### Claim for Refund of Bond Money

#### Failure to Provide Bank Account Details May Result in a Delay in Your Refund

1. **Refund Details**
   - Is any money owing to the landlord/managing agent? If YES, show amount $_.
   - If NO, write "NIL".

2. **Rented Premises**
   - Address of rented premises:

3. **Tenant/s**
   - First Name:
   - Family Name:
   - 1.
   - 2.
   - 3.
   - 4.
   - Forwarding Address:
   - If not known write "Not Known".
   - Postcode:
   - Mobile / Daytime Phone:
   - Email Address:
   - Refunds are made by Direct Deposit:
     - Bank/Credit Union:
     - BSB No.:
     - Branch Location:
     - Account Name:
     - Account No. (Credit card details NOT acceptable):
     - Account Type:

4. **Landlord / Managing Agent**
   - Name:
   - Address:
   - Mobile / Daytime Phone:
   - Agent's ID No.:
   - Refunds are made by Direct Deposit:
     - Bank/Credit Union:
     - BSB No.:
     - Branch Location:
     - Account Name:
     - Account No. (Credit card details NOT acceptable):
     - Account Type:

5. **Refund Approval**
   - Tenants should never sign a claim form if sections 1-3 are not completed.
   - Signature of tenant/s:
   - Signature of landlord/managing agent:

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**Rental Bonds**
Locked Bag 9000, Grafton NSW 2460
Phone: 133 220
TTY: 1300 723 404
Email: bondclaims@finance.nsw.gov.au
Website: www.fairtrading.nsw.gov.au

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**OFFICE USE ONLY**
Class:
Approved by:
Cheque No.s:

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**HAVE YOU READ THE BACK OF THIS FORM?**
1 Rental Bond Number
You must write your Rental 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.

The simplest and quickest way to obtain a refund is to email the completed claim form to bondclaims@finance.nsw.gov.au. Completed claim forms may also be posted to Locked Bag 9000, Grafton NSW 2460 or lodged at any Service NSW Centre.

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

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. Rental Bonds will send a “Notice of Claim” to the other party. If Rental Bonds is not notified within 14 days from the date the Notice was issued that the recipient has applied for a NSW Civil and Administrative Tribunal hearing, the bond will be refunded as directed by the first claim form processed.

4 Refund method
Our office does not issue individual payments to co-tenants. Refunds are made by Direct Deposit:

- Your refund will 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 card accounts or to card numbers.
- 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.

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