



## Frequently Asked Tenant Questions:

### 1) Why is my Real Estate Agent changing the way they accept rent?

Agents all over Australia are implementing Rental Rewards into their businesses so that they can improve the service they offer to all customers, including you. Your Agent can now provide all Tenants with the flexibility of bank account, debit card or credit card payments through one solution. Just like the great benefits to Tenants, Agents receive many benefits including the ability to offer all payment methods to you with easier reconciliation of all payments. You also receive easy payment methods including YesPay™ Rent Reminders along with online / phone access to payment history and you can make one off payments without needing to visit the agents office. Your Agent receives reports on all payments made, so they can reduce the queries they need to make to Tenants.

### 2) How do I pay rent with Rental Rewards?

You have a range of flexible and easy payment methods including automatic 'Set & Forget' payments, simply replying to a SMS/ Email YesPay 'Rent Reminder' or paying online or by phone. You can use your secure web login to view past payments and update details.

### 3) Is my Agent offering different payment account options?

Yes, with Rental Rewards, you can choose to pay by Bank Account, Visa, MasterCard, American Express, Visa Debit or MasterCard Debit. Each option has its own advantages, such as earning reward points and interest free days with credit card payments.

### 4) I go into my Agent's office to pay rent – what should I do now?

For security reasons and like all businesses, more and more Agents are eliminating holding cash and cheques. Accepting cash and cheques also adds extra administration time, in addition to often delaying the reconciliation of your rent as your Agent needs to visit their bank to make lodgements. Rental Rewards provides a range of easy payment methods including automatic 'Set & Forget', replying to an SMS or Email 'Rent Reminder', online and phone.

### 5) How does my Agent know when I pay?

Your Agent receives daily emails & online reports of payments made, including your name, amount paid and your reference number / address. In this way, your rent payments are easily reconciled and rent allocation issues are eliminated. The reports are even compatible with Agent software systems so that reconciliation can be automated.

### 6) When does Rental Rewards send my rent to my Agent?

Rental Rewards forwards your rent to your Agent's account on the very next business day after it clears from your card or bank account. Full payment details are also provided to your Agent at this time by email and online.

### 7) What date should I put down in the 'Next Rent Due' section?

All details about your payment frequency and amount will be in your lease or current agreement. To ensure your Agent receives your rent on time, **please remember to allow up to 3 banking days for funds to clear from your account** – some payments can take up to 3 banking days to completely clear.

## Earn reward points on every dollar when you pay by credit card:

You can earn points on every dollar of rent you pay when you use a credit card linked to a rewards program. As rent is probably your biggest expense, you can quickly earn enough points for flights, vouchers and more\*. You can also benefit from up to 55 days interest free#.

## Earn Qantas Frequent Flyer points or MYER one Shopping Credits:

Register and make your first rent payment by credit card to earn 1,000 Qantas Frequent Flyer points^.  
Alternatively, make your first rent payment by bank account to earn 250 Qantas Frequent Flyer points^.



## Receive exclusive access to immediate rewards:

Receive instant access to a range of exclusive discounts and offers from outlets including:



## Direct Debit Service Agreement: Drawing arrangements:

We will advise you, in writing, the details of the direct debit drawing arrangements (amount – frequency - commencement date) at least 1 calendar day prior to the first drawing. Where the due date falls on a non-business day, we will draw the amount on the next business day. We will not change the amount or frequency of drawing arrangements without your prior approval. We reserve the right to cancel the direct debit drawing arrangements if two or more drawings are returned unpaid by your nominated Financial Institution & to arrange with you an alternative payment method. We will keep all information pertaining to your nominated Financial Institution account private and confidential.

### Your rights:

You may terminate the drawing arrangements or stop payment of a drawing at any time by giving notice to us, which should be received by us at least 5 business days prior to the due date. You may request change to the drawing amount and/or frequency of drawings by contacting us and advising your requirements no less than 5 business days prior to the due date. Where you consider that a drawing has been initiated incorrectly, you should take the matter up directly with us.

### Your responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by your Financial Institution. It is your responsibility to advise us if the account nominated by you to receive drawings is transferred or closed and to arrange with us a suitable alternative payment method if the drawing arrangements are cancelled either by you or your Financial Institution.

## Terms & Conditions:

There are NO extra fees for receiving Rent Reminders or accessing your secure web login. Other fees may apply including for failed and operator assisted bank payments.

\* The earning and redemption of credit card reward points is subject to the terms and conditions of your credit card reward program - contact your card issuer for more details.  
# The availability of interest free days on your credit card is subject to your credit card's terms and conditions - contact your card issuer for more details.

^ You must be a member of the Qantas Frequent Flyer (QFF) program to earn and redeem points. Membership and points are subject to the Terms and Conditions of the QFF program. A joining fee applies to the QFF program. Registration points will be awarded within 8 weeks of your first rent payment. To receive points, you must provide your Qantas Frequent Flyer number on the Tenant Registration form.