



RETAIL BOND NUMBER

Grid for retail bond number

RETAIL TENANCY UNIT

1 REFUND DETAILS

How much of the bond should be paid to the landlord/managing agent?

Any amount not claimed in this section is paid to the tenant.

Show amount \$ or write "NIL"

Field for refund amount

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

2 RENTED PREMISES

Address of rented premises

Address and Postcode fields

OFFICE USE ONLY

Class and Approved by fields

3 TENANT

Company Name

Company Name field

Address Tenant PO Box, Home, or Other Address

Address field

If not known write "Not Known"

Postcode field

Phone No.

Work and Home phone number fields

Direct Deposit

Bank/Credit Union, BSB No., Branch Location fields

Account Name field

Account No. and Account Type fields

Cheque No.s

4 LANDLORD / MANAGING AGENT

Agent's ID No.

Agent's ID No. grid

Name

Name field

Address

Address and Postcode fields

Phone No.

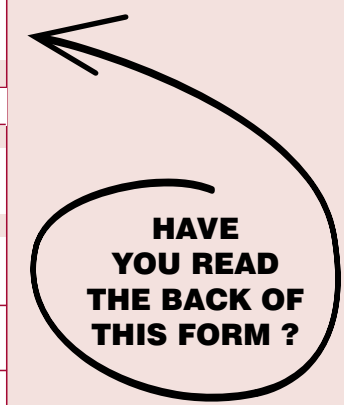
Work phone number field

Direct Deposit

Bank/Credit Union, BSB No., Branch Location fields

Account Name field

Account No. and Account Type fields



5 REFUND APPROVAL

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

Signature of tenant

Signature of tenant and date fields

Signature of landlord/managing agent

Signature of landlord/managing agent and date fields

## RETAIL TENANCY UNIT

Locked Bag 19, Darlinghurst NSW 1300

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**HOURS:** 8.30am - 5.00pm Monday to Friday  
**TELEPHONE:** **Retail Bond Information:**  
13 32 20  
**TTY:** 1300 723 404  
**FACSIMILE:** (02) 9280 4360 / 1800 803 655 (*Outside Sydney*)  
**WEBSITE:** [www.retail.nsw.gov.au](http://www.retail.nsw.gov.au)

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### 1 Retail Bond Number

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

### 2 How to claim

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).

Any amount of the bond remaining after a claim has been made will be paid to the tenant.

If the lease is to continue, a joint application (by both parties) should be made to pay out the bond.

### 3 Disputes

If a claim is made by the one party alone, 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 lodged a notice of dispute (bottom part of the Notice of Claim form) with the Retail Tenancy Unit, the bond will be paid as directed by the first claim form processed. Either the landlord or the tenant can lodge an application for resolution of a retail bond dispute with the Retail Tenancy Unit, available at [www.retail.nsw.gov.au](http://www.retail.nsw.gov.au) under online forms. The bond will not be released until the parties have resolved the question of how the bond is to be paid or an order is presented from a court or tribunal directing the release of the bond.

The Retail Tenancy Unit can offer assistance with retail lease disputes, including disputes about bonds, on 1300 795 534 or 02 9777 8811.

### 4 Refunds

- Refunds can be 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 tenant PO Box, home, or other address. If we are unable to process the direct deposit we can then contact the tenant at that address.

### 5 Disclosure of Information

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

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