

HOW TO PAY YOUR RENT

Your Tenant Reference:

In this office, here's how we ask all our Tenants to pay rent.

Payment methods:

1. 'Set & Forget' Automatic Payments –



Complete the form overleaf

2. SMS or Email 'Rent Reminders' – receive reminder & just reply "YES" to pay *Complete the form overleaf*



3. BPAY – pay via your internet banking profile



Complete the form overleaf

4. Other – Other options including Bank Cheque, Cheque and Money order are available.

5. Charges –
- Set and Forget or SMS Email reminder from Bank Account .5% of transacted value
 - Set and Forget or SMS Email reminder from Visa & Mastercard 1.45% of transacted value
 - Set and Forget or SMS Email reminder from American Express or Diners 2.65% of transacted value
 - Set and Forget or SMS Email reminder from Overseas credit cards 2.85% of transacted value
 - BPAY \$1.00 per transaction
 - \$1.51 Test Fee applies to all new set ups
 - \$15.00 Dishonour fee applies

Benefits of 'Set & Forget' & 'SMS/Email Rent Reminders':

Choose easy Set & Forget automatic payments or receive a SMS/Email Rent Reminder and simply reply YES to pay.

- ✓ Save time & hassle – never forget to pay your rent.
- ✓ Easiest way to pay rent – no need to login every time rent is due.
- ✓ Ease the burden by using the up to 55 interest free days when you pay by credit card.
- ✓ If a payment fails, you receive an SMS/Email alert and your payment is automatically re-tried.
- ✓ Online access to payment history.
- ✓ Cost effective ways to pay – card payments are not treated as a cash advance and you earn points.
- ✓ Fully secure – card numbers are tokenised and never stored in full.
- ✓ Payment services provided by industry specialists, Rental Rewards.

How much & when to pay:

- See your lease for your rent amount and frequency details.
- Regardless of which payment method you select, always set up your payments for 3 days before your rent is due to allow for bank clearance times, weekends and public holidays.

Setting up payments by

1. Complete the 'Rent Payment Set Up Form' overleaf:
 - Enter a 'Next Rent Due' date 3 days before your rent is due to allow funds to clear from your account.
 - Give the completed form to your Property Manager or send to Rental Rewards.
2. Set up:
 - You will receive a confirmation email and you can access your rent payment info online.
3. Payments processed:
 - Your payments will be processed as per your payment options.

Direct Debit Service Agreement: Drawing arrangements:

We will advise you, in writing, the details of the direct debit drawing arrangements (amount, frequency, commencement date) at least 1 calendar day prior to the first drawing (via your lease). Where the due date falls on a non-business day, we may draw the amount on the next business day. We will not change the amount or frequency of drawing arrangements without prior advice or approval. We reserve the right to cancel the direct debit drawing arrangements if two or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method. We will keep all information pertaining to your nominated Financial Institution account private and confidential. Your rights: You may terminate the drawing arrangements or stop payment of a drawing at any time by giving notice to us, which should be received by us at least 5 business days prior to the due date. You may request change to the drawing amount and/or frequency of drawings by contacting us and advising your requirements no less than 5 business days prior to the due date. Where you consider that a drawing has been initiated incorrectly, you should take the matter up directly with us. Your responsibilities: It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by your Financial Institution. It is your responsibility to advise us if the account nominated by you to receive drawings is transferred or closed and to arrange with us a suitable alternative payment method if the drawing arrangements are cancelled either by you or your Financial Institution.

