

## Request a Refund

Open the required bond in 'Lodged' status from the Manage Bonds home screen, by clicking on the bond number.

BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS
1000288	The Preatures	105 DUFFY STREET, AINSLIE ACT 2602	\$2,000.00	28-09-2018	Lodged

The bond summary page will display. Click on the ellipsis icon in the top menu bar.

### Bond 1000288

105 DUFFY STREET, AINSLIE ACT 2602

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[SUMMARY](#) [HISTORY](#) [...](#)

#### Bond and Tenancy Details

Status:	Lodged
Whole Bond Amount:	\$ 2,000.00
Bond Amount Paid:	\$ 2,000.00
Weekly Rental Amount:	\$ 500.00
Date Raised:	28-09-2018
Tenancy Commencement Date:	28-09-2018
Housing Loan:	No

Click on **Request Refund**.

[REQUEST REFUND](#)

[RESEND RECEIPT](#)

The Request Refund form will display. Ensure that refund disbursements are correctly allocated, then click **Next**.

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**Disbursements**          **Details**          **Summary**

**Totals**

Total Bond Amount		\$ 2,000.00
Total Amount Allocated to Lessor / Agent	<input type="text" value="\$ 0.00"/>	\$ 0.00
Total Amount Allocated to Tenants	<input type="text" value="\$ 2,000.00"/>	\$ 2,000.00

On the following page, enter all tenant's bank account details for the refund.

*Note: where a portion of the bond refund is to be allocated to the agency/lessor, the registered bank account details will be automatically selected and will not need to be filled out here. Bank account details can be updated, prior to submitting the refund request, through **My Profile** for Lessors or through **Agency Profile** for Agency Admin users.*

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**Disbursements**          **Details**          **Summary**

**Totals**

<b>Total Bond Amount</b>		\$ 2,000.00
Tenant Allocation Amount		\$ 2,000.00
Amount Remaining		\$ 0.00

**Tenant 1**

The Preatures	Amount *
	<input type="text" value="\$ 2,000.00"/>

Account Holder Name \*

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BSB Number *	Account Number *
<input style="border: 1px solid green;" type="text" value="123-456"/> <span style="color: green;">✓</span>	<input style="border: 1px solid green;" type="text" value="123456789"/> <span style="color: green;">✓</span>

Email Address *	Contact Phone *
<input style="border: 1px solid green;" type="text"/> <span style="color: green;">✓</span>	<input style="border: 1px solid green;" type="text"/>

Then click **Next**.



The summary page will display. Review all details and ensure they are correct.

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Disbursements
Details
Summary

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**Totals**

Total Bond Amount	\$ 2,000.00
Total Amount Allocated to Lessor / Agent:	\$ 0.00
Total Amount Allocated to Tenants:	\$ 2,000.00

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**Agent Details**

Agent Name:	Property Manager
Amount Allocated:	\$ 0.00
BSB:	012-950
Account Number:	125647894
Email Address:	
Phone Number:	12 3654 7895

Tick the confirmation checkbox and then click **Submit**.

I confirm that these details are correct at the time of submission

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SUBMIT

Once submitted, the successful submission notice will display. The bond will now be in 'Refund Pending' status.

## Refund Request Submitted

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Your refund request has been submitted and is now pending approval.  
The status of bond # **1000288** has been updated to *Refund Pending*.

If a lessor or managing agent is requesting a refund where the tenant is receiving less than 100% of the bond, a Bond Refund Notice email will be sent to the tenant/s for approval. The refund will be actioned and completed by the Rental Bonds Unit once written confirmation has been received from the tenant/s.

## Disclaimer

*All identity information used in this document depicts fictitious operations with sample data used to develop sample processes for the Rental Bonds Portal. Any resemblance to actual names, addresses, contact numbers, rental values or bond amounts is coincidental.*