

# Tenant Change of Details & Cancellation Form

Please complete & return this form to RentPay via fax on: 02 9955 6210 or via post to the following address: The Manager, RentPay Card, PO Box 1488, NSW, 2059

RentPay.com.au

**PLEASE COMPLETE IN BLOCK LETTERS, LEAVING A SPACE BETWEEN WORDS**

RentPay Card Number (Your card number must be 12 digits)

Nominated PIN (Numeric)

## TENANT DETAILS

Mr/Miss/Mrs/Ms/Other

Given Name

Date of Birth (dd/mm/yy)

Surname

Mobile Phone Number

Suburb

Post Code

## PLEASE TICK WHERE APPLICABLE

### CHANGES TO MY DIRECT DEBIT PRODUCT or CHANGE TO DIRECT DEBIT

Rent Increase

Please specify new amount:

Effective Date:

Change of Payment Date / Frequency

New Date:

And/or please specify new frequency:

Weekly  Fortnightly  Monthly

Enable or Disable Direct Debit

Please suspend my Automatic Direct Debit. I will be making payments via the internet or by phone.

OR

I would like my rental payment to be automatically direct debited from my bank account.

For your account to be automatically direct debited, please specify the commencement date, Frequency and the amount. You must also supply your bank account details below.

Commencement Date:

Frequency:  Weekly

Fortnightly

Monthly

Payment Amount:

### CHANGE MY PAYMENT METHOD TO BPAY

Change to BPAY

I would like to change my payment method to BPAY and I accept the charges of \$1.25 (inc GST) per BPAY transaction which are debited on a monthly bases from the bank account I nominate below. **I/we** have read, understood and accept the terms and conditions for RentPay - BPAY (overleaf).

**YOU MUST SUPPLY YOUR BANK DETAILS IN THE BELOW SECTION**

NB: Not all Agents accept BPAY and you must check with your Agent prior to changing to BPAY.

### CHANGE OR NOMINATE MY BANK DETAILS

Change or Nominate my Bank Details

**NOTE: Debits from your nominated bank account may take up to 3 business days for settlement.**

Direct Debiting is not available on a full range of bank accounts. If in doubt please refer to your financial institution.

Name of Account

BSB Number (must be 6 digits)

Account Number (max 9 digits)

### CANCEL MY ACCOUNT WITH RENTPAY

Cancel my RentPay Account

I request RentPay to cancel my RentPay card and stop any automatic payment that may be active on the RentPay system. I understand that I will no longer be able to make payments using the RentPay system. I also understand that while I will not be charged any future service fees by RentPay I am still liable for any outstanding fees owed to RentPay by me and that all paid service fees are non-refundable.

Left Property

Prefer Alternative Method

Too Expensive

Dissatisfied with Service

Effective Date

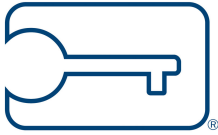
### SIGNING & AUTHORISATION

I/we authorise and request Paycorp Holdings Pty Ltd (trading as RentPay) (User ID 186 426) to debit **my/our** account identified above through the Bulk Electronic Clearing System for any amount that RentPay may debit or charge in accordance with the Direct Debit Conditions - Tenant (overleaf) and the following instructions. **I/we** request and authorise RentPay to debit or charge fees payable to RentPay.

Signature \_\_\_\_\_

Today's Date (dd/mm/yy)

If joint account all signatures may be required.



# RentPay - BPAY Services Agreement Direct Debit Terms and Conditions

RentPay.com.au

## DIRECT DEBIT CONDITIONS

These Direct Debit Conditions and the Direct Debit Request overleaf (DDR) allow Paycorp Holdings Pty Limited ABN 96 096 353 374 (trading as RentPay) (User ID 186 423) to arrange for money to be debited electronically from your Account through the banking system. These conditions set out your rights, our commitment to you and your responsibilities to us, and advise where you should go for assistance.

## DEFINITIONS

**Agreement:** means the Agreement between you and us, being the Direct Debit Request and these Direct Debit Conditions.

**Account:** means the Account you have nominated in the Direct Debit Request.

**Debit Day:** means a day that payment is due to be made to the real estate agent or to us for fees or charges.

**Debit Payment:** means a particular transaction where a debit is made, according to your Direct Debit Request.

**Direct Debit Request ("DDR")** means the form Direct Debit Request - Tenant (overleaf) signed by you.

**Us and We and Our** means Paycorp Holdings Pty Ltd Pty Limited ABN 96 096 353 374 (trading as RentPay), the company that you have authorised to direct debit your Account.

**You** means the person(s) who signed the Direct Debit Request.

**Your Financial Institution** is the Financial Institution at which the Account is kept.

## 1. BEFORE YOU SIGN

1.1 Before you sign the Direct Debit Request, you should:

- check with your Financial Institution whether direct debiting is available from your Account, as some institutions do not allow DDR's to be processed on some Accounts; and
- ensure that your Account details specified in the Direct Debit Request, are correct (check against a recent Account statement); and
- ensure that all persons whose signatures are necessary to operate your Account will sign.

1.2 Warning: if the Account details are incorrect, you may be charged a fee to reimburse our costs of correcting any debit that occurs to an Account that you either do not have the authority to operate or that is someone else's Account. You indemnify us for all loss or expense we suffer as a result of you giving us incorrect or false information in the Direct Debit Request or in any changes to the Direct Debit Request. This indemnity continues after the Agreement ends.

## 2. DEBITING YOUR ACCOUNT

2.1 By signing the Direct Debit Request, you have authorised us to arrange for funds to be debited from your Account according to the Agreement we have with you. We will only arrange to debit funds from your Account in accordance with that authority.

2.2 If a Debit Day is not a business day, we may direct your Financial Institution to debit your Account on the next business day.

## 3. CHANGES BY US

3.1 We may change this Agreement at any time by giving you at least 14 days prior written notice. If you disagree with our change, please notify us within those 14 days.

## 4. CHANGING YOUR DDR OR CLOSING YOUR ACCOUNT

Subject to clause 4.1, you may change the arrangements under a Direct Debit Request (eg the amount you pay or how often you pay) by contacting us on 1300 306 801. You must advise us if your Account is transferred or closed for any reason.

**You agree that we may complete, upon your instruction any details (other than details in the Schedule) missing from the Direct Debit Request.**

## 4.2 CANCELLING YOUR DDR

To cancel your Direct Debit Request, you must forward to RentPay a Card Cancellation Form which can be obtained from your RentPay Card Issuing Agent. Alternatively you can contact your Financial Institution, in writing at least 14 days before the next Debit Day.

## 5 PAYMENT METHODS RENTPAY BPAY SERVICE (Phone and Internet Only)

The RentPay – BPAY payment service is only available for your tenants pay by internet and phone banking facilities from their cheque, savings or credit card accounts. RentPay BPAY payments using a cheque initiated at Australia Post outlets will not be processed by RentPay.

## 6. FEES & CHARGES

You will pay the following fees and charges:

- i. RentPay - BPAY Fee: \$1.25 (inc. GST) Per Transaction
- ii. Credit Card and Debit Cards used through the BPAY channel will incur a 1.25% + GST Surcharge on the total rental amount paid by the tenant in addition to the \$1.25 (inc GST) transaction charge.
- iii. If you are also registered for RentPay Direct Debit the \$3 monthly service charge is still applicable if BPAY is used whilst registered for Direct Debit. This charge is debited from your account quarterly in advance at \$9 per quarter while you are enrolled in the direct debit programme.

The BPAY fees and charges will be direct debited monthly from your nominated bank account for the total fees incurred by you for the previous month's transactions at the beginning of the next calendar month.

## 7. CLEAR FUNDS

It is your responsibility to ensure that there are sufficient clear funds available in your Account to allow a Debit Payment to be made in accordance with the Direct Debit Request.

### 7.1 RETURNED OR DISHONOURED DDR'S

If there are insufficient clear funds available in your Account to meet the Debit Payment of your RentPay Fees and your Financial Institution dishonours your payment:

- you or your Account may be charged a fee by your Financial Institution;
- you will be recharged on the first of the following month the total amount still owing on your RentPay account.
- if you dishonour on your RentPay Fees for three consecutive months your RentPay account will be de-activated and RentPay will initiate steps to recover the outstanding monies from you.

## 8. DEACTIVATION OF YOUR ACCOUNT BY RENTPAY

If you provide us with incorrect details, stop payments or dishonour any payments (including any fees or rent payments), we may deactivate your RentPay Card (by notice to you) and suspend all services under this Agreement. If we agree to reactivate your RentPay Card, we may charge a fee of \$7.50.

## 9. DDR DISPUTE - RESOLUTION

9.1 If you believe there has been an error in debiting your Account, you should notify us directly by phoning 1300 306 801, and also confirm the details in writing as soon as possible.

9.2 If our investigations conclude that your Account has been incorrectly debited we will arrange for your Financial Institution to adjust your Account accordingly, and we will notify you of the amount of the adjustment. Otherwise, we will explain why we concluded that your Account was correctly debited.

9.3 Any queries about an error made in debiting your Account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer the claim to your Financial Institution, which will obtain details from you of the disputed transaction and may lodge the claim on your behalf.

## 10. PRIVACY - YOUR DETAILS

10.1 We will keep any information (including your Account details) in your Direct Debit Request and concerning your RentPay confidential. We make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

10.2 You authorise the release of the information supplied by you in the Direct Debit Request to outside contractors who carry out specialised activities on our behalf.

10.3 We will only disclose information that we have about you:

- in accordance with clause 10.2. and;
- to the extent specifically permitted by law; or
- for the purposes of this Agreement (including disclosing information in connection with any query, dispute or claim, and exchanging information relating to transactions for debit payments with the estate agent specified in the Direct Debit Request).

We make all attempts to provide a secure environment whenever you use the www.rentpay.com.au website to make a payment. We encrypt the card and payment details you send to us through our website using Secure Sockets Layer encryption. We also have secure links between us and the banking network. We send your card and payment details through the banking network to your Financial Institution and your payment is then authorised by your Financial Institution. The Financial Institution then transfers money from your Account.



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## Contact Information

If you have any questions about your RentPay - BPAY product please contact the RentPay Team in writing to:

The RentPay Manager  
PO Box 1488 North Sydney, NSW, 2059  
or telephone on 02 9008 5788  
or email [support@rentpay.com.au](mailto:support@rentpay.com.au)