



Services, Technology & Administration

RETAIL TENANCY UNIT

Locked Bag 19, Darlinghurst NSW 1300

HOURS:	8.30am - 5.00pm Monday to Friday
TELEPHONE:	Retail Bond Information: 13 32 20
	TTY: 1300 723 404
FACSIMILE:	(02) 9280 4360 / 1800 803 655 (<i>Outside Sydney</i>)
WEBSITE:	www.retail.nsw.gov.au

1 Retail Bond Number

You must write your Retail Bond Number on the front of this form.

2 How to claim

You can make a claim for a refund:

- by fax (only fax the form once and retain the original so that it can be produced if required)
- by mail
- through the Internet by property managers connected to the Rental Bond Internet Service (RBIS).

Any amount of the bond remaining after a claim has been made will be paid to the tenant.

If the lease is to continue, a joint application (by both parties) should be made to pay out the bond.

3 Disputes

If a claim is made by the one party alone, Renting Services will send a "Notice of Claim" to the other party.

If Renting Services is not notified within 14 days of the issue of the Notice that the recipient has lodged a notice of dispute (bottom part of the Notice of Claim form) with the Retail Tenancy Unit, the bond will be paid as directed by the first claim form processed. Either the landlord or the tenant can lodge an application for resolution of a retail bond dispute with the Retail Tenancy Unit, available at www.retail.nsw.gov.au under online forms. The bond will not be released until the parties have resolved the question of how the bond is to be paid or an order is presented from a court or tribunal directing the release of the bond.

The Retail Tenancy Unit can offer assistance with retail lease disputes, including disputes about bonds, on 1300 795 534 or 02 9777 8811.

4 Refunds

- Refunds can be made by direct deposit into a bank, credit union or building society account.
- **Direct deposits cannot be made to credit card accounts or to card numbers or overseas accounts.**
- Please also provide a tenant PO Box, home, or other address. If we are unable to process the direct deposit we can then contact the tenant at that address.

5 Disclosure of Information

Information provided on this form may be disclosed to lawfully authorised government agencies upon demand.

ENGLISH

If you have difficulty understanding English, contact the Telephone Interpreter Service on 131 450 and they will telephone Office of Fair Trading.

ARABIC

إذا كنت تجد صعوبة في فهم الإنكليزية، اتصل بخدمة الترجمة الهاتفية 131 450 , Office of Fair Trading

CHINESE

如果您理解英語有困難的話，請致電 131 450 給電話傳譯員服務，他們會打電話給租賃服務 Office of Fair Trading

CROATIAN

Ako teško razumijete engleski, nazovite Telefonsku službu tumača na 131 450, koja će zatim nazvati Office of Fair Trading.

GREEK

Αν έχετε δυσκολίες με τα Αγγλικά, επικοινωνήστε με την Τηλεφωνική Υπηρεσία Διερμηνέων στον αριθμό 131 450 και εκείνοι θα τηλεφωνήσουν στις Υπηρεσίες Ενοικίασης (Office of Fair Trading).

ITALIAN

Se avete difficoltà a comprendere l'inglese, rivolgetevi al Servizio Traduzioni e Interpreti al numero 131 450 il quale a sua volta telefonerà al Office of Fair Trading.

MACEDONIAN

Ако имате тешкотии да го разберете англискиот јазик, јавете се во Телефонската служба на преведувачи на 131 450 и тие ќе телефонираат во Office of Fair Trading.

SERBIAN

Ако имате тешкоћа с разумевањем енглеског језика, обратите се Телефонској служби тумача на 131 450 и они ће назвати службу за изнајмљивање (Office of Fair Trading).

SPANISH

Si tiene dificultad para entender el inglés, llame al Servicio Telefónico de Intérpretes al 131 450 y ellos se comunicarán con Office of Fair Trading.

VIETNAMESE

Nếu quý-vị gặp khó-khăn khi đọc mà không hiểu tài-liệu viết bằng tiếng Anh, xin liên-lạc với Sở Thông-dịch qua Điện-thoại số 131 450 để nhờ nơi này gọi cho Office of Fair Trading.

**IT IS AN OFFENCE TO MAKE A FALSE OR MISLEADING STATEMENT
WHEN MAKING A CLAIM FOR REFUND OF BOND MONEY.**