1. Internet **search** www.cbos.tas.gov.au

2. Click on the **Housing** 🏠 icon.

3. Click on the **MyBond** tab.

4. Click on the 🔍 **Agents** tab.

5. Click on the **Login to MyBond** button.

   The login screen is displayed.

6. Enter your **Username** and **Password**.

7. Click on the **Log in** button.

   The Bond List Search screen is displayed.

8. Enter the Bond Number, Street or Tenant Name.

9. Click on the **Search** button.

10. Click on the **Details** link.

11. Click on the **Claim Bond** button.

    The following question are displayed.

Bond Claim

Has the tenant/s vacated the premises?   ○ Yes ○ No *

12. Select **Yes**.

    The following question is displayed.

When was the property vacated?   DD / MM / YYYY *

   Continue

13 Enter the date the property was vacated.

14. Press **TAB** or click on the **Continue** button.

No claim

1. Select **No** to the question **Are you claiming an amount from the bond?**

2. Click on the **Next** button.

3. Click on the **Submit** button.

The tenant will be notified to log in and check their bank details are correct and the payment will happen overnight. **Note:** This cannot be changed after it has been submitted.

Agent making a claim

1. Select **Yes** to the question **Are you claiming an amount from the bond?**

   The Claim details screen is displayed.

Note: Please specify the amounts you are claiming for. If you don't yet know the final costs enter your best estimates instead. Note that if the claim is approved, the amounts below are what you will receive regardless of what any finalised costs might be.

2. Click on the **Next** button.

3. Click on the **Submit** button.

The tenant will receive an email or SMS to log in and Approve or Dispute the claim
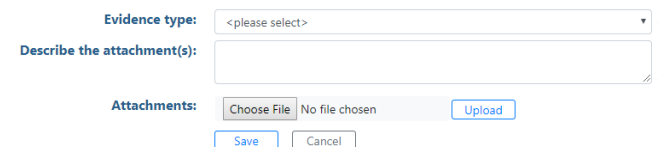
Tenant approves the claim

If the tenant approves the claim, the claim will be approved and all payments made as per the claim.

Tenant Disputes the claim

You will receive notification that the tenant has disputed the claim, you will be required to provide evidence of your claim.

Adding Evidence to Support your claim

1.. Click on the **Add New Evidence** button.

2. Select the **Evidence Type** from the list.

3. Enter a description – for eg Photos of Bedroom 3

4. Click on the **Choose File** button.

5.. Select the Photos.

6. Click on the **Upload** button.

7. Click on the **Save** button.

8. Click on the **Add New Evidence** button, to add more evidence, or do it later.

9. Click on the **Save** button and on **Return**