

# Payment Gateway

## What is it?

Payment Gateway is a rental payment system which gives you several options to pay your rent, water, bond and all other Tenant payments due to your Managing Agent.

## What is the difference between making a direct deposit (i.e. direct transfer or EFT) into your Agents Trust Account and using a Tenant Rent Payment System?

- If providing an incorrect reference number, your payment could go missing or be allocated to the wrong Tenant
- If you make a payment by mistake, you will be reliant on your bank to cancel your payment. Which is a lengthy time consuming process for Tenants
- Your payment options are limited

However...

## When using a Tenant Rent Payment System such as Payment Gateway, the benefits to you are:

- By paying your rent via Payment Gateway, this will ensure your payment never goes missing or allocated to another Tenant
- You will have access to an online portal where you can view your registered details, view and print off your full payment history, cancel payments, forward date payments and submit one-off payments
- Payment Gateway gives you flexibility to pay using several payment methods, so you are always in control of your rent payments
- With Payment Gateway, you are in control and you decide when you want to pay rent (fortnightly, monthly, etc.) to manage the payment service fee

## What are my options?

You can make payments via:

- **Telephone:** by calling a 1300 number and quote your unique Tenant# and password
- **Internet:** log into a secure Tenant portal with your unique Tenant# and password
- **Automatic Recurring Payment:** have your Agent set up a Recurring Schedule on your behalf
- **BPAY:** submit a payment through your Financial Institution
- **Australia Post:** submit a payment via cash or EFTPOS over the counter at Australia Post

## What does it cost?

Tenants are charged for the use of the Payment Gateway service by a third party payment processor - Bambora. The fees for the use of the service are:

Payment Method	Service Fee	Convenience Fee/ Surcharge	Total
Bank Account	\$1.65	\$0.00	\$1.65
Credit Card	\$0.00	2.2% Surcharge	2.2% Surcharge
BPAY	\$1.65	\$1.35	\$3.00
Australia Post	\$1.65	\$2.35	\$4.00

There are no other associated costs – no ongoing service fees, processing fees or dishonour fees – you will only pay a service fee when you make a payment.

## Do I need to disclose my account details?

When paying via Telephone, Internet or Automatic Recurring Payment. This is the only time you will need to disclose them – you will not be asked for them again.

## Is it secure?

Yes:

- Payment Gateway is powered by Bambora who are Payment Card Industry Data Security Standard (PCI-DSS) Level 1 compliant. Adherence to this standard ensures all payment information is stored securely
- Bambora are subject to yearly independent audits
- The system will keep a log of access details – it will note the date and time, what was accessed and what changes were made (if any)
- All transactions are allocated a receipt number common to tenant, agent and the bank. Therefore, any transaction can be tracked if required

## How do I register?

You will need to complete a Payment Gateway service request form and provide this to your agent. Your agent will then provide you with all that is required to get you started.