

Please read the important information below before completing the form details on page 2.

What is this form about?

Rental Bonds Online (RBO) is an online service to help NSW residential tenants, landlords, and property managers lodge, manage and refund bond money easily and securely. A self-managing landlord (owner) must complete this form to register to use RBO and to satisfy proof of identity requirements. RBO registration is required once only and can be used for management of future NSW residential rental bonds.

What do I need to do?

Complete the form on page 2 of this document and then you can either:

1. Visit any Service NSW Centre with the completed form and original proof of identity documents (details provided to the right). Location of Service NSW centres can be found at www.service.nsw.gov.au or call 13 77 88.
- OR
2. Email rboregistration@customerservice.nsw.gov.au your completed form together with a certified copy of the required proof of identity documents (details provided to the right), endorsed as a true copy by a Justice of the Peace.

What happens once I have lodged my form?

When NSW Fair Trading receives the completed RBO – Landlord/ Owner Proof of Identity & Registration Form and has verified your Proof of Identification documents, a Landlord Code will be allocated. The Landlord Code will be emailed to the address provided in the form along with an information pack about RBO, which includes instructions on how to activate your RBO account.

Privacy Statement

See page 3 for information about how we handle personal information.

Rental Bonds Online team:

Call 1800 990 724, email rboregistration@customerservice.nsw.gov.au or visit us online at www.fairtrading.nsw.gov.au/rentalbondsonline
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What documents are accepted for Proof of Identity?

You need to provide a total of three (3) documents. The following documents are accepted:

- a. Landlord/Owners MUST provide one (1) document from list 1. It MUST show your name, signature, current photo and date of birth.
- b. Landlord/Owners MUST provide at least one (1) document from list 2 that shows your current address.
- c. Landlord/Owners MUST provide one (1) document from list 2 or 3.

LIST 1

- current Australian photo driver's licence or other such equivalent current photo card issued by a State or Territory Government agency
- current Australian passport
- current non-Australian passport

LIST 2

- a passbook or account statement from a bank, building society or credit union up to 1 year old
- a telephone, gas or electricity bill up to 1 year old
- a water rates, council rates or land valuation notice up to 1 year old
- a residential tenancy agreement up to 1 year old
- current insurance renewal for house, contents, vehicle, boat, up to 1 year old
- notice of taxation assessment up to 1 year old
- an electoral enrolment card or the evidence of enrolment up to 1 year old

LIST 3

- a current Medicare card
- a current ATM, credit or debit card with your name and signature issued by a bank, building society credit union, or any other financial institution
- a current student identity card or a certificate or statement of enrolment up to 1 year old from an education institution
- a current photo identification card issued for NSW regulatory purposes (includes NSW Firearm licence, NSW Security Operator licence, NSW Commercial Agents and Private Inquiry Agents Operator licence etc).



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Please review the Privacy Statement on page 3 for information about how we handle personal information.

Fields marked with an * are mandatory.

1. Owner/landlord details

First name*

Last name*

2. Contact details

Mobile number*

Phone number

Email address*

3. Banking details (any bond refunds will be paid into this nominated bank/credit union account)

Bank/credit union*

BSB*

Branch location*

Account name*

Account number*

Preferred contact: Email

Email & SMS

Residential address

4. Existing bonds Do you self-manage any currently held rental bonds? If yes, provide bond numbers so they may be listed under your landlord code.

5. Proof of identity documents – see page 1 for accepted documents.

Enter details of documents provided:

Document type	Document number	Date of Issue	Expiry date	Place of Issue
POI List 1 document eg. Australian Passport				
POI List 2 document eg. Telephone bill				
POI List 2 or 3 document eg. Medicare card				

6. Signature of owner/landlord

Print name	Signature	Date

SNSW Office Use Only: <input type="checkbox"/> POI sighted and verified <input type="checkbox"/> Signatures witnessed		
Print name:	Officer signature:	Date:
RBO Office Use Only: <input type="checkbox"/> Certified POI and signatures verified <input type="checkbox"/> Approved and processed		
Print name:	Officer signature:	Date:
Landlord Code:		

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Privacy Statement

NSW Fair Trading, Department of Customer Service gives priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PIIP Act) and *Health Records and Information Privacy Act 2002* (HRIP Act). Service NSW acts as a shopfront for us and performs transactions for you, on our behalf.

The personal information contained in your application is collected and held by NSW Fair Trading and Service NSW will collect and hold personal information on our behalf as part of the application process.

We are collecting your personal information for the following purposes:

1. We are collecting your information for the purpose of assessing and processing your registration for the Rental Bonds online service in accordance with section 157A and section 159 of the Residential Tenancies Act 2010.
2. Internal administrative purposes, including liaising with you in relation to your application.
3. We may use the information to support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for residents and business in NSW.

The consequence of not providing it is that your application may not be able to be determined.

We may use the personal information contained in your application to confirm your details if you make any subsequent applications in relation to any licence or authority issued by NSW Fair Trading. We may also use it to administer/update our customer database, including to send you information that we consider important such as reminders to renew licences.

We will store and manage your personal information in accordance with provisions under the PIIP Act and HRIP Act.

If required, we may make enquiries and exchange information with other NSW government agencies (including the NSW Police Force), or other States, Territories and/or the Commonwealth for the purpose of assessing your application and for compliance purposes. We may disclose your personal information for these purposes.

We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or permitted to do so by law. Our [Privacy Statement](#) describes when this may occur. You can find this information and our [Privacy Management Plan](#) on the Department of Customer Service website.

Please see the Fair Trading Privacy [Code of Practice](#) for more information about how we handle your personal information, how you can request access to or correct the personal information we hold about you (if the information is inaccurate, incomplete, not relevant or out of date) and who to contact if you have a privacy enquiry or complaint, or email brdprivacy@customerservice.nsw.gov.au.

For more information about how Service NSW handles personal information please visit www.service.nsw.gov.au/privacy.

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