



Office hours: 9 am - 5 pm  
 Refunds available between  
 9 am and 4.30 pm; Mon - Fri

**EXAMPLE FORM ONLY**

**BOND NUMBER**

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How many bond receipts have been issued for this tenancy? (insert number)

Date tenancy ended: / /

# BOND REFUND FORM

PLEASE COMPLETE FORM IN CLEAR PRINT USING **BLUE OR BLACK PEN**

Please submit original forms only - faxes or e-mails not accepted

Address of rental premises (USE BLOCK LETTERS) <b>1/ 91-97 GRENFELL STREET ADELAIDE SA</b>		Tenants/residents to sign	
Name of tenant/resident <b>John Citizen</b>		Amount paid to tenant 1 <b>\$* 200.00</b>	SIGNATURE of tenant/resident <i>John Citizen</i>
Forwarding address <b>GPO Box 965 Adelaide</b>		Account name <b>John Citizen</b>	Date <b>1/10/2014</b>
Name of Australian bank/building society <b>Commonwealth Bank</b>		INCOMPLETE or NO account details with a forwarding address will be paid out by cheque	
BSB no	1 2 3 4 5 6	Account no	0 0 1 2 3 4 5 6 7
Name of tenant/resident 2: <b>Jane Citizen</b>		Phone:	Amount paid to tenant/resident 2 <b>\$* 200</b>
Forwarding address <b>100 Pirie Street Adelaide SA 5000</b>		Account name	
Name of Australian bank/building society/credit union		Date <b>1/10/2014</b>	
BSB no		Account no	
Name of tenant/resident 3:		Phone:	Amount paid to tenant/resident 3
Forwarding address		\$*	
Name of Australian bank/building society/credit union		Account name	
BSB no		Account no	
Amount to be paid to Housing SA		Housing SA bond amount here → \$	
Name of landlord/agent/proprietor: <b>Bob Doe</b>		Phone:	Amount paid to landlord/agent/proprietor <b>\$* 200</b>
Forwarding address <b>4/91-97 Grenfell Street Adelaide</b>		Account name <b>Bob Doe</b>	
Name of Australian bank/building society/credit union <b>Police Credit Union</b>		Date <b>1/10/2014</b>	
BSB no	1 2 3 4 5 6	Account no	0 0 1 2 3 4 5 6 7

<b>Total Bond</b>
<b>\$ 600</b>

(\* Add together all the \$ amounts listed and insert the total here. →  
 This amount must equal the total amount of bond held by Consumer and Business services)

- NB.**
- The name and signatures above must match those on the documentation currently held by this office.
  - The bank account details must match the parties of the bond. We cannot pay moneys into a third party account.
  - If the EFT details do not match, or are incomplete, the EFT will be rejected and a cheque will be drawn.

By completing the above EFT details you are:

- Authorising Consumer and Business Services to use the listed number to transfer moneys owing to you into **your account** listed above.
- Guaranteeing that the information provided above is correct, and agreeing to indemnify Consumer and Business Services against any loss or damage suffered if the details provided are incorrect.

**PLEASE ENSURE YOU READ THE REVERSE INFORMATION PRIOR TO COMPLETING THIS FORM**

**APPLYING FOR A BOND REFUND WHERE BOTH PARTIES AGREE:**

Both parties complete, sign and lodge this form with the Consumer and Business Services (CBS).

**NB:** The signatures of both parties are not required where the person who signs this form is not seeking any portion of the bond money. However, the person whose EFT details appear on the form must sign it.

**APPLYING FOR A BOND REFUND WHERE BOTH PARTIES DO NOT AGREE,  
OR THE OTHER PARTY IS UNABLE TO SIGN:**

If a bond is **requested by the tenant/resident without the consent of their landlord/agent/proprietor**, the landlord/agent/proprietor is notified and given an opportunity to dispute it. **If the refund is disputed** the landlord/agent/proprietor will be required to lodge an online application with the South Australian Civil and Administrative Tribunal (SACAT). If the refund is not disputed the bond will be paid to the tenant/resident.

If a bond is **claimed by the landlord/agent/proprietor without the tenant/resident's consent**, the tenant/resident is notified and given an opportunity to dispute it. **If the claim is disputed**, the landlord/agent/proprietor will be required to lodge an online application with SACAT. **If there is no response by the tenant/resident**, the landlord/agent/proprietor will be required to provide CBS with evidence of their claim and if the claim is not substantiated it may be refused and the landlord/agent/proprietor will then need to make an application to SACAT. **If the claim is not disputed** the bond will be paid to the landlord/agent/proprietor.

**IMPORTANT**

1. Payment is made by electronic funds transfer or cheque and is available upon presentation of this form, providing that all details are fully completed and correct.
2. The signature of the parties signing this claim should be the same as those appearing on the bond lodgement form. If not, the change should be advised in writing, containing the signatures of both original and new parties.
3. Any alterations on this form must be **signed in full** by all parties.
4. Always quote your bond number in any communication with CBS.
5. Tenant/resident refunds will be paid equally to **all tenants/residents** appearing on the documentation currently held by this office unless the authority below is completed.
6. Bonds **cannot** be partially refunded.
7. Faxed, emailed or photocopied forms will not be accepted.
8. Tenants/residents moving to another country should keep their Australian bank account open so their Bond refund can be paid into that account. Tenants/residents who need their bond refund paid into an overseas bank account will need to lodge an International Money Transfer form with CBS. The overseas bank may charge a fee.

**Section to be completed ONLY if 1 tenant is claiming the full tenant/  
resident portion of the bond refund in a multiple tenant occupancy.**

I authorise Consumer and Business Services to make this payment in my name only.  
I understand that if there is a dispute to this payment, it may lead to a civil claim and is not the responsibility of Consumer and Business Services.

Name: *Jane Citizen*..... Signature *Jane Citizen*.

**This tenant/resident will receive \$400 of bond money in her name only**

**Tenant/resident signature**