

## **AN EASIER WAY TO PAY YOUR RENT**

We recently decided to move our banking to Macquarie Bank Limited. Our prime motivation for the move was to increase flexibility and convenience for you when making your rent payments, as Macquarie Bank, through DEFT<sup>®</sup> 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 our real estate office or at your bank to pay your rent.

## **DEFT ONLINE AND DEFT PHONEPAY**

DEFT allows you to make payments by credit card or from your bank, building society or credit union transaction account, 24 hours a day, 7 days a week.

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

To pay your rent directly from your transaction account, you are required to register your details prior to taking advantage of this payment option. Registration is quick and easy and can be done online at **[www.deft.com.au](http://www.deft.com.au)**.

To register, simply select the Online Direct Debit Registration option on the left of the page and:

- 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. If you don't have access to the internet and would prefer to complete a registration form please contact us or call DEFT on 1800 672 162.

To make your payments visit **www.deft.com.au** or call **1300 30 10 90**.

At the time of making your payment you will be asked for your DEFT Registration Number. To proceed with your payment please enter your DEFT reference number.

Payments from your transaction account attract a convenience fee of \$0.85c.

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

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.

For more information on DEFT Payment Systems, see the 'Easy way to pay your rent' brochure, that includes the *Service Agreement* for your records.

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

- Call DEFT Payment Systems toll free on **1800 672 162** for enquiries regarding your registration or making payments.
- For any tenancy matters, including repairs or enquiries about your rent, please continue to contact us as usual.

Please note if a rent payment is dishonoured it will attract a fee of \$15.

Yours sincerely

Wendy Russell  
Principal  
Artation Property Group