Centrepay incorrect payment process for Ray White TKG

153 Prince Street, Grafton NSW 2460

02 6642 3844 www.raywhitetkg.com tkg.nsw@raywhite.com

About this process

This incorrect payment process outlines how Ray White TKG will identify, prevent, manage and rectify incorrect payments for Centrepay customers.

Accessing this process

Our incorrect payment process is available:

- on our website www.raywhitetkg.com
- on display in our office at 153 Prince Street, Grafton
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our process within **5 business days** upon request.

What is an incorrect payment

An incorrect payment made to our business through Centrepay includes when a deduction is any of the following:

- not covered by a Centrepay deduction authority
- paid to our business in error
- paid for goods or services excluded under Centrepay.

An incorrect payment is also when the amount of credit we are holding for you is not likely to be used in the periods below:

- 12 months for utilities

How we'll prevent and manage incorrect payments

We will keep up to date with current legislation regarding eligible payments to be deducted from Centrepay payments. We will not set payments up that do not comply with eligibility. We will regularly check held credit amounts and refund funds being held unnecessarily. All payments received are checked for compliance with the regulation.

When we identify an incorrect payment, we will resolve it by:

- telling you in writing or verbally, if a written notification isn't possible
- refunding the payment within 10 business days when we can.

Alternatively, we will advise Services Australia if we haven't been able to refund you.

When we identify an incorrect payment, we will not:

- exchange or provide further goods to rectify the incorrect payment
- tell you what you should use the incorrect payment for.

You can change, suspend or cancel your Centrepay deduction at any time. You can do this by:

- using your Centrelink online account through MyGov
- using the Express Plus Centrelink mobile app
- calling Services Australia on your regular payment line
- visiting a Services Australia service centre.

How we'll manage unresolved incorrect payments

Ray White TKG will notify Services Australia as soon as possible when a payment:

- is not covered by a deduction authority
- is one of a repeated pattern of incorrect payments
- cannot be matched to a customer
- identified as incorrect and may be damaging to Ray White TKG or the reputation of Centrepay.

Ray White TKG will contact Services Australia at least 20 business days before issuing an incorrect payment to a State or Territory authority. We may do this when Ray White TKG has exhausted all reasonable attempts to return the funds directly to you. Ray White TKG will:

- change, suspend or cancel a relevant deduction authority for you if appropriate
- follow any written direction from Services Australia, this may include making a refund to your bank account held by Services Australia
- notify Services Australia when a direction is completed

Record keeping

Our recording keeping practices are guided by state requirements & regulations. Records are securely kept on premises for 5 years before being destroyed.

Ray White TKG maintains incorrect payment records relating to Centrepay securely in accordance with privacy obligations. Information retained may include, but is not limited to:

- details of incorrect payment information
- actions taken
- written customer communication
- any refund or adjustment made
- the outcome of the incorrect payment
- any referral or reports to relevant regulatory authorities.