
|                  | <b>133 220 TTY: 1300 723 404</b>                                                                        |
| <b>Email</b>     | <b><a href="mailto:bondclaims@customerservice.nsw.gov.au">bondclaims@customerservice.nsw.gov.au</a></b> |
| <b>Website</b>   | <b><a href="http://fairtrading.nsw.gov.au">fairtrading.nsw.gov.au</a></b>                               |

### Bond Lodgement/Retail Bond Number

You should write your Retail Bond Number on the front of this form.

Either party may make a claim at any time.

**IMPORTANT** - Bonds are refunded in full. No partial refunds available. Any monies not directed to the landlord in this section are paid to the tenant/s.

If a landlord is claiming part of the bond during the term of the tenancy, 100% of the bond should be claimed and the balance re-lodged.

#### How to claim

You can make a claim for a refund:

- By email to **[bondclaims@customerservice.nsw.gov.au](mailto:bondclaims@customerservice.nsw.gov.au)**
- Mail to NSW Fair Trading Rental Bonds Locked Bag 9000 Grafton NSW 2460

### Single Party Claims

If a valid claim is made by one party alone, Rental Bonds will send a "Notice of Claim" to the other party. If Retail Bonds is not notified in writing that the recipient disputes the claim within 14 days of the issue of the Notice, the bond will be paid as directed by the first claim form processed. Subsequent conflicting claims may be disregarded and therefore it is important to notify NSW Fair Trading Rental Bonds if you receive a notice that you disagree with.

### Refunds

Rental Bonds does not issue individual payments to co-tenants.

Refunds are made by Direct Deposit:

- Your refund will usually be in your account 2 working days after receipt if you give us the correct details for your Australian bank, credit union or building society account (including the Account name, BSB and Account number).
- Failure to provide account details may result in a delay in your refund.
- Direct deposits cannot be made to credit card accounts or to card numbers.
- Make sure your account details are correct. If incorrect account details are provided it may not be possible to recover funds from an unintended recipient.
- All tenants should sign the claim form if the refund is to be paid into an account that is not in all the tenants names.
- Please also provide a forwarding address and Mobile / Daytime phone contact so we can contact you if there is any issue with making payment.

### Privacy

Your details will be stored in Rental Bonds records. Information will be stored and managed in accordance with provisions under the *Privacy and Personal Information Protection Act 1998*. It will not be used for any other purpose and will not be given to any other third party except where required by law. You may access or correct your personal information by contacting Rental Bonds. Please refer to our website <https://www.fairtrading.nsw.gov.au/privacy/privacy-statement> for more information on our Privacy Policy and your rights to access or correct the information.

### Disclosure of Information

Information provided on this form may be disclosed to lawfully authorised government agencies upon demand.

## ENGLISH

If you have difficulty understanding English, contact the Telephone Interpreter Service on 131 450 and they will telephone Retail Bonds.

## ARABIC

إذا كنت تجد صعوبة في فهم الإنكليزية، اتصل بخدمة الترجمة الهاتفية 131 450 ، للاتصال نيابة عنك بمكتب خدمات الإيجار. Retail Bonds.

## CHINESE

如果您理解英語有困難的話，請致電 131 450 給電話傳譯員服務，他們會打電話給租賃服務 Retail Bonds.

## CROATIAN

Ako teško razumijete engleski, nazovite Telefonsku službu tumača na 131 450, koja će zatim nazvati Retail Bonds.

## GREEK

Αν έχετε δυσκολίες με τα Αγγλικά, επικοινωνήστε με την Τηλεφωνική Υπηρεσία Διεμνηνών στον αριθμό 131 450 και εκείνοι θα τηλεφωνήσουν στις Υπηρεσίες Ενοικίασης (Retail Bonds).

## ITALIAN

Se avete difficoltà a comprendere l'inglese, rivolgetevi al Servizio Traduzioni e Interpreti al numero 131 450 il quale a sua volta telefonerà al Retail Bonds.

## MACEDONIAN

Ако имате тешкотии да го разберете англискиот јазик, јавете се во Телефонската служба на преведувачи на 131 450 и тие ќе телефонираат во Retail Bonds.

## SERBIAN

Ако имате тешкоћа с разумевањем енглеског језика, обратите се Телефонској служби тумача на 131 450 и они ће назвати службу за изнајмљивање (Retail Bonds).

## SPANISH

Si tiene dificultad para entender el inglés, llame al Servicio Telefónico de Intérpretes al 131 450 y ellos se comunicarán con Retail Bonds.

## VIETNAMESE

Nếu quý-vị gặp khó-khăn khi đọc mà không hiểu tài-liệu viết bằng tiếng Anh, xin liên-lạc với Sở Thông-dịch ~~Rental Bonds~~ tại số 131 450 để nhờ nơi này gọi cho

**IT IS AN OFFENCE TO MAKE A FALSE OR MISLEADING STATEMENT  
WHEN MAKING A CLAIM FOR REFUND OF BOND MONEY.**