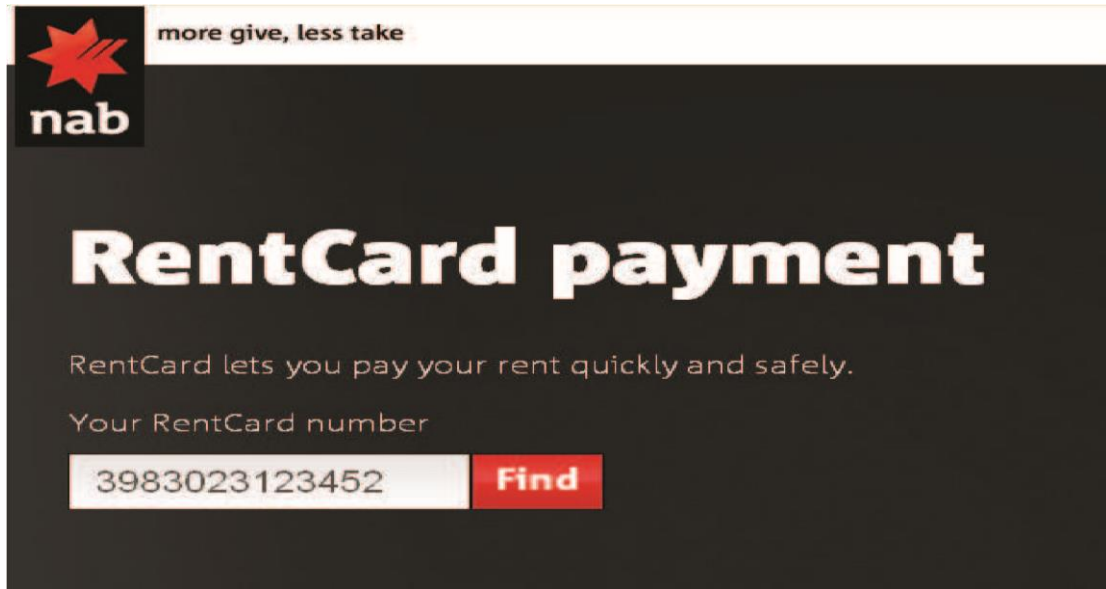


## The Tenant Portal

You can log into the NAB Rentcard portal to pay your rent.

You will enter your RentCard CRN supplied by your agent.

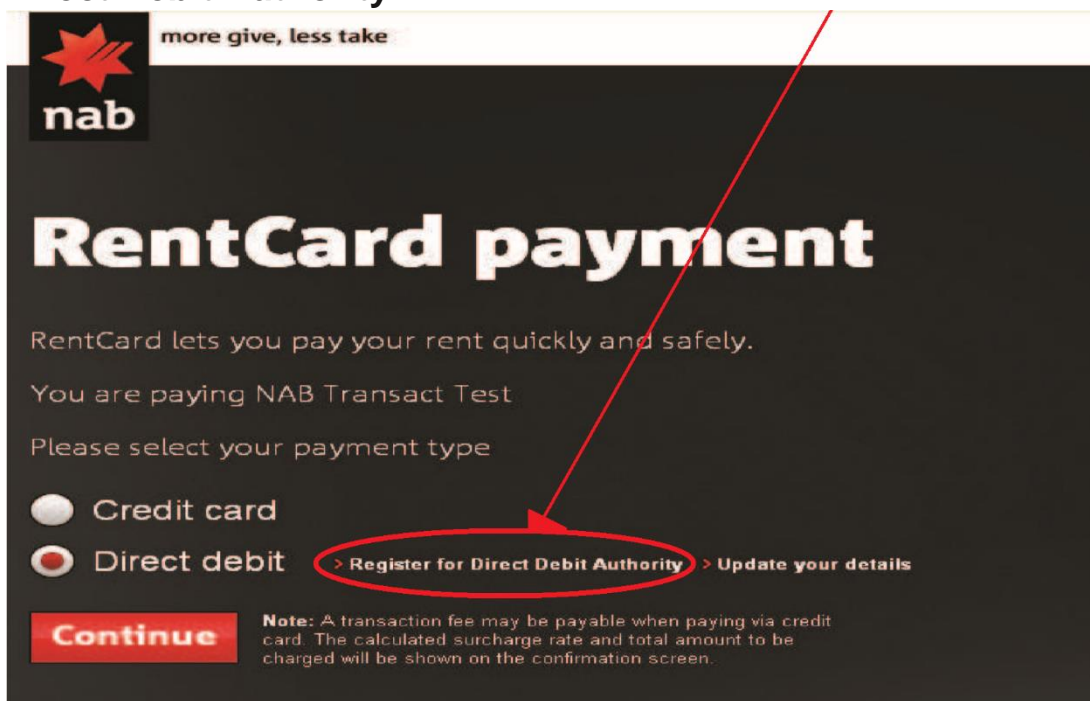


The screenshot shows the NAB RentCard payment portal. At the top left is the NAB logo with the tagline "more give, less take". The main heading is "RentCard payment". Below this, it says "RentCard lets you pay your rent quickly and safely." and "Your RentCard number". A text input field contains the number "3983023123452" and a red "Find" button is to its right.

You are then required to choose the payment method  
Credit Card or Direct Debit (Bank Account)

**Direct Debit from a Bank Account – the tenant must Register for direct debit authority located next to Direct debit button.**

### Direct Debit Authority



The screenshot shows the NAB RentCard payment portal with the payment method selection screen. At the top left is the NAB logo with the tagline "more give, less take". The main heading is "RentCard payment". Below this, it says "RentCard lets you pay your rent quickly and safely." and "You are paying NAB Transact Test". It then asks "Please select your payment type". There are two radio button options: "Credit card" (unselected) and "Direct debit" (selected). Next to the "Direct debit" option is a red oval containing the text "> Register for Direct Debit Authority > Update your details". A red arrow points from this oval to the text above. At the bottom left is a red "Continue" button. At the bottom right is a "Note: A transaction fee may be payable when paying via credit card. The calculated surcharge rate and total amount to be charged will be shown on the confirmation screen."

The tenant is required to complete the “Create Account” page and submit.

**nab**

Create Account

## Direct Debit Registration

Add Bank Account Details

First Name:  Surname:

Username:  Max 20 characters, letters only.

Password:  Confirm Password:  1-12 characters, at least 1 letter, 1 uppercase letter and 1 number.

Email:

Secure payments enabled by **nab**

The tenant will then need to register their bank account details and read service agreement then accept and submit request.

Add Bank Account Details

## Direct Debit Registration

**Add Bank Account Details**  
Under this Direct Debit Payment Request, I/We request and authorise the NAB Transact Test (APCA User ID 111111) to arrange for any amounts payable by Me/Us to the NAB Transact Test to be debited from My/Our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS) in accordance with the terms described in the Direct Debit Customer Service Agreement

Financial Institution Name:

Financial Institution Branch Name:

BSB:  -  Account number:

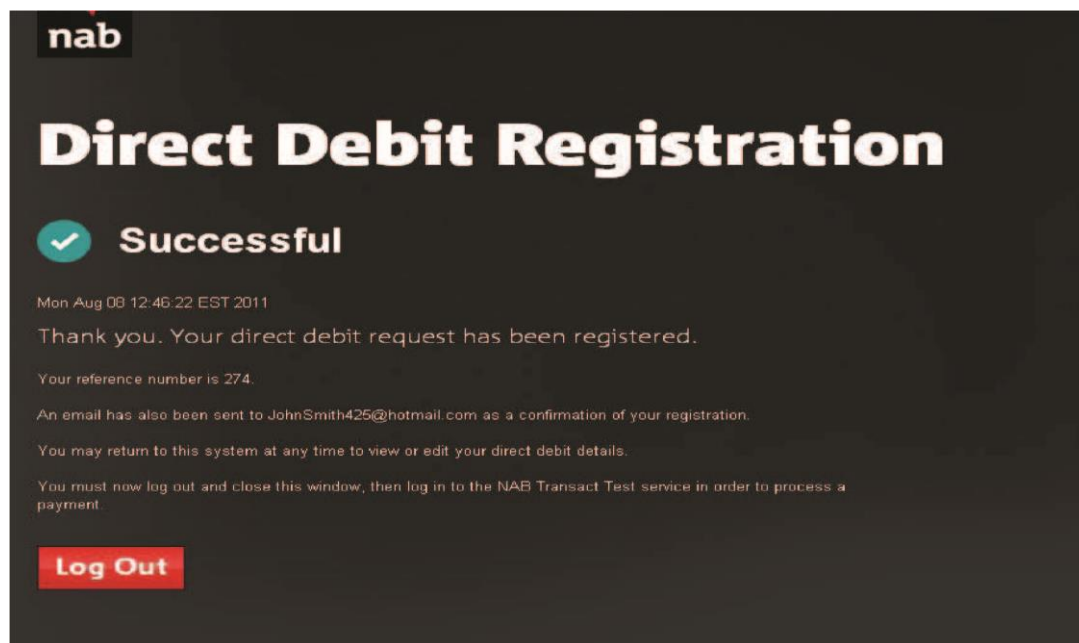
Full Account Name:  Given Name & Surname/Company or Business Name ACN/ABN.

**Declaration**  
Please read the [Direct Debit Customer Service Agreement](#) before continuing  
I/We confirm that I/We have read, understood and agreed to the terms and conditions set out in the Direct Debit Customer Service Agreement  
By clicking on the "Submit Request" below, I/We request and authorise the NAB Transact Test to debit all amounts payable by Me/Us to the NAB Transact Test from the above mentioned bank account in accordance with the Direct Debit Customer Service Agreement. I/We authorise My/Our financial institution to release information to the NAB Transact Test allowing the NAB Transact Test to verify the above mentioned details  
If this is a joint bank account all account holders agree to the declaration.

Your account will not be registered unless you accept the terms and conditions of the Direct Debit Customer Service agreement.

The registration process will not proceed if the "Decline" button is selected.

Accept  Decline



You will received confirmation that there Direct Debit registration has been successful. You are now registered for Pay by Web and Pay by Phone Bank Account direct debit. To use Pay By Web – Log onto [paybyweb.nab.com.au/rentcard](http://paybyweb.nab.com.au/rentcard) and select direct debit to pay rent from your registered bank account. Once registered you can also pay rent by phone.

To Pay by Phone – Call 1300 231 056 and follow the voice prompts to pay your rent.

**Please note:**

This registration does not verify or validate the information entered by you is correct or that the bank account details are valid. There is potential for dishonours to happen.

Please see the following reasons for dishonours.

1. Invalid BSB
2. Payment stopped
3. Account closed
4. Customer deceased
5. No account number or incorrect account number
6. Refer to customer - This can indicate a number of reason such as, uncleared funds, account with more that one signature to authorise, insufficient funds.
7. No longer in use
8. Invalid user id - The Direct Debit User Id is not correct or has been stopped.
9. Technically invalid - Account number & BSB combination error. Some Financial Institutions validate against both.