



You may prefer to register at [weagree.nsw.gov.au](http://weagree.nsw.gov.au) and claim your retail bond online.

**1 Bond Claim Details**

Amount owed to Landlord  
\$

Amount owed to Tenant  
\$

Retail Bond Number

Any amount not claimed remains held in the bond scheme.

**Identity Checks: to claim your Retail Bond you will need to undergo an identity check.** You may do this through registering at [weagree.nsw.gov.au](http://weagree.nsw.gov.au) and undertaking an online identity check. Alternatively an OSBC Officer will contact you for the verification process. Alterations must be signed in full by all signatories to the form.

**2 Rented Premises**

Address of Rented Premises

Postcode

**3 Tenant**

Name(s)

Address other than shop

PO Box Unit No. Street No. Street Name

Suburb Postcode If address not known, tick here

Work Phone Mobile Phone

Email Address

**Direct Deposit**

Bank/Credit Union BSB No. Branch Location

Account Name

Account No. (Credit card details NOT acceptable) Account Type

**4 Landlord / Managing Agent**

Property-Corporation Licence No.

Name

Address PO Box Unit No. Street No. Street Name

Suburb Postcode

Work Phone Mobile Phone

Email Address

**Direct Deposit**

Bank/Credit Union BSB No. Branch Location

Account Name

Account No. (Credit card details NOT acceptable) Account Type

Declaration (if completed by agent) By ticking this box, I confirm I am still authorised to act on behalf of: Name of Landlord

**5 Refund Approval** Tenant should never sign a claim form if sections 1- 3 are not completed

Signature of Tenant Date / /

Signature of Landlord/Managing Agent Date / /

**Send completed claim to:**

Email: [weagree.bonds@smallbusiness.nsw.gov.au](mailto:weagree.bonds@smallbusiness.nsw.gov.au) Fax: (02) 8222 4816 Post: Retail Bonds, GPO Box 5477, Sydney NSW 2001

**Any Enquiries** Please Contact: Office of the NSW Small Business Commissioner

## Office of the Small Business Commissioner

<b>Hours</b>	8.30am - 5.00pm Monday to Friday
<b>Telephone</b>	<b>Retail Bond Information</b> 1300 153 335
<b>Facsimile</b>	(02) 8222 4816
<b>Email</b>	weagree.bonds@smallbusiness.nsw.gov.au
<b>Website</b>	smallbusiness.nsw.gov.au

### Bond Lodgement/Retail Bond Number

You must write your Retail Bond Number on the front of this form. The Property-Corporation Licence number is the agency's licence number as shown on the Fair Trading and Onegov websites.

#### How to claim

You can make a claim for a refund:

- By email to [weagree.bonds@smallbusiness.nsw.gov.au](mailto:weagree.bonds@smallbusiness.nsw.gov.au)
- By fax to (02) 8222 4816 (only fax the form once and retain the original so that it can be produced if required) by mail to GPO Box 5477, Sydney NSW 2001

### Disputes

If a valid claim is made by one party alone, the Office of the NSW Small Business Commissioner (OSBC) will send a "Notice of Claim" to the other party. If the OSBC is not notified in writing that the recipient disputes the claim within 14 days of the issue of the Notice, the bond will be paid as directed by the first claim form processed.

Either the landlord or the tenant can lodge an application for mediation of a retail bond dispute with the OSBC.

The application is available at [smallbusiness.nsw.gov.au](http://smallbusiness.nsw.gov.au) under "Download 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 OSBC can offer assistance with retail lease disputes, including disputes about bonds, on 1300 153 335.

### 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 to overseas accounts.**
- Please provide all known contact details for both parties including phone numbers, email addresses, and current mailing addresses to help speed up approval and payment procedures.

### 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 the NSW Small Business Commissioner (OSBC).

### ARABIC

إذا كنت تجد صعوبة في فهم الإنكليزية، اتصل بخدمة الترجمة الهاتفية 131 450 ، للاتصال نيابة عنك بمكتب خدمات الإيجار. OSBC.

### 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 OSBC。

### CROATIAN

Ako teško razumijete engleski, nazovite Telefonsku službu tumača na 131 450, koja će zatim nazvati OSBC.

### GREEK

Αν έχετε δυσκολίες με τα Αγγλικά, επικοινωνήστε με την Τηλεφωνική Υπηρεσία Διερωτημένων στον αριθμό 131 450 και εκείνοι θα τηλεφωνήσουν στις Υπηρεσίες Ενοικίασης (OSBC).

### 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 OSBC.

### MACEDONIAN

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

### SERBIAN

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

### SPANISH

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

### 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 OSBC.

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