

What is this form about?

Rental Bonds Online (RBO) is an online service to help NSW residential tenants, agents and private landlords, lodge, manage and refund bond money easily and securely. This form is intended for licensed real estate agents – the Licensee of the agency must complete this form to use RBO (if you are a non-licensed organisation managing tenancies such as a housing co-operative, an authorised officer should complete the form).

Before you complete this form, you should:

- Read the *Rental Bonds Online – an introduction (for managing agents)* fact sheet available on www.fairtrading.nsw.gov.au/rentalbondsonline
- Confirm who will be the RBO Principal user for your agency.

The Licensee of an agency must either accept the role of RBO Principal or delegate the role of RBO Principal to a senior, trusted staff member within the agency. The RBO Principal will activate the first RBO logon account for the agency and then assumes responsibility for authorising other members of staff to use RBO.

Delegation should be carefully considered as the RBO Principal has the authority to:

- update agency details on RBO, including contact and bank account details
- alter the RBO authority of their staff to be able to lodge bonds and authorise claims
- add a new agency user to RBO, when a new staff member is required to access the service
- delete a user from RBO, when a staff member leaves or assumes other duties within the agency.

What happens once I have lodged my form?

1. The RBO Principal user will receive an email from NSW Fair Trading containing an RBO information kit and instructions on how to activate their RBO logon account.
2. The RBO Principal must activate their RBO logon account and complete the RBO set up for your agency.
3. Individual property management staff will then be able to use RBO. It is recommended that property managers also read the RBO information kit to learn about online lodgements and refunds.
4. If your agency is registered for the Rental Bonds Internet Service (RBIS), your access to RBIS will cease once the set up process is complete. This means that all your existing data will have been transferred to the new system.

What do I need to do?

Complete the form details overleaf and email the completed form to rboregistration@finance.nsw.gov.au

Need help?

Call the Rental Bonds Online team on **1800 990 724** or email rbosupport@finance.nsw.gov.au



Fair
Trading

Agency details

Name of licensee

Licence number

Rental bonds agency code

The Agency Code (Agent ID) issued to your agency by NSW Fair Trading that you enter on the Rental Bond Lodgement Form (eg. 51234-1). If you have never been issued an Agency Code, write "NIL". A code will be issued to your agency as part of this registration process.

Trading name

Corporate name

Corporate address

Phone number

Postal address

Banking details (any bond refunds paid to your agency will be deposited into this bank account. Provision of banking details is mandatory. RBO does not support payment by cheque.)

Bank/credit union

BSB

Branch location

Account name

Account number

RBO principal

First name

Last name

Mobile number

Email address

Preferred contact: Email Email & SMS

Signature of RBO principal user

Date

If RBO principal user role is delegated, signature of licensee

Date

Sign your completed form and email a scanned copy to rboregistration@finance.nsw.gov.au

Office use only

Officer signature

RBO Logon ID

Date

Disclosure of information

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

Rental Bonds Online team:

Call **1800 990 724** or email rbosupport@finance.nsw.gov.au or visit us online at www.fairtrading.nsw.gov.au/rentalbondsonline
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