



# NAB Easy Rent Service Request Form

Please complete Application form in full in black or blue pen using CAPITAL LETTERS and  where appropriate.

## STEP 1 TENANT CONTACT DETAILS (Please print clearly)

Tenant 1	Title	First name	Surname
Tenant 2	Title	First name	Surname
Home Phone	Work Phone	Mobile Phone	
( )	( )		
Email	DOB		/ /
<input type="checkbox"/> Residential <input type="checkbox"/> Commercial	Business Name	ABN	
Address			
Suburb	State	Postcode	

## STEP 2 PAYMENT SCHEDULE (Please select one method of payment from those listed below)

Tenant Initiated Payments: via website: [www.nabeasyrent.nab.com.au](http://www.nabeasyrent.nab.com.au) from your nominated bank account or credit card \*

BPAY: Via your financial institution using NAB Easy Rent Biller Code and Tenant Reference \*

Cash/ EFTPOS: Over the counter at Australia Post via scanning the NAB Easy Rent barcode \*

Recurring schedule (Automatic payment) Direct Debit configured by your Managing Agent \*

Rent amount \$ Frequency (Weekly / Fortnightly / Monthly) Commencement Date

### Important Information:

- \*Once we receive your completed form, you may be issued with a tenant number and instructions for payment.
- \*All payments processed via NAB Easy Rent may take up to four business days for your agent to receive these funds, please factor this while initiating your payments.
- \*There may be fees for using the NAB Easy Rent Service which are explained in your **Tenant Pricing Schedule**.

### Office Use Only

Tenant No.	Real Estate
PMS Property ID	Property Manager

## STEP 3 NOMINATING BANK ACCOUNT OR CREDIT CARD FOR YOUR PAYMENTS (Please print clearly)

Please debit my Credit Card nominated below: (Your Credit Card must be viewed by your managing agent to validate —this is part of our fraud prevention policy)

Card Type:  Visa  MasterCard

Name on Card

Credit Card Number Expiry Date

/ /

**OR**

Please debit my Bank Account nominated below: (Please provide a copy of your bank statement to validate —this is part of our fraud prevention policy)

Account Name

Financial Institution BSB (6 Digits) Account Number (Max 9 Digits)

### Important information:

- \*If you provide Visa Debit or MasterCard Debit card details, this will be processed as a Credit Card payment and a credit card service fee may apply. See your **Tenant Pricing Schedule** for details.

### DIRECT DEBIT REQUEST/ AUTHORITY TO DEBIT

I/We hereby agree to the Terms & Conditions and request and authorise National Australia Bank Limited (Trading as Nab Easy Rent) (Debit User No. 509674) to debit/process my/our nominated bank account or credit card identified above through the Bulk Electronic Clearing System or credit card network for any amount that NAB Easy Rent may debit or charge in accordance with the Terms and Conditions (Direct Debit Request & Service Agreement) set out below. I understand that service fees may apply depending upon the payment option chosen and that these service fees are listed in my **Tenant Pricing Schedule**. (Where account has two signatures, both must sign below.)

Name 1	Name 2
Signature 1	Signature 2
Date	Date
/ /	/ /

# Terms & Conditions – Direct Debit Request & Service Agreement

## Definitions

“Agreement” means these terms and conditions.

“NERSR” means NAB Easy Rent Service Request.

“OTC” means over-the-counter at Australia Post (cash and EFTPOS debit card).

“Person” includes a company or corporation.

“We”, “Us”, “Our”, “Service Provider”, means National Australia Bank Limited (ABN 12 004 044 937).

“You”, “Your” means the customer who signed the NAB Easy Rent Service Request.

“Service Fee” - The Fee to use the Service provided by NER for an online portal where tenants can gain access to their registered details, view and print off their full Payment History, Cancel Payments, forward date Payments and submit one-off Payments to pay rent, water or other charges due to your managing agent.

## Contractual relationships

By signing the application for the NAB Easy Rent Service Request Form:

You agree to accept the terms and conditions associated with the provision of the services below.

You acknowledge this service is provided by NAB Easy Rent as an optional payment method that is not intended to restrict you from other rent payment methods.

You acknowledge that your managing agent must be a member of NAB Easy Rent in order for us to provide this service to you.

## The NAB Easy Rent service

We make available to you rent payment facilities as agreed with your managing agent and identified in the Payment Schedule above.

## Processing times

- Transactions initiated before 4.00pm AEST each business banking day are processed on that business banking day.
- Transactions initiated after 4.00pm AEST on a business banking day are processed on the next business banking day.
- Transactions initiated on non-business banking days (weekends, public holidays, and bank holidays) are processed on the next business banking day.

## Enquiries and statements

An NAB Easy Rent tenant website is provided at [www.nabeasyrent.nab.com.au](http://www.nabeasyrent.nab.com.au) for review of all of your rent payments and recurring schedule. Where enquiries are not resolved online you should contact your managing agent.

## Void/Stop or deferred payments

Once a bank account payment has been submitted it can be voided or stopped via the NAB Easy Rent tenant website or by contacting your managing agent before 2.45pm AEST on the business banking day that the payment was initiated. Credit card payments cannot be voided or stopped.

## Dishonoured payments

We will not charge any fees if your payment is dishonoured for any reason. You may need to initiate a catch up payment once you have rectified the reason for the dishonoured payment.

## Password security

You must ensure that your NAB Easy Rent password is kept secure and not disclosed to anyone. If you suspect that the security of your password has been breached you must ensure that:

- Your password is changed on the NAB Easy Rent tenant website
- We are promptly notified of the suspected breach.

## Variations and amendment of terms and conditions

We may vary any of these conditions and any operating reference or user guide, including fees and charges, with 14 days notice on the NAB Easy Rent website ([www.nabeasyrent.nab.com.au](http://www.nabeasyrent.nab.com.au)).

You shall be deemed to have accepted any variation or amendment notified to you on the website unless you provide us with written notice within 14 days from the publication of the website notice of amendment or variation that you refuse to accept the variation or amendment. If you refuse to accept the variation or amendment, the agreement will be deemed terminated.

## NAB Easy Rent Service Request (NERSR) and funds disbursement

Where you have selected Recurring Schedule or Tenant Initiated Payments as your payment method, you accept payments will be debited from your bank account or credit card account.

Bank account payments are processed under National Australia Bank Limited (Trading as Nab Easy Rent) (Debit User No. 509674) and credit card payments are processed via a Merchant Facility. The NAB Easy Rent User Id's and credit card merchant facility is operated by National Australia Bank Limited ABN 12 004 044 937.

## Drawing arrangements

The drawings under this NAB Easy Rent Service Request form will occur as and when you initiate them via the, Internet, BPAY, OTC in accordance with the recurring schedule you or your managing agent configure via the NAB Easy Rent website.

## Adjustments

NAB Easy Rent may from time to time also debit or credit to you any adjustments in respect of transactions due to errors, omissions, payments initiated without a valid tenant NERSR or payments that are later dishonoured. We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

## Your rights

### Changes to the arrangement

If you want to make changes to the drawing arrangements you should log on to the NAB Easy Rent website and make the relevant changes or complete a new NERSR form available from your agent. Changes made via the website are live and will take effect immediately. Changes requested via a new NERSR form will not take effect until the form has been completed, signed and returned to your agent for processing.

Changes to the rent amount within a recurring schedule configured by Your agent can be amended by your Agent in accordance with the terms of your lease agreement without the need to complete a new NERSR form.

### Cancelling or stopping the agreement

If you want to cancel or stop the agreement you should log onto the NAB Easy Rent website and make the relevant changes or complete a Cancellation form available from your agent. Changes made via the website are live and will take effect immediately. Changes requested via a Cancellation form will not take effect until the form has been completed, signed and returned to your agent for processing. You can also cancel any direct debit request by contacting your financial institution, which is required to act promptly on your instruction.

### Enquiries

Direct all enquiries to your managing agent, rather than to your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to your managing agent should include your name, tenant number and telephone number.

### Confidentiality and privacy

All personal customer information held by us will be dealt with in accordance with our privacy policy. We may disclose your information to our outsourced service providers. We may also disclose your information for the purposes of this agreement (including disclosing information in connection with any query or claim). Full details of our privacy policy can be found at [www.nab.com.au/common/privacy-policy](http://www.nab.com.au/common/privacy-policy).

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law;
- (b) or for the purposes of this agreement (including disclosing)

### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with your managing agent. If the issue is not resolved to your satisfaction please contact our customer service team by email at [support@nabeasyrent.nab.com.au](mailto:support@nabeasyrent.nab.com.au) or by telephoning 1300 495 605. Alternatively, you can take it up directly with your financial institution. You will receive a refund if we have incorrectly debited your account.

### Your commitment to us

It is your responsibility to ensure that:

- Your nominated bank or credit card account can accept these payments (your financial institution can confirm this); and
- That on the drawing date there is sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed; and
- That you advise us of your new expiry date (in the case of a credit card)

If your drawing is dishonoured by your financial institution you may be charged a fee and/or interest by your financial institution.

### Tenant Pricing Schedule

When You use the NAB Easy Rent service You agree to pay Us a non-refundable Service fee / Convenience fee every time you make a payment in accordance with your **Tenant Pricing Schedule**.