



To the New Tenant

Dear Sir/Madam,

AN EASIER WAY TO PAY YOUR RENT

We bank with Macquarie Bank Limited and the primary reason for choosing the bank was to provide you with more flexibility and convenience when paying your rent.

The options for paying your rent are as follows:

CREDIT CARD – via DEFT Online and DEFT Phonepay

To make a payment online, simply go to www.deft.com.au and enter your DEFT reference number* under the “Make a Payment” section (this will take you to the Credit Card Payment page). Complete all the details and click “Continue” to process the payment.

Your DEFT number is located on your card which is attached.

Your DEFT instructions are:

Simply go online or on your smartphone to deft.com.au or use our phone payment service by calling **1300 301 090**.

Credit card²

Set up your profile online to:

- make payments from your credit card² or bank account
- schedule future dated or recurring payments
- view payment history
- print receipts.


Alternatively, make one-off payments by credit card online or by phone (no profile required).

BPAY

For BPAY payments, pay online or over the phone through your financial institution using the biller code and DEFT Reference Number located on your DEFT card.



 **Internet** deft.com.au

 **Phone** 1300 301 090 (International +61 2 8232 7395)

This card identifies a tenant within the DEFT Payment System only and holds no monetary value. If found, please return to DEFT Payment Systems, 1 Shelley Street, Sydney, NSW, 2000. Replacement cards can be obtained from your real estate agent at no cost.

¹ For a comprehensive list of available payment methods check with your real estate agent. ² Fees and charges may apply – please check with your real estate agent. BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518
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Macquarie Bank, through DEFT® Payment Systems, has a wide range of payment options. You can now pay your rent over the phone or internet, 24 hours a day, 7 days a week. That means no more queuing at your bank to pay your rent.

If you don't have access to the internet and would prefer to make a payment via **DEFT Phonepay**, please call **1300 30 10 90** and follow the prompts.

Once payment has been made, you will be given a transaction confirmation number, which you should record as proof of your payment.

For your convenience, both the phone and internet payment options allow you to schedule recurring weekly, fortnightly, monthly or quarterly rental payments in advance. So you can 'set and forget' your rental payments.

To pay your rent by credit card there is no need to register before making payments. A surcharge for credit card payments does apply.

BPAY® - via your financial institution

Payments from your cheque or savings accounts can be made via BPAY. BPAY payments are made through your financial institution's phone or internet banking service. The biller code for your BPAY payment is **4481** and your reference number is your DEFT reference number. If your financial institution doesn't offer BPAY you can still pay by phone or internet using DEFT Phonepay and DEFT Online. Please note that BPAY Credit Card payments are not accepted – if you wish to pay via Credit Card please visit www.deft.com.au

DIRECT DEBIT (customer initiated) - from your bank, building society or credit union transaction account.

To pay your rent directly from your transaction account, you are required to register your details prior to using payment option. Registration is quick and easy and can be done online at **www.deft.com.au**.

To register, simply click Start Now next to "first time visit to the new DEFT Website" in the middle of the page:

- input your Deft Reference Number
- complete your name and address details,
- nominate a six digit (numeric) security code,
- complete your account details,
- nominate a security question and answer (should you misplace your Security Code),
- agree to our service agreement, and
- print or save the confirmation page detailing the registration and Service Agreement.

In a few minutes you'll be registered and you can start making payments using both phone and internet payment methods.

Please feel free to contact us to discuss any the above payment options. For any other queries:

- Call DEFT Payment Systems toll free on **1800 672 162** for enquiries regarding your registration (please note this is an automated service).
- For any tenancy matters, including repairs or enquiries about your rent, please continue to contact us as usual.

Yours sincerely



Bruce Flint
Managing Direct