

Getting started with Rental Bonds Online

Rental Bonds Online helps tenants, agents and private landlords to lodge and refund bond money easily and securely.

Tenants can use NSW Fair Trading's convenient service to:

- pay your bond direct to NSW Fair Trading through a secure website
- check the status and progress of your bond lodgment or refund 24/7 through your own Rental Bonds Online account
- receive email and SMS updates related to your bond
- submit a claim to get your bond money refunded online after confirming with your agent or private landlord.

Getting started

To use Rental Bonds Online, your agent (or private landlord where the property is not managed by an agent) must already be registered as a user. They will help get you set up by inviting you to use the service, normally before you sign your tenancy agreement.

To get started you must have:

- details of the bond amount to be paid (as agreed with your landlord/agent)
- your email address
- your mobile number
- access to the internet (using a standard browser such as Internet Explorer, Chrome or Safari)
- a Visa card or Mastercard or the ability to pay by BPAY through your bank, credit union or building society
- your Australian bank account details (BSB and account number). This account will be used for refunding any bond money due to you at the end of your tenancy.

How do I register and pay my rental bond?

1. Give your email address to your agent (or private landlord).
2. You will receive an email from Rental Bonds Online with instructions and a link to the secure Rental Bonds Online website.
3. Follow the instructions to create an account and pay your bond. This should take less than 10 minutes.
4. Once the bond money is received, NSW Fair Trading will issue you a receipt and immediately notify your agent or private landlord.
5. Your agent or landlord will then arrange for you to sign the tenancy agreement.



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Other key information

How will I be able to pay my bond money?

Pay your bond by Visa, Mastercard or BPAY.

For payments by Visa or Mastercard, you will be guided to our secure third party payment gateway. A small 0.4% surcharge applies. This is the fastest way to pay your bond and the best option if you need to sign your tenancy agreement quickly.

If you choose to use BPAY, a BPAY Advice Slip will be produced with a Biller Code, Reference Number and the amount to pay. Access your internet banking and make your payment by BPAY. Speak to your bank if you need to know more about BPAY. Be aware that there may be up to a 3-day delay before your bank advises NSW Fair Trading that the payment has been completed.

What if I do not proceed with the tenancy?

If you decide not to go ahead with the tenancy after paying your bond money, you can ask for your payment to be returned. As your bond money is securely held by NSW Fair Trading, simply logon to Rental Bonds Online and choose 'Request Return of Funds'. Your landlord or agent will be notified.

What if I am sharing with other tenants?

If there are other tenants (co-tenants), decide which tenant is going to be the 'Principal Tenant' and advise your agent or private landlord.

The Principal Tenant acts on behalf of all tenants and is responsible for:

- registering with Rental Bonds Online and paying the bond money to NSW Fair Trading
- providing the contact details for all co-tenants so that all tenants are informed of any changes to the bond
- submitting or responding to a claim for refund of bond money on behalf of all the tenants at the end of the tenancy
- distributing the bond refund to the other tenants.



Need help?

Visit the Fair Trading website fairtrading.nsw.gov.au/rentalbondsonline where you can:

- learn more on the benefits
- download easy to read fact sheets
- read through frequently asked questions.

Once you have registered log on to <https://rbo.fairtrading.nsw.gov.au/tenant/login> to access online guides providing assistance with processes such as making a claim or changing your account details.

Contact the Rental Bonds Online team
Email rbosupport@customerservice.nsw.gov.au
Call 1800 990 724

For general Fair Trading enquiries:

fairtrading.nsw.gov.au | 13 32 20

Language assistance: 13 14 50 (ask for an interpreter in your language)

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