



First for Business

Department of State and Regional Development

CLAIM FOR REFUND OF BOND MONEY

RETAIL BOND NUMBER

Grid for Retail Bond Number

1 REFUND DETAILS

Is any money owing to the landlord/managing agent? If YES, show amount If NO, write "NIL"

\$

Bonds refunded in full. No partial refunds available.

Any monies not claimed in this section are paid to the tenant/s.

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

2 TENANT

Company Name

Address

If not known write "Not Known"

Phone No.

Company Name input field

Address input field

Postcode input field

Phone No. input fields (Work and Home)

Direct Deposit

Direct Deposit details form including Bank/Credit Union, BSB No., Branch Location, Account Name, Account No., and Account Type

OFFICE USE ONLY

Class Approved by

Cheque No.s

3 LANDLORD / MANAGING AGENT

Agent's ID No.

Name

Address

Phone No.

Name input field

Address input field

Postcode input field

Phone No. input fields (Work)

Direct Deposit

Direct Deposit details form including Bank/Credit Union, BSB No., Branch Location, Account Name, Account No., and Account Type

4 REFUND APPROVAL

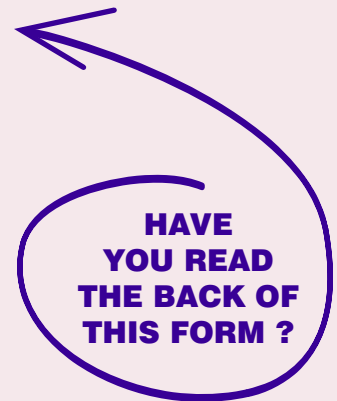
Tenant should never sign a claim form if sections 1- 3 are not completed

Signature of tenant

Signature of landlord/managing agent

Signature of tenant input field

Signature of landlord/managing agent input field



RENTING SERVICES

Level 4, 234 Sussex Street, Sydney NSW 2000 Locked Bag 19, Darlinghurst NSW 1300

Phone: 133 220 TTY: (02) 9338 4943 Fax: (02) 9283 1490 / 1800 803 655 (outside Sydney) Website: www.fairtrading.nsw.gov.au



## RENTING SERVICES

Level 4, 234 Sussex Street, Sydney NSW 2000

**HOURS:** 8.30am - 5.00pm Monday to Friday  
**TELEPHONE:** **Rental Bond Information:**  
133 220  
**Aboriginal Tenancy Information:**  
1800 500 330  
**TTY:** (02) 9338 4943  
**FACSIMILE:** (02) 9283 1490 / 1800 803 655 (*Outside Sydney*)  
**WEBSITE:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

### 1 Retail Bond Number

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

### 2 How to claim

After the tenancy has terminated you can make a claim for a refund:

- by fax (only fax the form once and retain the original so that it can be produced if required)
- by mail
- through the Internet by property managers connected to the Rental Bond Internet Service (RBIS).

Landlords or managing agents should show the total amount of loss incurred, even if this is in excess of the amount lodged.

Rental Bonds held by Renting Services (as retail bond custody provider) attract a sum equal to interest. This will be included in the refund.

### 3 Disputes

Where agreement cannot be reached or where the tenant or landlord cannot be located, claims can be made solely by the tenant or landlord/managing agent. Renting Services will send a "Notice of Claim" to the other party.

If Renting Services is not notified within 14 days of the issue of the Notice that the recipient has applied for dispute resolution with the Retail Tenancy Unit, the bond will be refunded as directed by the first claim form processed.

### 4 Refund methods

#### (a) Direct Deposit

- Refunds are made by direct deposit into a bank, credit union or building society account.
- **Direct deposits cannot be made to credit card accounts or to card numbers or overseas accounts.**
- Please also provide a Service of Notice address. If we are unable to process the direct deposit we can then contact you at that address.

### 5 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 Office of Fair Trading.

#### ARABIC

إذا كنت تجد صعوبة في فهم الإنكليزية، اتصل بخدمة الترجمة الهاتفية 131 450 ، Office of Fair Trading

#### 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 Office of Fair Trading

#### CROATIAN

Ako teško razumijete engleski, nazovite Telefonsku službu tumača na 131 450, koja će zatim nazvati Office of Fair Trading.

#### GREEK

Αν έχετε δυσκολίες με τα Αγγλικά, επικοινωνήστε με την Τηλεφωνική Υπηρεσία Διερωτημένων στον αριθμό 131 450 και εκείνοι θα τηλεφωνήσουν στις Υπηρεσίες Ενοικίασης (Office of Fair Trading).

#### 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 Office of Fair Trading.

#### MACEDONIAN

Ако имате тешкотии да го разберете англискиот јазик, јавете се во Телефонската служба на преведувачи на 131 450 и тие ќе телефонираат во Office of Fair Trading.

#### SERBIAN

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

#### SPANISH

Si tiene dificultad para entender el inglés, llame al Servicio Telefónico de Intérpretes al 131 450 y ellos se comunicarán con Office of Fair Trading.

#### VIETNAMESE

Nếu quý-vị gặp khó-khẩn khi đọc mà không hiểu tài-liệu viết bằng tiếng Anh, xin liên-lạc với Sở Thông-dịch qua Điện-thoại số 131 450 để nhờ nơi này gọi cho Office of Fair Trading.

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