



## RENTAL BONDS

**HOURS:** 8.30am - 5.00pm Monday to Friday

**TELEPHONE: Rental Bond Information:**  
133 220  
**Aboriginal Tenancy Information:**  
1800 500 330  
**TTY:** 1300 723 404

**EMAIL:** bondclaims@customerservice.nsw.gov.au

**WEBSITE:** www.fairtrading.nsw.gov.au

### 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.

If your bond was lodged using Rental Bonds Online you must submit your claim online.

If the bond was not lodged online you can email the completed claim form to **bondclaims@customerservice.nsw.gov.au**, or post to Locked Bag 9000, Grafton NSW 2460 or lodge 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 usually 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 credit card accounts or to card numbers.**
- Make sure your account details are correct. If incorrect account details are provided it may not be possible to recover funds from an unintended recipient.
- 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.

#### ENGLISH

If you have difficulty understanding English, contact the Telephone Interpreter Service on 131 450 and they will telephone NSW Fair Trading.

#### ARABIC

إذا كنت تجد صعوبة في فهم الإنكليزية، اتصل بخدمة الترجمة الهاتفية 131 450 ، للاتصال نيابة عنك بمكتب خدمات الإيجار. NSW 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 NSW Fair Trading

#### CROATIAN

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

#### GREEK

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

#### SPANISH

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

#### VIETNAMESE

Nếu quý-vị gặp khó-khăn 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 NSW Fair Trading.

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